

# AUTOMATING IT OPERATIONS WITH MICRO FOCUS OPSBRIDGE ULTIMATE

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# AUTOMATING IT OPERATIONS WITH MICRO FOCUS OPSBRIDGE ULTIMATE

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# AUTOMATING IT OPERATIONS WITH MICRO FOCUS OPSBRIDGE ULTIMATE

## EXECUTIVE INTRODUCTION

IT organizations today are facing unique challenges and unique opportunities on a scale far more dramatic than ever before. The need for IT to deliver its services more dynamically, as well as more in line with business-driven objectives, is rapidly replacing the notion of running a “stable” environment as a primary objective. Moreover, IT faces growing challenges in a number of other areas. These include managing and optimizing increasingly diverse “hybrid cloud” environments, showing true improvements in efficiency and cost effectiveness (or else risking outsourcing), and stepping up to pressures for innovation in support of business transformation. In fact, the old adage “running IT as a business” has never been truer than it is today.

In this report, EMA will explore critical technologies advancing IT and potentially business transformation, including advanced levels of automation and the growing role of advanced IT analytics (AIA), or what the industry more generally calls “AIOps.” This report will also introduce Micro Focus OpsBridge Ultimate, where automation, AIOps, discovery, and core monitoring requirements all come together.

The report’s four case studies are designed to demonstrate the value of the Operations Bridge Ultimate investment, while also providing guidelines for more effective adoption of unifying technologies to meet both IT and business requirements in the digital age.

## THE IMPACTS OF AUTOMATION

The industry as a whole is still discovering all the values implicit in the handshake between advanced analytics and automation. Analytics-informed automation has the clear potential to revolutionize both IT and the business it serves, but just like AIA, automation comes in many dimensions in support of many use cases. Figure 1 shows which automation technologies are most prevalent in conjunction with analytics-related deployments, but perhaps what’s equally significant is that the average response indicated more than five types of automation were integrated, or were planned for integration, with AIA.

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Which types of workflow and/or other types of automation are you currently using or planning to use in support of your analytics initiative(s)?

