



# Operations Center

Today's IT environment is more than complex—it's overwhelming. You have a Gordian knot of physical, virtual and cloudbased infrastructure, operating systems and applications that deliver critical services to users. And that doesn't even include all the availability, performance and security monitoring information they all generate. How can you understand all that information, much less organize it so you can take timely and appropriate actions that make business sense? Enter Operations Center.

## Operations Center at a Glance:

### ■ Integration:

Consolidates and integrates multiple monitoring and management tools.

### ■ Correlation and Modeling:

Build intelligent service and information models by linking and correlating data across your entire enterprise.

### ■ Visualization:

Provides multiple views into your enterprise. Get meaningful, individualized information about the state of the enterprise.

### ■ Scalable and Multi-tenancy:

Easily scales to over two million objects and can handle multiple tenants securely.

## Product Overview

Micro Focus® Operations Center aggregates, integrates and organizes the sea of information your business generates, allowing you to easily visualize and understand it. Instead of drowning in data, you can act appropriately on it.

Operations Center allows you to:

- Integrate and organize complex IT, security and business information into service delivery models
- Visualize, monitor and understand your entire business
- Prioritize and respond to IT events quicker based on service and business impacts

## Integrate and Organize

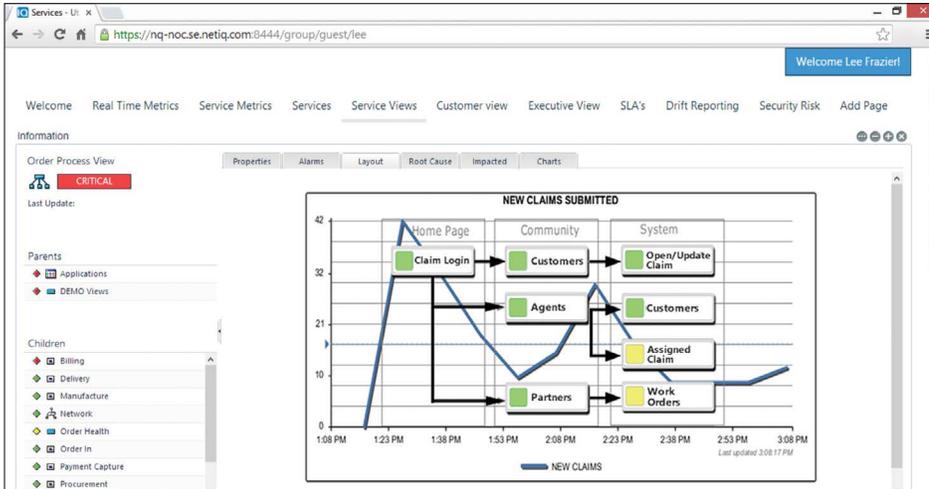
It's hard to understand all the information you have available. Operations Center allows you to organize and integrate your information so you have a complete view of the relationships and dependencies within your infrastructure, environment and business. By organizing information into service-delivery or other information models, you can integrate all the IT, security and business data you are generating. This lets you understand what impact an event or change has on your enterprise. Better yet—Operations Center easily integrates with all the systems you're already using to give you a more robust understanding of your entire business.

## Visualize and Monitor

With as complex—and sometimes overwhelming—as today's IT and business environments can be, how can you really know what's going on without a good way to both visualize and monitor all aspects of your IT environment? Operations Center allows you to see and monitor your entire IT environment in a "single pane of glass" view. You see exactly what services are up and running, how infrastructure, operating systems and applications are performing, and what kind of experience your customers are having. You can also understand the impact of any event on your bottom line.

## Perform and Deliver

Whether you're a service provider or an internal IT department supporting an enterprise, you're expected to continuously deliver available services. Measuring performance by correlating up-to-the-second IT information, security data and business metrics is a must when meeting internal or external expectations. Operations Center gives you real-time insight into service performance and delivery—allowing you to efficiently pinpoint where problems are occurring and what impact they are having so you can quickly resolve them. You can also see how your enterprise has performed historically and predictively tackle problems before service-impacting events occur.



Organize information into a service-delivery model.

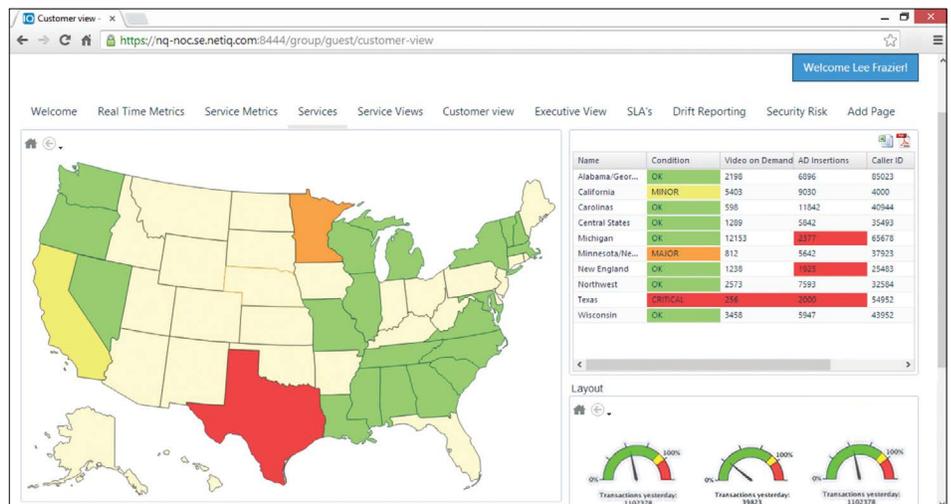
### Key Benefits

Operations Center can help you:

