Brochure

Full-Stack AIOps: Operations Bridge Integrations

Gain Complete Observability and Control of Your Entire IT Environment with Tool and Technology Integrations for Operations Bridge

opentext™

An End-to-End View of the Entire IT Environment Is Essential for Efficient Operations

If you manage IT operations, you need to respond faster to business requests and deliver zero downtime. Meanwhile, modern businesses of all types now rely entirely on IT to support and enable business activities. Downtime translates directly to lost revenue, lost productivity, and more pressure on IT.

IT operations must understand what's happening in the entire IT environment as it happens. With an ever-expanding IT landscape and increasing complexity, managing IT in siloed domains is no longer an option. You need a holistic view of the entire estate, and you need help managing it.

That's OpenText™ Operations Bridge—a **Full-Stack AIOps platform** with automated discovery, monitoring, and remediation. To achieve domain agnostic AIOps, you need to capture data from all your domains; we'll show you how Operations Bridge does that.

Analysts agree that the basis for AIOps is collecting data from all data sources. Operations Bridge achieves that by putting all the data in our OpenText™ OPTIC Data Lake to build causal relationships between application and system elements, and context for predicting and resolving IT issues.

New tools and technologies are released every day, bringing more significant risks of fragmented visibility, poor integration, and negative impacts on business services. A dynamic, real-time, end-to-end view of the entire IT estate is more critical than ever. How can IT manage operations if it can't see what is happening as it happens?

That's why Operations Bridge is more necessary now than ever because its core focus is pulling the information from your entire IT estate and delivering the pertinent information directly to the right stakeholders at the right time.

What allows Operations Bridge to do this? Integrations with many tools and technologies allow you to have a single pane view of your IT infrastructure. No rip and replace required.

True End-to-End Observability

Operations Bridge Integrations Provide Deep Insights— from Infrastructure to Applications—in a Single Console

We have multiple ways to integrate data from various technologies into Operations Bridge: operations connectors, domain-specific management packs, and specific cross-domain processes. These integrations pull critical data from cloud infrastructure, containers, databases, applications, middleware, third-party monitoring tools, and much more into OpenText™ Operations Bridge Manager (OBM) for processing and visualization.

Operations Connectors receive data from many third-party tools and technologies. Where appropriate, OBM passes information back to the originating source.

Management Packs provide domain-specific collections, monitoring, and visualizations.

ITSM cross-domain process integration helps share data with tools such as service desks where status and incident annotations need to be synchronized.

Most Operations Bridge integrations to other OpenText™ products are built-in, no add-ons necessary in SaaS or on-premises.

You have the flexibility to create or tailor any integration to fit their specific needs by using the OpenText™ Management Pack Development Kit and the OpenText™ Operations Connector SDK.

Open Data Ingestion allows you to ingest data from different data sources using an Application Programming Interface (API) into the OPTIC Data Lake so you can find problems faster. Open Data Ingestion is a part of Operations Bridge.

Manager of Managers

Operations Connectors and Integrations Enhance Your Existing Monitoring Investments

Operations Bridge consolidates and automates IT monitoring across domains and third-party tools for comprehensive coverage and protects and enhances existing monitoring investments. Incorporate everything from events and metrics to topology and more more to create a single view of your IT estate.