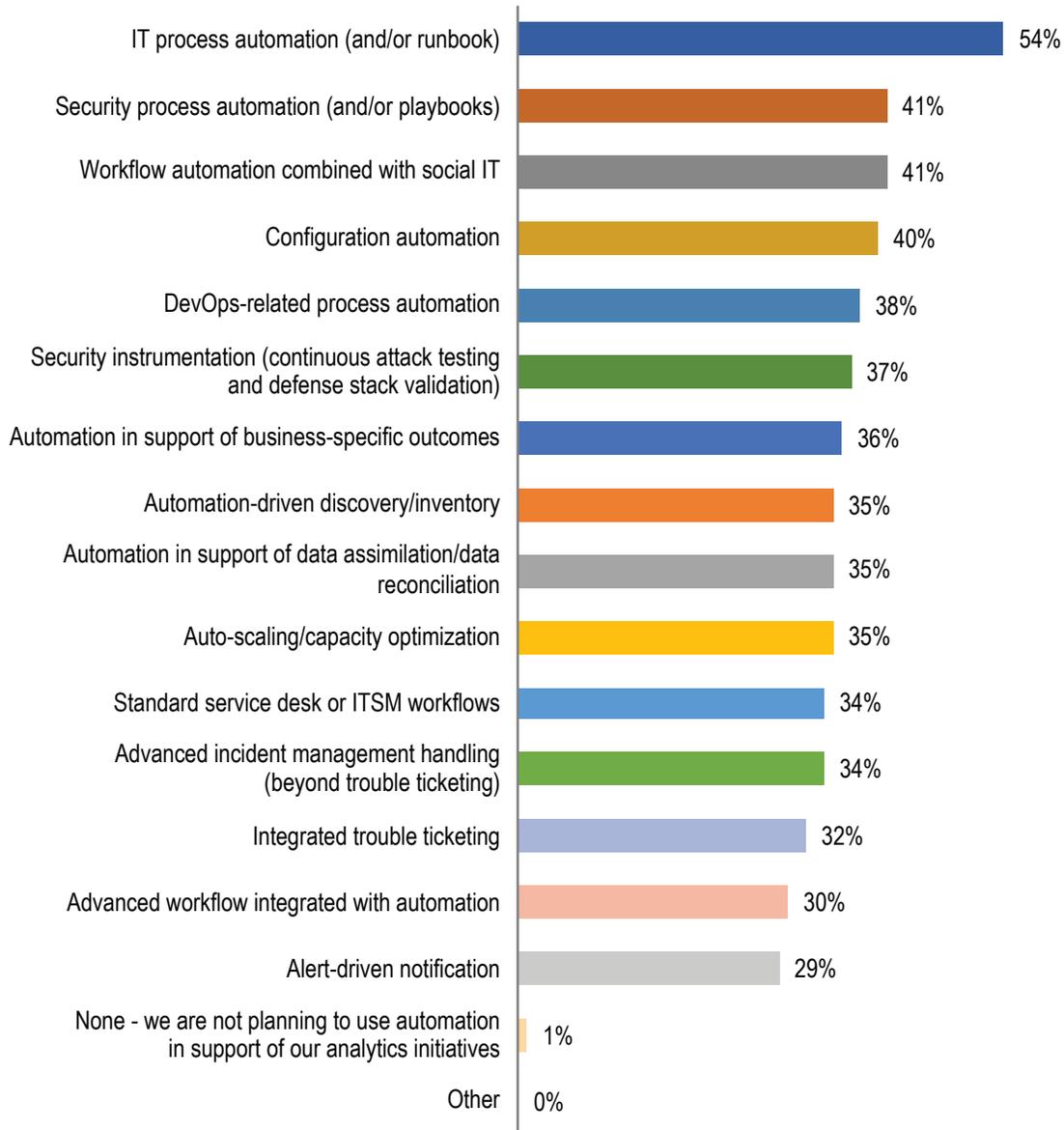


Figure 1: Across a broad array of options, IT process automation or runbook, security-related automation, and workflow automation combined with social IT led the pack for integrating automation with analytics initiatives in EMA research. Equally significant was that more than five types of automation, on average, were either already integrated or in the process of being integrated with serious analytic investments.

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## Automating AIOps

Like so many terms in IT, “AIOps” is often interpreted differently by IT players and vendors in the industry. EMA’s own set of requirements help show why AIOps, or AIA, can become both unifying and transformative for IT. These include the following:

- Assimilation of data from cross-domain sources in high data volumes for cross-domain insights
- Access to multiple data types, e.g., events, KPIs, logs, flow, configuration data, etc.
- Capabilities for self-learning to deliver predictive, and/ or prescriptive and/or if/then actionable insights
- Support for a wide range of advanced heuristics
- Potential use as a strategic overlay that may assimilate multiple monitoring investments
- Support for private cloud and public cloud
- The ability to support multiple use cases

The benefits of AIOps and AIA when effectively deployed can be striking. These are shown in Figure 2.

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What benefits has your organization seen so far from its investment in advanced IT analytics?

