Autonomous Operations through a Business Lens

Operations Bridge

Transform IT to Become a More Strategic Business Partner
To become a more strategic partner to the business, IT operations must reduce costs, improve speed and responsiveness, and be capable of doing more with the same or less resources. These are all drivers for the adoption of virtualization and public and private cloud, but even the most innovative technologies won’t make IT a better partner to the business. IT leaders need the ability to clearly visualize the impact of IT on the business—and in real time, not in yesterday’s report.

To fully transform your IT operations and provide high-quality services in step with business priorities, you need solutions that help:
- Prioritize issues impacting the business
- Automatically analyze all your data and trends; then optimize workloads
- Integrate existing IT tools, filter noise and identify root cause
- Minimize downtime and business disruption
- Seamlessly manage new technologies
- Provide a consumer-like monitoring experience

The ultimate goal is to gain autonomous operations and that operations sees through a business lens. So how do you get there? Look to the capabilities of the Operations Bridge (OpsBridge)—a software solution designed to transform IT operations into an essential business partner.

Operations Bridge
Exploiting all your data can save you from disaster as well as provide vital competitive insight to executives. It makes sense to use a common infrastructure monitoring solution that integrates all your tools, automates manual tasks, visualizes what’s being impacted, and highlights the root cause that’s impacting business. According to industry experts, Artificial intelligence should be applied to solve issues in operations. A Gartner AIOPs report identifies 11 capabilities and recommends adoption of a common data management architecture.

Operations Bridge satisfies all these and introduces collect once store once (COSO) technology, a new containerized method for real-time data ingestion, storage and common analytical processing. The result is powerful automated machine learning, anomaly detection and predictive analytics to identify root cause fast, and take remedial action across Hybrid IT resources.

IT Operations Transformed
We recognize that you need fast time to value. Operations Bridge provides a choice between classical or containerized deployments to simplify time to value. There are three editions, Express, Premium and Ultimate providing you a choice of capabilities. Even better, you can start small and easily upgrade to expand your monitoring with scalable, elastic performance monitoring and exploit automated analytics to find issues fast. Measure your service delivery and its cost when using hybrid cloud, such as Amazon Web Services, Microsoft Azure, and Google Cloud. Adapt faster with automated remediation, choosing from 8,000+ runbooks and ChatOps to serve DevOps for continuous operations.
Sense What’s Happening

With automated discovery and monitoring, OpsBridge consolidates and exploits your data in a dynamically updated and accurate model of what impacts what. To ensure no new service goes overlooked, and to reduce latencies to set up infrastructure monitoring, it offers a growing list of enriched domain-specific capabilities, called Management Packs. These offerings automate discovery and monitoring of logs, events, metric and topology. Micro Focus® AppManager is also integrated providing industry leading monitoring of Microsoft environments and providing events and topology integrated with OpsBridge.

Whether you are providing or consuming cloud services, our Automated Service Modeling discovers your service definitions and links them to the applications and associated IT components. Coupling integration with automation, your operations tool set suddenly becomes smarter and faster. Your operators can now focus on business priorities, and have more time to innovate.

Analyze All Your Data

Operations Bridge incorporates extensive predictive analytics capabilities, from agent-based intelligence and real-time performance analytics to multi-mode stream-based and topology-based correlation of event streams over time and across dependencies. IT experts advise that application of algorithmic Big Data driven analytics to all your data is the key to improving service excellence.

Algorithmic IT Operations

The analytics in OpsBridge is based on 50+ patents for high-speed, high-volume data analysis. Automated log, metric and event analysis plus anomaly detection proactively alerts operators to abnormal activity and uncovers the most relevant insights from hundreds of millions of records to help your team better prioritize.

OpsBridge proposes optimized recipes of your resources to enhance your control of virtualized resources and dynamically changing workloads. It enhances the means to provide the right level of service at reasonable cost, visualizing resources and forecasting their allocation impact.

Adapt to the Situation

With more than 8,000 runbooks to choose from, including hundreds of out-of-the-box integrations to popular IT Service Management tools, OpsBridge simplifies and accelerates automation of tasks such as re-medial actions, notifications, and recovery procedures. Orchestration of complex and conditional execution provides the means to strengthen compliance, remove manual errors, and accelerate key operations processes.