OpenText and third-party integrations enable you to leverage additional domain management tools with greater sophistication. No rip-and-replace is necessary.
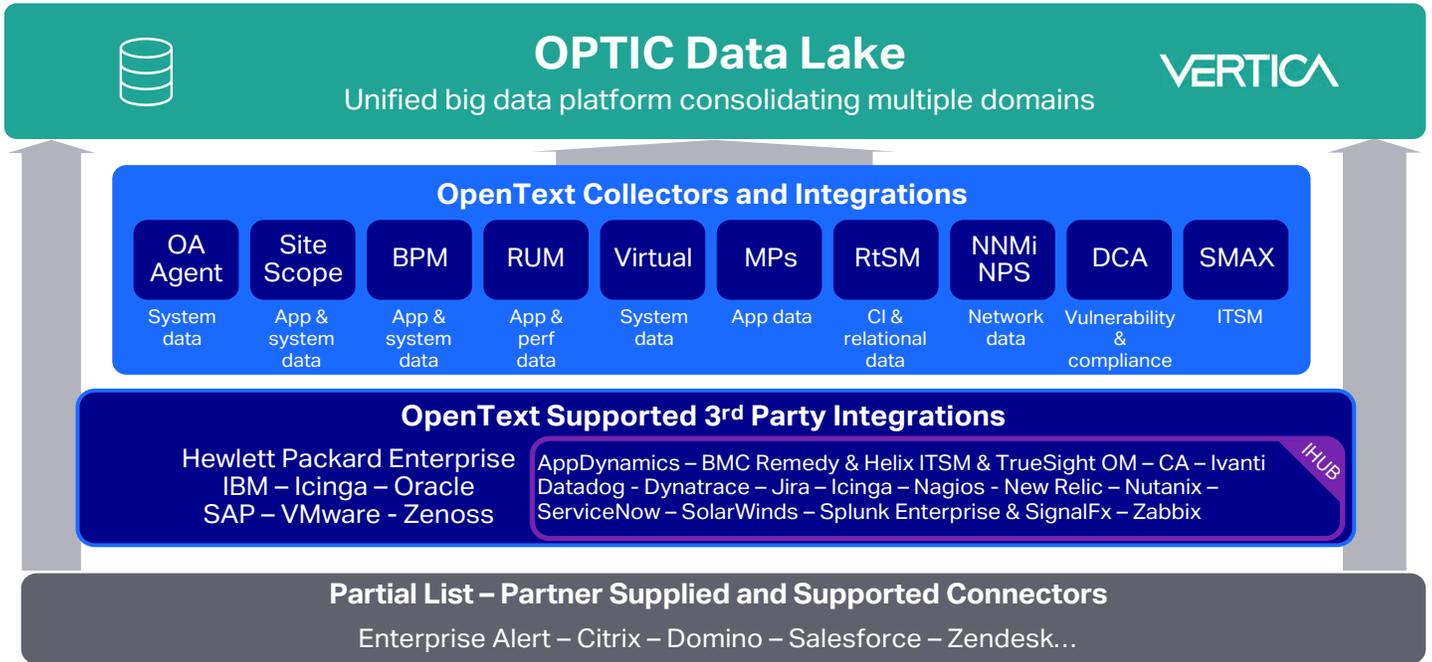
OPTIC Data Lake
Unified big data platform consolidating multiple domains

VERTICA

OpenText Collectors and Integrations

OA Agent	Site Scope	BPM	RUM	Virtual	MPs	RtSM	NNMi NPS	DCA	SMAX
System data	App & system data	App & system data	App & perf data	System data	App data	CI & relational data	Network data	Vulnerability & compliance	ITSM

OpenText Supported 3rd Party Integrations

Hewlett Packard Enterprise
IBM – Icinga – Oracle
SAP – VMware - Zenoss

AppDynamics – BMC Remedy & Helix ITSM & TrueSight OM – CA – Ivanti
Datadog - Dynatrace – Jira – Icinga – Nagios - New Relic – Nutanix –
ServiceNow – SolarWinds – Splunk Enterprise & SignalFx – Zabbix