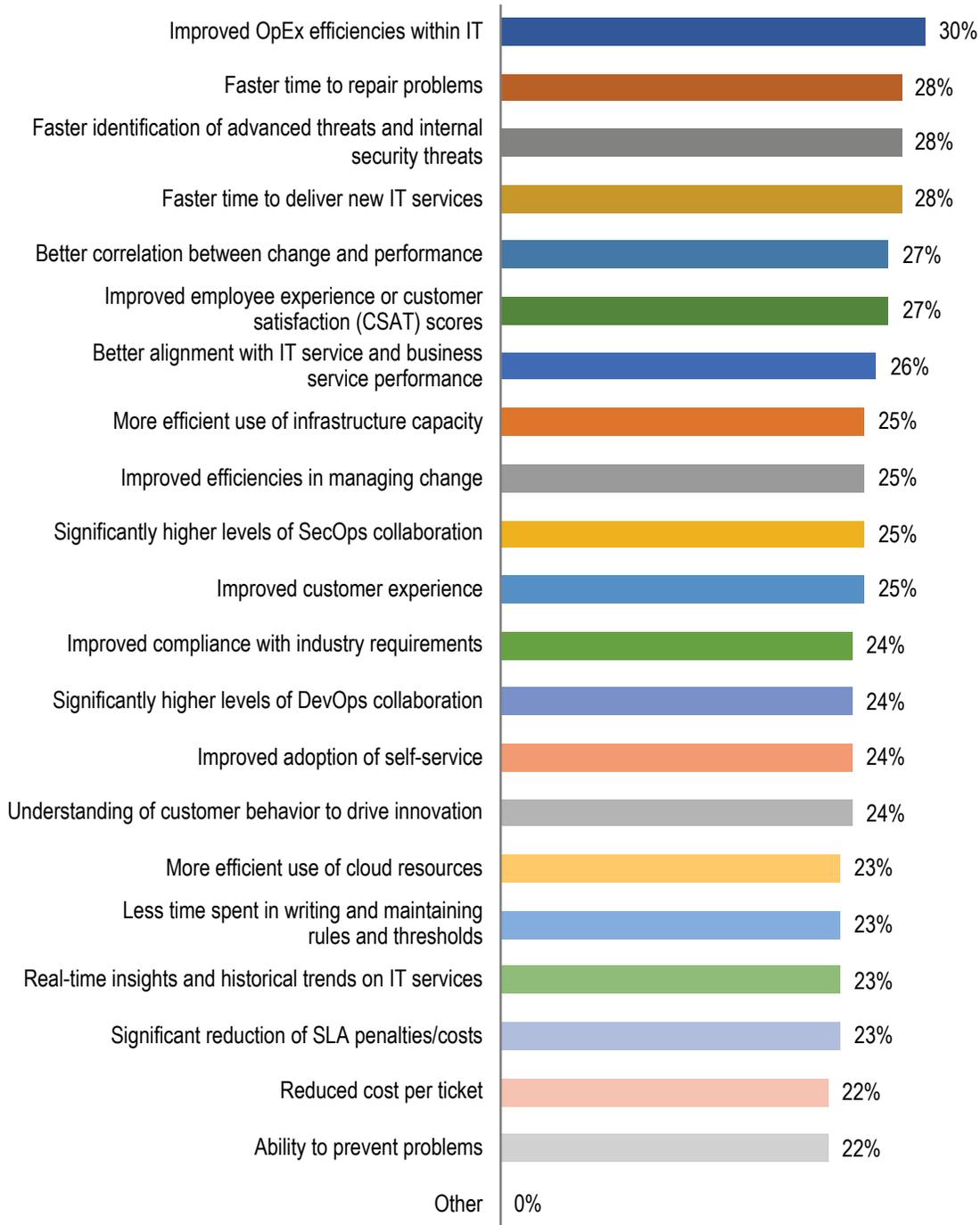


Figure 2: OpEx efficiencies, faster time to repair problems, faster identification of advanced threats, and faster time to deliver new IT services are the top four benefits from AIA/AIOps adoptions—highlighting a rich diversity of values and use cases.

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The versatility indicated in Figure 2's data spotlights the fact that advanced analytics investments, when coupled with accurate and dynamic discovery, powerful automation, and versatile, role-aware visualization, can deliver benefits across many IT roles and initiatives.

Toolset integration is also a key feature, proven by both industry conversations and EMA research. An AIOps platform that can assimilate many different sources and many different toolsets will enable IT organizations to reap the benefits of existing investments, while also allowing IT stakeholders to move in a step-by-step fashion toward a more unified platform for managing IT operations and IT as a whole. In EMA's research, respondents (on average) indicated a desire for the AIOps investment to integrate with more than 23 different monitoring tools or other sources, which is a substantial increase over 15 different sources indicated just two years before.

Moreover, a diversity of supported roles is also essential. Current research indicated a growing breadth of role support to 19 different roles, more than the 11 different roles just two years before. These included domain-specific roles, such as applications management, database management, and cloud management; cross-domain roles, such as executive IT, IT operations, and IT service management (ITSM); as well as business roles, such as business operations, business development and planning, and customer experience management.

**In EMA's research, respondents (on average) indicated a desire for the AIOps investment to integrate with more than 23 different monitoring tools or other sources.**

## INTERVIEW WITH A MICRO FOCUS SOLUTIONS ARCHITECT SUPPORTING A LARGE, EUROPEAN-BASED FINANCIAL SERVICES ORGANIZATION

This interview shows how advanced analytics and unified management in Micro Focus OpsBridge Ultimate enable a critical, strategic IT transformational initiative.

### Could you tell us a little about your role and the client you're supporting?

Yes, I'm a Solution Architect with Micro Focus, based in Europe. I've been working with a large financial services organization for two years now. Just to give you a sense of size, they have nearly one trillion dollars in assets and are spread across several countries in Europe.

### Why did your client move to OpsBridge?

About a year and a half ago, this company began a strategic initiative to streamline their IT processes while putting the customer at the center of everything they do. Their goal was to make their information technology organization a true service broker. It was a program made up of seven key pieces. Some of the areas of focus were evolving roles and skills, evolving the data center, achieving a service-centered mindset, evolving the technological infrastructure, priorities for application transformation, a focus on innovation, and evolving operations.