Adaptation to changing circumstance is a core requirement for an agile, closed-loop way of working and enabling collaboration among development, testing, and production staff. That’s the DevOps methodology, and OpsBridge supports it, with:

- A dynamically updating model that reflects the deployment of new application and infrastructure instances, automatically activating the required monitoring.
- Robotized features for ChatOps-based collaboration across operations and other teams
- Automated tasks are used to capture and share vital production information to the extended teams, as well as activating alternative configurations to keep your business on track.

Lightweight Reporting and Analytics

Visualization in OpsBridge comes in a number of components. Business Value Dashboard (BVD) is extremely flexible and provides sub-second updates. It merges business and IT data, this promotes business and IT alignment.

Performance Engine is focused on performance metrics. It is extremely scalable and provides customizable dashboards focused on various personas.

The Business Value Dashboard (BVD) can exploit all the status and KPI data at your disposal to provide a TV-like live channel of business and IT news that the BVD “paints” onto a tablet or any other device with a browser. Even better, the BVD software can display online information—such as Internet news feeds, live programs, and streaming videos—in dashboard views. These views can be developed by anyone using simple office productivity tools, such as Microsoft Visio, making their design flexible and easier to build and tailor, and very fast to deploy.

Business Value Dashboard can consume historical data stored in COSO, preprocessing and analyzing that data before it is displayed.

Vodafone Group doubled operational efficiencies in the first six months of 2016.
for lightweight reporting. In addition to dashboards BVD can produce PDF output.

Real-Time Performance Analytics
Operations Bridge Performance Engine provides highly scalable real-time performance collection analysis and graphing for hundreds of metrics. You can build and combine different IT status and metrics information into powerful dashboards that can be easily and quickly tailored into domain or contextually specific dashboard mashups. As the graphical designs are free to anyone to specify, the business and IT information you capture can be shown anywhere, at any place in the cascading dashboards for all personas.

A core OpsBridge capability manages the complex task of designing, generating, and publishing cross-domain reports. More than 200 predesigned reports are available, some of which are provided with management packs. These reports facilitate SLA measurements. With ChatOps, it is possible to get access to any OpsBridge report.

Multi-Domain Reporting
Lack of visibility into operational and performance data across multiple domains is problematic. Operations Bridge integrates 3rd party domain tools to provide operations teams with a single pane of glass to handle events and performance data in real time, helping operators find root cause and prioritize actions on the most impactful incidents.

Operations Bridge Reporter (OBR) provides current and historical cross-domain reporting of the availability and performance metrics across the IT infrastructure. Operations Bridge Reporter enables reporting of vital services and applications or groups defined in different IT monitoring tools from which it pulls the data based on custom groups defined in OBR. It also alerts on user defined conditions such as approaching the 90 day forecasted limit of a resource such as bandwidth for a WAN link.

Managing Hybrid IT Environments
As IT transforms and adopts cloud infrastructures, the end-to-end service delivery depends on the performance of resources that are no longer under the control of IT operations, yet may heavily impact service delivery.

Gaining visibility through a service-driven monitoring system is paramount in this case, especially when native tools don’t provide enough information.

Swiss Mobiliar decreased incidents by 58% in two years.
Your Business Value Dashboard visually paints the status of your business, and can display online information—such as internet news feeds and live programs.

"With the new micro service and containerized architecture, the Operations Bridge is going in the right direction, it’s an exciting evolution and will bring real value to us."
LUKE BRADLEY
Vodafone Group Services Limited

Operations Bridge supports AWS including ECS, EBS and PaaS services such as ELB and S3, as well as monitoring of cost metrics for billing.

Microsoft Azure App and App service plans, and Google cloud environments are also supported. Automated detection and modeling of cloud services, and real-time streaming of 300+ metrics and logs solve the visibility issue.

By taking advantage of increased visibility, IT operations is empowered to analyze this data, see when cloud and other resources are predicted to impact the business, and optimize resource allocation to better control their costs.

Realizing the Benefits
See how Vancity is exploiting Operations Bridge. Watch the video.

Learn how Swiss Mobiliar IT grew to become a major business partner. Watch the video.

See how KMD is doing more work with the same staff. Watch the video.

Learn More At
www.microfocus.com/opsbridge
“The story is tying together all of the disparate systems. The OpsBridge is the only tool I know that lets you do that, and automate management from a single pane of glass.”

JAY ROONEY
Vancity