IHUB

Partial List – Partner Supplied and Supported Connectors

Enterprise Alert – Citrix – Domino – Salesforce – Zendesk…

Figure 1. All events, metrics, and topology flow from OpenText and third-party tools to Operations Bridge Manager, giving you complete visibility. In many cases, events are synchronized from OBM back to the source system.
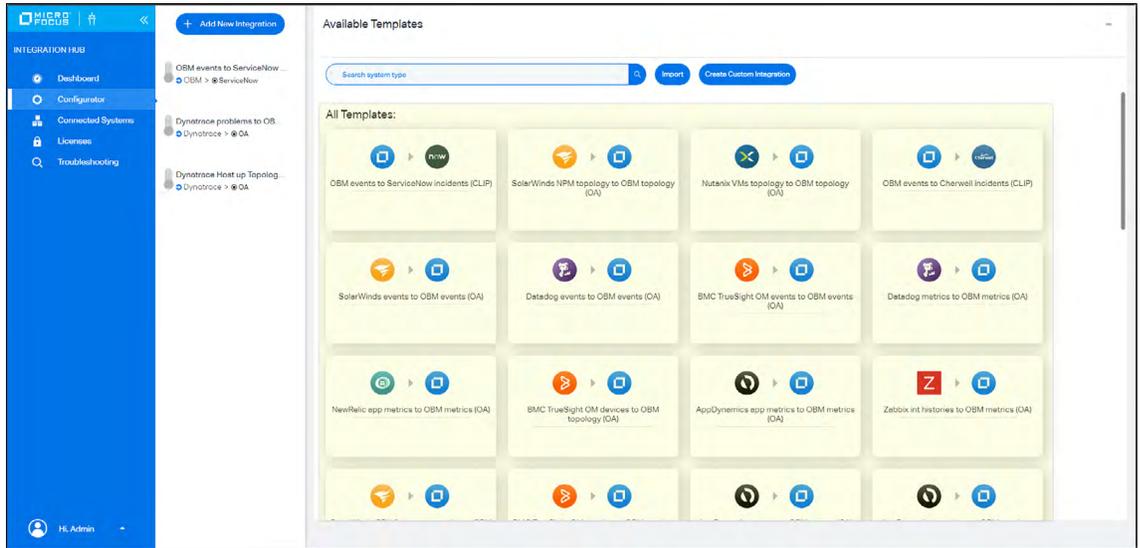
Connectors

OpenText Premium	OpenText Standard	Community
▪ AppDynamics	▪ CA APM	▪ BMC Impact Manager
▪ BMC Helix and Remedy	▪ CA Spectrum	▪ Appache Web Server content for COSO
▪ BMC TrueSight OM	▪ OneView	▪ Huawei
▪ CA UIM	▪ Microsoft SCOM	
▪ Datadog	▪ Oracle Enterprise Manager	
▪ Dynatrace	▪ SAP Solution Manager	
▪ Icinga	▪ VMware vRealize Operations	
▪ Ivanti (Cherwell)		
▪ Jira		
▪ Nagios		
▪ NewRelic		
▪ Nutanix		
▪ SAP Solman		
▪ ServiceNow		
▪ Solarwinds		
▪ Splunk Enterprise		
▪ Splunk SignalFx		
▪ Zabbix		

Operation Connectors

Operations Connector enables you to integrate data from third-party systems in Operations Bridge Manager. You can integrate events, metrics, topology, and generic output data in OBM. All of our Premium connectors are tied into the Integration Hub.