In operations, the goal was to reduce and consolidate the number of monitoring tools by integrating infrastructure and application management requirements, while also creating a consistent approach to managing systems, networks, virtualization, and cloud in a more holistic manner. From a toolset consolidation perspective, the goal was to be able to consolidate four or five tools into one.

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## What was their environment like at that time?

They had management products from many different vendors, including some from Micro Focus. For instance, Operations Manager Linux (OML) monitored their Unix environment. NetIQ monitored Windows. They were using BMC Patrol and BMC TrueSight as the monitors of monitors, where they created a dashboard for consolidating enterprise events. They used Nagios for managing nodes' reachability and to monitor Oracle, and Micro Focus Network Node Manager (NNMi) for the network, with Network Automation to support integrated configuration requirements.

## What's changed since then?

In the last year there were many changes, although their IT transformation is still very much underway. Most critically, they chose OpsBridge as the center of their new management environment, with eventual plans to replace BMC Patrol and BMC TrueSight.

As of now, they have migrated from Operations Manager Linux to OpsBridge Manager (formerly OMi). OpsBridge Manager (OBM) is part and parcel of OpsBridge Ultimate suite which, in turn, is currently managing the application infrastructure for events, performance, logs, and topology regardless of the solution initially collecting the data. OBM is able to associate events to critical service views and, along with the other functional capabilities of the OpsBridge Ultimate modules, is unbeatable in filtering huge amounts of data, with its underlying Vertica Big Data DB architecture. This is key for them, because they have to manage service performance across a large infrastructure environment with more than 20,000 servers. Thanks to OpsBridge Ultimate and Vertica, they can process much more information in much less time, to reach decisions faster.

They've also replaced NetIQ with Microsoft SCOM, which is forwarding all of its alerts to OpsBridge. They are replacing Nagios with the Micro Focus OBM Management Pack for Oracle. They're also seeing strong advantages from Micro Focus Cloud Optimizer, which offers predictive analytic insights into server, storage, memory, and CPU requirements across all of the most relevant virtualization technologies and platforms.

## How are they using analytics and machine learning in OpsBridge Ultimate?

OpsBridge Analytics (OBA) is able to send early warnings about anomalies impacting critical application and business services. It allows their team to focus and drill down on a wide variety of alerts, messages, and KPIs. It also is self-learning. It automatically calculates and learns baselines relevant to all the entities across the application infrastructure with direct linkages to business service performance. All the information and events can also be brought together in the same dashboard so that multiple stakeholders from different domains can navigate consistently across a variety of information.

Through OBA, they have immediate evidence of the volume of events and they can also better assess the quality of the events they receive from specific monitoring and management sources. By "quality," I'm referring to the signal-to-noise ratio. In this way, OpsBridge is also serving in a prescriptive capacity so they can proceed in an informed manner on toolset consolidation, with an eye to improving IT efficiencies. This is turning out to be very helpful in optimizing and streamlining their IT management processes.

**OpsBridge Analytics (OBA) is able to send early warnings about anomalies impacting critical application and business services.**

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## INTERVIEW WITH A BUSINESS ARCHITECT FOR A EUROPEAN-BASED BANKING AND FINANCIAL SERVICES COMPANY

This interview underscores how Micro Focus OpsBridge Ultimate's cross-domain event correlation and advanced support for automation can help revolutionize efficiencies and effectiveness across all of IT.

### Could you provide some background on your company?

We are a global financial services company headquartered in Europe. We are one of the larger banks in Europe, with a focus on financing in the agricultural sector.

### Would you share more about your IT organization and your particular role within it?

Overall, there are about 5,000 people in our IT organization worldwide. I'm a business architect, reporting to the Chief Technology Officer. I'm coordinating the architectural requirements for our IT4IT initiative. In fact, we were one of the founding fathers for the Open Group's IT4IT Reference Architecture. It may be of interest that our IT organization was also one of the first IT Infrastructure Library (ITIL) implementations in the early 80s. In my role I do not have direct reports, but work with solution engineers, architects, and business analysts in planning and optimizing our technology requirements and deployments.

