



Operations Center for Service Monitoring

When something goes wrong, you should be the first to know. Customers report over seventy percent of service-impacting events. By the time you learn there's a problem, you've already lost relationships and revenue. Operations Center for Service Monitoring provides visibility to avoid service impacting events by greater than seventy-five percent. When an event does occur, speed to restoration is decreased by over ninety percent.

Operations Center at a Glance:

■ End-to-End Service Management:

Allows you to monitor the health of your entire mixed-IT environment with a true end-to-end service management view.

■ Event Manager:

Collect, filter, deduplicate and normalize line-oriented event data from any source with Event Manager.

■ Experience Manager:

Gives your IT team the performance information it needs to proactively remedy slow performance before your users call.

Meet Operations Center for Service Monitoring

Micro Focus® Operations Center for Service Monitoring consolidates information from existing IT management tools into one live view that links business and IT goals. This end-to-end management capability improves organization-wide communication and responsiveness.

Driven by a revolutionary new intelligent service model, Operations Center breaks down the barriers between your data sources to present a single-pane-of-glass view of your complex infrastructure and mission-critical services. Get a comprehensive, real-time picture of availability and performance—and take control of your data center.

■ End-to-end service management:

Operations Center allows you to monitor the health of your entire mixed-IT environment with a true end-to-end service management view. Our solution consolidates all data sources and provides a comprehensive, easy-to-understand early warning system. Built for IT and business users, it presents more than just a picture of your infrastructure's health.

It also presents a way for business users to understand IT considerations and for IT to recognize business impact. In addition, Operations Center maximizes the

effectiveness of your responses because it defines the health of your infrastructure by your business goals, not arbitrary IT parameters. Rule-based prioritization and weighting allow you to focus your limited resources on the potential events that matter most to your organization.

- **Event Manager:** Collect, filter, deduplicate and normalize line-oriented event data from any source with Event Manager. You can even manage data from telecommunications devices that other tools overlook. Working in sync with the Operations Center intelligent service model, Event Manager turns raw data into clear, pertinent information that your IT and business teams can review and respond to.

- **Experience Manager:** Get ahead of downtime and stay ahead. If your organization is like most, its IT staff spends over eighty-five percent of its time reacting to events and maintaining your systems—the equivalent of one to two percent of your revenue. Experience Manager gives your IT team the performance information it needs to proactively remedy slow performance before your users call.

Operations Center uses passive, synthetic transactions to measure end user response times from web-based applications. As a result, it enriches the intelligent service model that

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provides your IT and business users with the information they need to make more effective and proactive decisions.

Reduce Service-Impacting Events in the Most Complex Environments

- **Impact Avoidance:** Enjoy unparalleled clarity when viewing your IT infrastructure and set thresholds that align with your business goals to prevent service impacting events. **Fact:** Operations Center helps organizations avoid over seventy-five percent of service-impacting events.
- **Prioritization:** Minimize downtime and revenue-impacting events by prioritizing response and restoration activities for your organization's most critical services. Incorporate into your monitoring activities business context and prioritization rules that are based on business calendars and transaction values and volumes.

Fact: Using Operations Center, global home, personal care and food manufacturers all implemented views for seven critical services in only two weeks.

- **Diagnosis and root cause determination:** Quickly pinpoint the offending component and restore service. Faster rootcause analysis in conjunction with business-driven IT-work priorities speeds mean-time-to-restore (MTTR) and improves communication across your organization.

Fact: A U.S. financial services company achieved savings of US\$500,000 in just one year.

Enjoy Exceptional Services

Leverage our world-class services organization for all your consulting, training and support needs. Our IT Consulting team has deep technical knowledge and broad industry experience. These experts can help you design, implement and manage a solution that meets your demand for high-quality services, reduced costs and improved control over your complex IT infrastructures.

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