Watch the Integration Hub demo

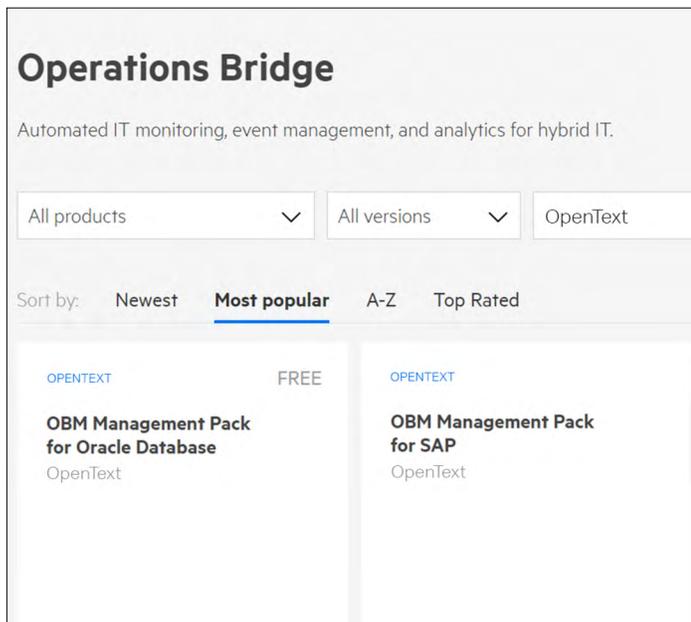| Partner Authored Connectors	AppLink	HYCU	Derdack	ZigiWave	Precisely	NICE	InnovateIT	Nastel
AutoPilot for WebSphere IBM Bus								■
AutoPilot M6 for Nastel								■
Blackberry						■		
Citrix		■						
DB2						■		
Domino						■		
EnterpriseAlert			■					
IBM iSeries-AS400					■			
IBM Mainframe zOS					■			
IBM Qradar	■							
Omx Insight							■	
SalesForce.com	■							
Signl4			■					
TOPdesk				■				
WebSphere Application Server								■
WebSphere DataPower								■
WebSphere IBM Bus								■
WebSphere MQ								■
Zendesk				■				

Domain Specific Content

Management Packs—Domain Specific Collections, Monitoring, and Visualizations

Management Packs for applications and infrastructure are pre-packed; they simplify and extend the monitoring capabilities of Operations Bridge to offer a comprehensive view of your entire IT estate. OBM with management packs enables your operators to discover, monitor, correlate, and visualize information from disparate applications and infrastructure elements.

OBM Management Packs collect metrics using vendor-supported interfaces. They automatically refresh applicable topology maps in the OBM console, continually showing up-to-date relationships between various IT domain-specific resources allowing rapid identification or root cause analysis for issues in your environment. Management Packs ensure that each new IT resource or service they support is Day-0 monitored using the automatic deployment of best-practice-defined monitoring policies specific to each domain.

Some management packs are only available with Operations Bridge Ultimate. OpenText™ Operations Bridge Express, also known as OpenText™ SiteScope, integrates via monitors. The list of SiteScope monitors is on ITOM Practitioner Portal

Management Packs Help You:

- Monitor your essential IT services automatically. You can assign best-practice-defined monitoring policies based on automation rules or trigger the assignment from a self-service portal using OBM's monitoring automation REST web service

- Reduce maintenance overhead—changes are automatically detected, keeping infrastructure views up to date and reducing maintenance of dependencies

- Enrich the availability and performance management of your IT environments

- Enhance the value of your Operations Bridge implementation by adding domain and application-specific Topology-Based Event Correlation (TBEC) rules for advanced correlation related to managed objects, providing faster, more accurate triage and root cause analysis (selected Management Packs)

- Accelerate operations and improve capacity and configuration planning (selected Management Packs)

A Sophisticated and Growing Portfolio of Management Packs

OpenText and Partners provide management packs for infrastructure, cloud, containers, databases, middleware, and more. There are four categories: **Premium**, **Standard**, **Community**, and **Partner** content.

Legend for Management Pack Content

Premium Management Pack—provided by OpenText and supported via OpenText Support for an additional fee.

Standard Management Pack—provided by OpenText with your support contract and supported via OpenText Support to OpenText customers with a current maintenance contract

Community Management Pack—provided freely by OpenText, but supported by the community, rather than OpenText Support

Partner Management Pack—provided and supported by the authoring partner that may offer content in a trial, demo, or free versions, as well as their premium or fee-based offerings

Operations Bridge

Automated IT monitoring, event management, and analytics for hybrid IT.

| All products ⌄ | All versions ⌄ | OpenText |

Sort by: Newest **Most popular** A-Z Top Rated

OPENTEXT   FREE

OBM Management Pack for Oracle Database
OpenText

OPENTEXT

OBM Management Pack for SAP
OpenText

Management Packs by Domain

DOMAIN: INFRASTRUCTURE

The **Management Pack for Infrastructure** supports more than 20 products. It features automated dynamic discovery and proactive monitoring of infrastructure instances, with multiple out-of-the-box management templates to cater to different monitoring needs. The infrastructure MP shows the availability and performance of infrastructure resources like physical servers, hosts, and virtual systems, in addition to seamless monitoring of clustered servers and cross-domain correlations for event reduction and faster root cause analysis and detection.