- **Avoid service impacts**—Avoid seventy-five percent of service-impacting events
- **Speed diagnoses**—Find root causes to events in seconds, not hours, by reducing the time spent pinpointing them by up to ninety percent
- **Prioritize response**—Prioritize your response according to business and service impact, rather than guessing what's most important

**Turn your data silos into actionable, intelligent information to drive your business. By integrating your IT, security, and business data into service models, you can easily visualize the state of your entire enterprise and respond appropriately to any IT event.**

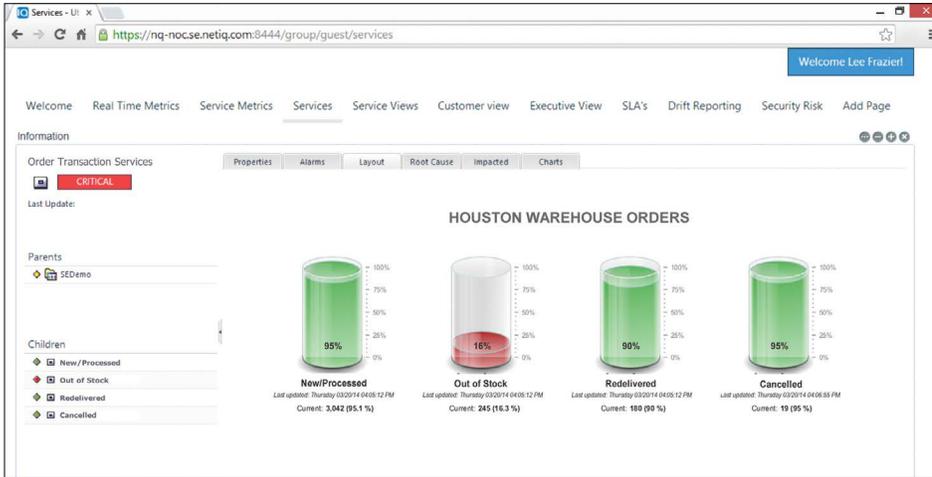
- **Improve efficiency**—Improve resource utilization by at least thirty percent
- **Increase effectiveness**—Attain business alignment in less than ninety days



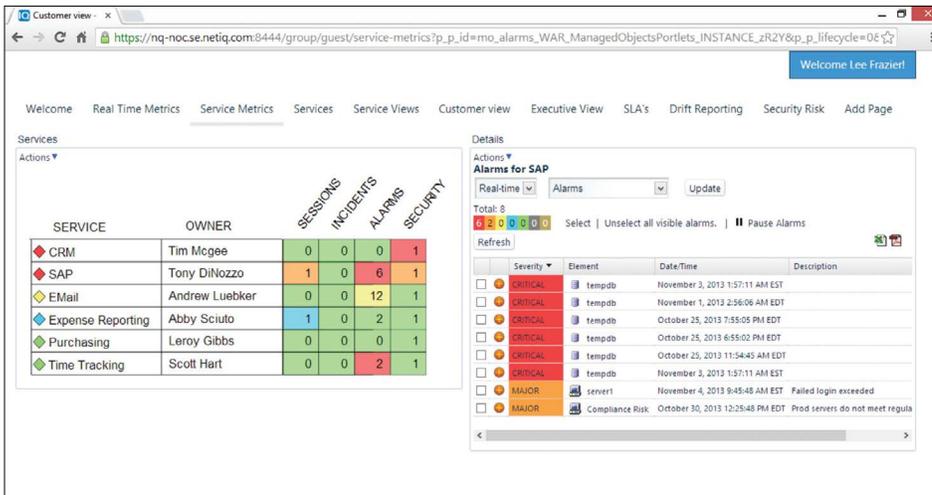
Visualize what and where things are happening is easy with Operations Center.

### Key Features

- **Integration**—Operations Center consolidates and integrates multiple monitoring and management tools across IT infrastructure, operating systems, applications, security data and business metrics. Use your current technology investments now and expand into the future.
- **Correlation and Modelling**—Build intelligent service and information models by linking and correlating data across your entire enterprise. You can weight, measure and manage each model's multiple metrics and view them in accordance to business objectives and context.
- **Visualization**—Operation Center's visualization layer provides multiple views into your enterprise. IT Directors, CEOs, Line-of-Business Owners all get meaningful, individualized information about the state of the enterprise—all from the same data.



Quickly determine how your services are performing.



Drill down to get the root of any service issues and get things back online fast.

- **Scalable and Multi-tenancy**—Operations Center can easily scale to over two million objects and can handle multiple tenants

securely, perfect for very large enterprises or service providers.

## Built For Service Providers and IT Operations Teams

No matter if you are a major service provider under service level agreements with your customers, or just an IT Operations team providing business-critical services to your enterprise, you need to perform. Delivering always available services is a complex task involving multiple moving parts: infrastructure, systems, and applications all have to combine seamlessly. Luckily, Operations Center is built to help you monitor, map, and measure your service delivery success.

### Service Monitoring

Monitoring the services you deliver requires connecting existing data silos, reconciling and relating the data within the silos, and presenting the data in a live, single-pane-of-glass view. Operations Center enables you to monitor the availability and performance of the services you provide, allowing you to avoid service-impacting events and improve responsiveness when events do occur.

### Service Mapping

Operations Center maps services in the most complex environments to give you a complete view of the relationships and dependencies within your infrastructure when you deliver your services. Additionally, it allows you see what affect any configuration changes in your environment will have on your service delivery performance—before you make them!

### Service Measuring

Not meeting agreed-upon service level agreements can cost you both in money and reputation. Operations Center features complete service level management, service level agreements and service dashboards that communicate service achievement and compliance.

Contact us at:  
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Chart key metrics over time.

To learn more about Operations Center or to start a trial, [go here](#).