### What were some of the drivers for your move toward OpsBridge?

There is a history behind our move to OpsBridge that goes back decades. Up until the late 90s, we were largely an IBM Tivoli company. In 1999, around the time when the Tivoli product set was becoming less important to IBM and they had adopted Netcool, we decided to switch to what was then HP. The transition from 1999-2012 was a critical one with some strong benefits, but it was also a natural move. We had been a Peregrine customer, and already had a large Mercury implementation. Over the years we adopted HP's Real User Monitoring (RUM), its Business Process Monitoring, and its Network Node Manager, among other capabilities. We also became a UCMDB customer. The actual move to OpsBridge began in 2012.

### What were you looking for strategically in the move to OpsBridge?

First of all, we saw it as an effective replacement for our correlation engine, for the deduplication of known root cause issues, while trending to anticipate unknown issues. OpsBridge has delivered a great deal of value in terms of how we run our NOC regarding cost and speed. We have evolved to have a fully automated environment for monitoring 24x7, which means that we have zero people doing traditional hands-on monitoring in our NOC. That doesn't mean that people aren't looking at screens every once in a while, but our monitoring is fully automated. We do have two people, 24x7, who monitor whether incidents are followed up on and are automatically being dispatched.

I should add that incident remediation is also automated in many use cases, and it's a growing direction for our IT organization and our IT4IT initiative. Incident remediation supports both our operations and our DevOps teams

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currently. Micro Focus Operations Orchestration, as integrated and provided with OpsBridge Ultimate for IT process automation, is the central hub with which we integrate and leverage most of our automation tools.

Between the automated monitoring and incident remediation, we have seen millions of dollars in savings, in terms of IT costs, as well as much-improved mean time to repair (MTTR).

## Who are the current stakeholders using OpsBridge Ultimate?

Almost everyone in IT is getting their incidents from OpsBridge. On the DevOps front, we have 450 DevOps teams aligned with specific applications. They get feedback from OpsBridge on incidents and issues in production on an ongoing basis. Across operations, OpsBridge is helping us consolidate event and incident management for most of IT, including both our NOC and our SOC.

## What are your future plans with OpsBridge Ultimate?

One of our priorities is the move to machine learning and AI. With that in mind, we are in ongoing dialogue with Micro Focus. We are leveraging some of their algorithms, as well as building some of our own to fit our own unique needs. We've actually found some strong synergies in terms of how we approach analytics with work we've done in fraud detection. We're leveraging the Vertica foundation for big data in both cases. I strongly believe that machine learning and AI represent the way forward. We have a few algorithms in production now, but our formal status is experimental.

Part of the goal going forward is also to unify our broader monitoring investments, including those from Micro Focus, as well as other companies such as Dynatrace and Splunk. OpsBridge is our unifying architecture for event management, and we are already assimilating data from Splunk. Along with that, we see a growing role for social IT, which has come with our OpsBridge investments, to promote superior dialogue across IT, as another way of promoting more unified and cohesive processes.

## AN INTRODUCTION TO MICRO FOCUS OPSBRIDGE ULTIMATE

Micro Focus introduced Operations Bridge Ultimate in 2015, bringing its powerful Operations Analytics capability together with Operations Bridge into a single, cohesive platform. As such, Micro Focus OpsBridge Ultimate is distinctive in the industry because it is a true management architecture rather than simply a suite of tools and because of its breadth of functionality, role support, and use-case relevance.

Micro Focus' OpsBridge portfolio includes the following options:

**Micro Focus Operations Bridge Express**—Agentless application and infrastructure monitoring with support for public cloud AWS and Azure environments, as well as Docker containers

**Micro Focus Operations Bridge Premium** — Adaptive event management, business impact analytics, automated monitoring, and cross-domain reporting via a single integrated pane of glass

**Micro Focus Operations Bridge Ultimate** — Adds log and event analytics, predictive analysis, runbook automation, and business service reporting

**Analytics and visualization:** Operations Bridge leverages Micro Focus Vertica's big data architecture for its wide-ranging analytics, including what the vendor calls "time machine" interactive analysis for understanding abnormalities and other issues fluidly across time and all data types. Its Business Value Dashboard (BVD) provides a single point of visualization, navigation, and drill-down to support both IT and business decision-makers in optimizing IT services for performance, availability, and business outcomes.

**Integrations:** Operations Bridge is also uniquely adaptable to cloud and hybrid environments, with fully supported integrations for native tools for AWS, Azure, and Google Cloud. Moreover, when it comes to monitoring and other toolset integrations, OpsBridge Ultimate has fully supported integrations for more than 200 (compared to the 23 targeted on average in EMA's research), in addition to more than 8,000 runbooks to promote more advanced levels of automation.