Management Pack for Infrastructure supports:

- AIX
- HP-UX
- Cent OS
- Debian Linux
- Oracle Enterprise Linux
- Red Hat Enterprise Linux
- Solaris
- Windows Server
- Windows
- Ubuntu Linux
- SUSE Linux Enterprise Server
- HACMP
- Microsoft Cluster
- Red Hat Cluster Suite
- Sun Cluster
- Veritas Cluster Server
- MC Serviceguard
- VMware vCenter*
- KVM*
- Xen*
- AIX LPAR
- Solaris Zones

DOMAIN: CLOUD

Management packs for Clouds allow automated and dynamic discovery of resources in the cloud, including compute, storage, and other services—whether it be public or private cloud infrastructure.

They provide proactive monitoring of the availability and performance of cloud instances. They help you visualize cloud resources' performance in real-time—in state-of-the-art dashboards—allowing performance comparisons across multiple cloud providers like AWS, Azure, and Google Cloud along with calculated overall uptime and performance over time.

- Amazon Web Services
- Microsoft Azure
- Google Cloud
- OpenStack
- OpenStack Service Health

DOMAIN: BIG DATA

Management packs for Big Data give customers automated and dynamic discovery of a wide array of Big Data infrastructure. These management packs provide proactive monitoring of availability and performance of the various Big Data components like cluster status, job status and performance, workload metrics, and more. Cross-domain correlations deliver event reduction and faster root cause analysis and detection.

- Apache Falcon
- Apache Flume
- Apache HBase
- Apache Oozie
- Apache Solr
- Apache Spark
- Apache Storm
- Apache Zookeeper

DOMAIN: MICROSOFT APPLICATIONS

OpenText offers management packs for several Microsoft applications. They offer automated dynamic discovery and auto-detection and monitoring of Microsoft application instances, and proactive monitoring of key operational activities and events of:

- Microsoft Active Directory resources services, response time, trust relationships, Sysvol, and more
- Microsoft Exchange services, resources, mailbox databases, delivery times, and more
- Microsoft SharePoint services, SharePoint portals, and configuration, content databases, and more

Management Packs for Microsoft applications:

- Microsoft 365, including Exchange Online, OneDrive, SharePoint Online, and Teams
- Microsoft SharePoint Server
- Microsoft Exchange Server
- Microsoft Active Directory
- Microsoft IIS
- Microsoft SQL Server

DOMAIN: DATABASE

Management packs for databases give users automated dynamic discovery and monitoring of database instances, multiple out-of-the-box management templates to cater to different monitoring needs, and proactive monitoring of the availability and performance of mission-critical databases with:

- Database server and related object availability
- Database connectivity
- Space management
- Workload monitoring like CPU and throughput metrics
- SQL query performance
- Database errors and log intelligence monitoring

The database management packs also provide seamless monitoring of clustered databases and cross-domain event correlation reduction, and faster root cause detection.

Management Packs for Database:

- Informix
- Microsoft SQL Server
- Oracle Database
- SAP Sybase ASE
- Apache CouchDB
- Cassandra
- Couchbase
- MarkLogic
- MongoDB
- MySQL
- PostgreSQL
- Riak
- DB2

DOMAIN: MIDDLEWARE

Management packs for middleware offer automated dynamic discovery of application server service components and underlying infrastructure, with associated dependencies. They also provide proactive monitoring of key operational activities and events to facilitate high availability, like application server availability and log file events. Additionally, the middleware management packs monitor critical application server performance metrics like:

- Transaction rates, loads, and durations
- Thread pool performance
- Executing times, time-outs, and request rates
- Resource utilization
- Connection status and performance
- Memory utilization, Web application processing

