opentext™

OpenText OpScope: Changing the Way You Observe and Monitor Cloud-Native Applications

Capture a single, unified view of your entire IT estate—across multicloud and on-premises resources—to quickly find and fix threatening issues. You'll spend less time troubleshooting and more time innovating.

OpenText OpScope at a Glance:

■ **Clear Observability:**
See all your resources, across cloud and on-premises domains, on one ready-to-use dashboard.

■ **Faster Troubleshooting:**
Harness the power of OpenTelemetry to understand at a granular level where and why a slowdown occurred.

■ **Accelerated Time to Value:**
Get up and running fast with a public cloud SaaS solution.

Multicloud environments are on the rise. Mergers. Acquisitions. Single-cloud vendors with limited functionality. The desire to avoid cloud vendor lock-in. With these types of business forces at play, continued cloud expansion is inevitable.

That's why monitoring tools that support multiple cloud vendors are so essential. Without clear, consistent, consolidated visibility of all your cloud resources, outages are bound to occur. When they do, customer experiences will plummet, DevOps teams will get frustrated, and you'll spend too much time troubleshooting when you should be innovating.

Reset your view with OpenText™ OpScope. Strengthen cloud observability across all resources. Easily monitor applications. And leverage OpenTelemetry to better understand and troubleshoot performance issues. Now meet your service commitments with ease.

Unify Your View across Domains and Vendors

Without a clear view of the user experience or how cloud resources are connected, you can't find and fix issues fast enough. What's more, if an application uses on-premises resources, your cloud vendor tool won't see them. Strengthen visibility now. Unify data across domains and vendors onto a single dashboard for easy tracking of Service Level Agreement (SLA) and Service Level Objective (SLO) metrics. Generate actionable alerts (OpScope combines telemetry from different sources to make it possible). And ensure application performance with prebuilt dashboards—or drag-and-drop to create your own without any complex SQL queries. Do it for the health of your infrastructure and applications.

Manage Customer Service Expectations

If you can't see the data needed to track trends and forecast slowdowns, it's hard to create a great customer experience. But with OpScope, you can illuminate your data and build a dashboard to quickly measure the Service Level Indication (SLI) of your application. Once you know whether or not your reliability and performance objectives are above SLO targets, you can assess the state of your error budget. No more data sprawled across IaaS, PaaS, and serverless application monitoring screens. Just an integrated view of your entire cloud landscape and a clear understanding of how IT resources are impacting business services.

> "66% of MTTR is spent on identifying change that is causing a problem."

DIGITAL ENTERPRISE JOURNAL
"24 Key Areas Shaping IT Performance Markets in 2022"
July 2022

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Fuel Communication

No matter how well you test, production is a different environment. Whether you're dealing with scalability, third-party SaaS resources, or on-premises workloads, applications are going to behave differently when in production. But with OpScope, you can deliver the critical in-production data that developers and site reliability engineering (SRE) teams need to monitor and troubleshoot application performance.

Detect Problems Proactively

OpScope's multivariate anomaly detection (MVAD) reduces alert noise, making it easy to isolate potential problems. MVAD also groups related metrics and determines if the group is behaving anomalously. That way when you get an anomaly alert, you know it's worth looking into.

Speed up Troubleshooting

Zoom from zero to observability with guided workflows and prebuilt dashboards that help you monitor cloud and on-premises infrastructure, services, and applications. OpScope leads you quickly to your "Aha" moment—from the degradation alert to a direct understanding of which IT component caused the problem and what other components are impacted.

Want a more granular understanding of why a slowdown occurred? Harness the power of OpenTelemetry. Its open architecture frees you to use any OpenTelemetry-based data source—including Kubernetes, Prometheus, and Jenkins—and avoid vendor lock-in. OpenTelemetry traces reveal error rates, latency, microservice versions impacted, and deep insights into user experiences across distributed systems. Developers, SREs, and operations teams can use these vital results to understand the performance of their workloads.

Accelerated Time to Value for Cloud Deployments

OpScope is a SaaS solution that delivers a unified approach to monitoring and troubleshooting. Lightweight and easy to implement, it gets SRE teams up and running quickly.

Learn more at
www.opentext.com