## INTERVIEW WITH THE HEAD OF IT FOR CUSTOMER SERVICES AT A LARGE EUROPEAN RETAIL ENABLER

This interview shows how OpsBridge Ultimate can better align IT with business requirements through advantages in shared insights on service performance and significantly improved operational efficiencies.

### What is the business that your IT organization supports?

We are based in Austria, but our company's outreach is global. It spans multiple European countries and supports nearly 3,000 grocery stores, 200 sports fashion outlets and 30 shopping centers in areas such as manufacturing, logistics and inventory management.

### What is your IT environment like?

Our IT organization has more than 500 employees across multiple European sites, with more than 2,000 Linux and Windows hosts, 500 databases, and more than 400,000 CI's in our Micro Focus UCMDB. Our goal is to work with the business and understand its strategies and needs as it continues to enjoy substantial levels of innovation and growth.

My department, of about 30 individuals, is focused on customer business services and ITSM and operations management capabilities, which means supporting several unique business application and infrastructure services. The broader IT organization also includes back-office services for office, warehouse, supply chain and manufacturing locations, infrastructure services, application services, development, datacenter services, service desk and IT operating, which is available 24x7x365.

### Can you say more about your particular role and organization?

As the head of customer-facing services, I target two main areas. One of them, and very key, is to ensure that customer experience is what it needs to be for our customer-facing services, such as ecommerce. This is true both for our online shops and web sites across Europe, as well as for customer-facing mobile applications.

I am also responsible for process definition for ITSM and IT operations management (ITOM), which is also central to what we do. This includes all our internal processes like problem, incident and change management. I am leveraging the IT infrastructure library (ITIL) to help ensure that process execution is what it needs to be. I also make sure that we have all the necessary ITSM & ITOM tools in place to deliver on our commitments.

### What prompted your move to OpsBridge?

First, I should say that we've been involved strategically with HP, before it was Micro Focus, for nearly 25 years. It has been our core management foundation. I came in about 12 years ago to introduce what was then HP Service Manager for our service desk.

One of the initial drivers was the need to migrate beyond what was then HPE Operations Manager (OML) 9.21, which was nearing end of life. But given a surge in events and requests due to business growth, we also needed a solution that could truly unify all of our IT organization across silos, provide a single pane of glass in a versatile dashboard, and enable us to evolve more proactively to higher levels of automation and analytics.

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## Can you talk more about your OpsBridge deployment?

The move to OpsBridge actually began in July of 2016, with our primary deployment goals complete by the end of July in 2017. We now have Micro Focus OpsBridge Ultimate, with full integration with Micro Focus APM capabilities such as SiteScope, Real User Monitoring, Business Process Monitoring and service level management, as well as integrations with third-party sources such as Nagios, Oracle Enterprise Manager, SAP Solution Manager and Google Stackdriver. We are also leveraging Micro Focus Universal Discovery along with the UCMDB, as well as integrations with Service Management Automation Suite and Network Node Manager.

## What are some of the benefits?

Above all, we liked the strategy of having one central umbrella system to bring unity of data and insight across a wide range of monitoring solutions, as well as one single pane of glass where we could see all the status information, all events and performance data, while also having service-oriented view. This included the chance to integrate our UCMDB and synchronize service definitions and enable contextual insights into service interdependencies. Now all the services can be viewed on one dashboard, and our key stakeholders can see if what's relevant to them is green, red or yellow, and then drill down to better understand where disruptions are coming from—while accessing different monitoring or configuration management toolsets without having to switch screens.

This is a big step forward from what we had in the past, which was centered on isolated specialists, each with his or her individual tool. It was a very technically fragmented approach, and moreover not all of our specialists were always available. But now the dashboard has helped to bring us all together.

**Now all the services can be viewed on one dashboard, and our key stakeholders can see if what's relevant to them is green, red or yellow, and then drill down to better understand where disruptions are coming from.**

## So the dashboarding capabilities of OpsBridge turned out to be a big plus in reaching across IT?

Yes, and not just within IT. We're not only looking at performance indicators and performance trends, but we've added business KPIs as well, including e-commerce trends such as order volumes, business service interactions for online food shopping, current number of users in country, state of orders placed at a given shop, and turnover from the last hour, or day, to see what's really going on with business as well as IT performance in real time.

## Do you have any further thoughts regarding benefits?

I think what's most important to us is having the end-to-end transparency across all our business services and applications that OpsBridge has brought us. It makes dealing with incidents and problems even faster when you have direct access to issues and events, and you don't even have to wait for trouble tickets or alerts. It's also helping us to achieve more effective lifecycle application management in support of new releases with the DevOps teams.

We've also seen some overall process improvements. For instance, we can now create incidents directly through OpsBridge with seamless visibility into trouble ticket information and incident tracking. We will be leveraging increasing levels of automation in support of this process in the near future. And there is also an improvement in our change management processes, which are now more automated and more integrated with performance awareness. One next step might be auto-remediation.

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## What are your future plans for OpsBridge Ultimate?

We expect to be yet more proactive as we move into the AIOps capabilities with OpsBridge Ultimate, which are in proof of concept currently—including anomaly detection, automatic baselining, and more proactive support for automated processes. Fully including cloud is a near-term future direction. We are currently discovering all of our core infrastructure except public cloud. But it's on the roadmap and we already have a partnership with Google in place. We have a cloud-first strategy as new business services and new applications are requiring new releases ever more frequently.

## Do you have any additional closing thoughts?

We are in the middle of a company-wide digital transformation initiative. In fact, it's like a Tsunami hitting the shore, presenting many new challenges. Our IT organization is becoming more and more important within the whole company, all the more so since we are providing so many digital services directly to our end customers, including stores and online shops. So now, when every minute is money, everything must be optimized as we shift to cloud, and big data for customer analytics. We are supporting an exploding number of services, and OpsBridge Ultimate is becoming a critical enabler for us in helping our company achieve both its IT and business performance goals.

## INTERVIEW WITH A MANAGING DIRECTOR AT A GLOBAL CONSULTANCY AND MANAGED SERVICES PROVIDER

This interview demonstrates the wide range of benefits and values available in Micro Focus OpsBridge Ultimate, both for managed service providers and for enterprises seeking to get well beyond reactive monitoring, with hard metrics provided as further proof.

## Can you ground us more in your role within your broader IT organization?

As managing director, I lead our Tools Platform Strategy. I've been in my strategy role for 10 years, with my overall scope changing from year to year. In addition to our customers, we support more than 460,000 employees and contractors globally.

There are really three aspects of what I do. Most importantly, I direct the selection and implementation of the technologies that enable our managed services for our customers around the world. I also apply these solutions to support our internal IT requirements. In fact, we begin by leveraging the solutions internally so we can better evaluate their relevance to our external customers. In other words, we like to eat our own dogfood. Thirdly, I'm responsible for supporting all the technology in our individual offices throughout the world.

## What were the drivers to move to the ITOM suite and OpsBridge?

One of the core drivers was to get an end-to-end management capability for the entire infrastructure, monitoring our server and network capabilities in a unified way. When we were using best of breed solutions, it was always a struggle to make them work together.

## How did your deployment go?

We started on a journey, recognizing this need, about three years ago. All in all, it went very well. One of the unique things about our company is that once we decide to go forward, we get the funding we need to make it happen, instead of getting stuck in analysis paralysis.

Essentially, our deployment evolved in three steps. First, we did a very successful pilot, and moved to leverage OpsBridge for all of our internal IT organization. Then we worked on transforming our existing customer base. Finally, we looked at OpsBridge in greenfield environments, as a way of bringing on new customers. We are now supporting more than 160 clients globally.

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OpsBridge is center stage for all sources for advanced event management and processing. It's integrated with other capabilities, such as Network Node Manager (NNMi), SiteScope, and a connector through Business Service Manager to bring in third-party elements. We also have integrations with Business Process Manager and Real User Monitor (RUM). In addition, we have a satellite deployment of Operations Manager to assimilate and filter events from all our customers so only those relevant to issues pass through to the OpsBridge core.

## Did you evaluate other solutions?

One of the jobs in my strategy role is to study the marketplace and choose the best solution. So yes, I did evaluate other options. To be clear, we've developed a strong partnership with HP and now Micro Focus, but I don't think there's anything else better than the Micro Focus ITOM suite with OpsBridge to address our requirements.

## What are some of the benefits you've achieved with OpsBridge so far?

This breadth of capabilities is key. For instance, the combination of application monitoring with SiteScope, RUM, and infrastructure monitoring is becoming increasingly critical. We have seen a market shift in large part to DevOps initiatives where the lines between the application and the infrastructure layers are becoming very blurred. Cloud is also a factor. We need to provide end-to-end capabilities for monitoring cloud, private, public, SaaS, IaaS, etc. In fact, one of the differentiators for our clients is our support for the journey to cloud, since we include rich levels of management capabilities across the full stack. OpsBridge is critical here.

## Do you have any specific data to share on features and benefits?

Yes, as a matter of fact. We are very focused on metrics, both for our own use and in terms of how we market to our customers. Overall, advanced correlation across the whole application infrastructure is the biggest single value. We are currently addressing 324,000 incidents per month, managing 12,000 changes per month, and handling about 256,000 monthly requests. We're processing 1.5 million events per month and executing 600,000 automations. In terms of managed environments, we're supporting 570,000 CMDB entries, 170,000 network devices, and 85,000 servers.

We've seen a 90 percent reduction in incident volumes per month in our infrastructure business. We are saving 10,000 hours per month through automation, which enhances our ability to provide a higher-level service with fewer people. We've also reduced mean time to repair through automation and analytics between 20 percent and 25 percent.

These new levels of efficiency contribute to how we differentiate ourselves in the market. Many of our competitors focus primarily on monitoring, but we go well beyond basic monitoring, getting into the details of what's really going on in a given environment. By combining automation with analytic insight, we help our customers transform their IT organizations. Not everyone wants that, but this value-add is our hallmark. In other words, we market value first.

## Is there anything you would like to add?

Yes. Prior to the HPE software acquisition, I did not have a great deal of exposure to Micro Focus. I will tell you that I've now spent time with their leadership, and I've become very impressed with their vision and strategy. They've come an incredible way in the last year, and they're definitely on a fantastic roadmap for us to provide more value to our clients. I have the ability to switch tools if I see a need, and I don't see anything in the market that comes close.

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## EMA PERSPECTIVE

Each of the case studies included in this paper has an individual story with unique environments, backgrounds, and histories. On the other hand, there are some very striking similarities across them all.

- Each reflects a large and often quickly-growing enterprise or service provider environment, with inherent complexities of scale, along with diverse infrastructure and application needs.
- In each case, OpsBridge Ultimate has been adopted in conjunction with transformative initiatives ranging from digital transformation, to IT4IT, to internally unique priorities, to optimizing IT efficiencies in conjunction with superior business alignment and outcomes.
- In each example, OpsBridge Ultimate provides strong values in terms of unifying through advanced levels of automation, truly integrated monitoring from multiple different brands and sources, and in two cases already maturing levels of advanced analytics. This unification of IT also included DevOps needs and SecOps integrations in several examples.
- As a corollary to the unifying IT, toolset consolidation (and in some cases improved toolset evaluation) has also been a fully delivered benefit.
- Enhanced IT performance is a realized value in all four cases, with clear metrics in the last example for substantially accelerated mean time to repair, and inherent benefits in service delivery and service performance.
- Given improved overall efficiencies, IT staffing options have been made dramatically less “reactive” with, in one case, fully automated NOC monitoring.

EMA has been tracking OpsBridge deployments for more than five years and is delighted to see the continuing growth in terms of market acceptance and delivered outcomes. For any enterprise seeking to transform IT for improved performance and enhanced business relevance, OpsBridge Ultimate stands out as one of the most proven and most functionally rich choices available. Moreover, as Micro Focus continues to make significant investments in vision and function, it will be an investment most definitely designed to grow with its customers.

## ABOUT MICRO FOCUS

**Micro Focus** helps organizations run and transform its business through four core areas of digital transformation – [Enterprise DevOps](#), [Hybrid IT Management](#), [Predictive Analytics](#) and [Security Risk and Governance](#). Our software provides the critical tools they need to build, operate, secure, and analyze their enterprise. By design, these tools bridge the gap between existing and emerging technologies—enabling faster innovation, with less risk, in the race to digital transformation.

## About Enterprise Management Associates, Inc.

Founded in 1996, Enterprise Management Associates (EMA) is a leading industry analyst firm that provides deep insight across the full spectrum of IT and data management technologies. EMA analysts leverage a unique combination of practical experience, insight into industry best practices, and in-depth knowledge of current and planned vendor solutions to help EMA's clients achieve their goals. Learn more about EMA research, analysis, and consulting services for enterprise line of business users, IT professionals, and IT vendors at [www.enterprisemanagement.com](http://www.enterprisemanagement.com) or [blog.enterprisemanagement.com](http://blog.enterprisemanagement.com). You can also follow EMA on [Twitter](#), [Facebook](#), or [LinkedIn](#).

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