Management Packs for Middleware:

- Apache Web Server
- IBM WebSphere
- JBoss
- Oracle WebLogic
- ActiveMQ
- Apache Tomcat
- Glassfish
- Gunicorn
- HTTPendpoint
- JBoss
- Lighttpd
- Memcached
- Oracle iPlanet Web Server
- RabbitMQ
- Redis
- Varnish Cache

DOMAIN: SAP

Management packs for SAP provide automated dynamic discovery of SAP J2EE servers, SAP ABAP servers, SAP HANA clusters, and other related infrastructure components. They monitor different jobs in an ABAP server, like batch job monitoring, work process monitoring, and transport monitoring. For J2EE servers, the management pack monitors J2EE services, performance, and kernel parameters. In the HANA environment, the management pack monitors the performance and availability of different services and DB instances.

Management Packs for SAP:

- SAP
- SAP Hana

DOMAIN: LOAD BALANCERS

Management Packs for load balancers provide automated dynamic discovery and monitoring of the load balancer topology and proactive monitoring of the key load balancer services. These management packs also monitor critical availability and performance metrics, like server errors and logs and workload metrics.

Management Packs for Load Balancers:

- HAProxy
- Nginx

DOMAIN: APPLICATION PLATFORMS AND AUTOMATION

Management Packs for application platforms and automation offer automated dynamic discovery and monitoring of the application platforms and automation tools, like Node.js, Chef, and Jenkins. Additionally, the management packs deliver proactive availability monitoring of key services like Chef, Docker, and Jenkins, as well as performance monitoring like:

- Jenkins job performance and status
- Chef workload
- Docker container workload
- Node.js request rate, response time, resource utilization

Management Packs for Application Platforms and Automation:

- Node.js
- Chef
- Jenkins

DOMAIN: GENERIC

Generic management packs automatically discover the infrastructure elements that your critical services depend on, like filesystems, generic protocols, development, and automation framework. They also provide proactive monitoring of the availability of generic services like:

- SMTP service availability
- DHCP status
- FTP server availability

Generic Management Packs include:

- BIND
- DHCP
- File Change
- FTP Server
- Generic SMTP
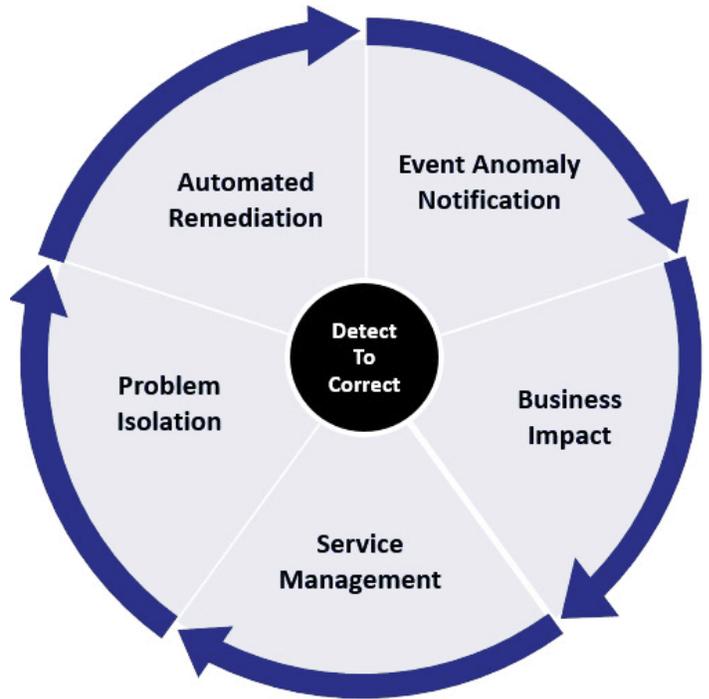- Microsoft .NET
- OpenSSH

DOMAIN: OTHERS

OpenText "other" management packs address GitHub and Postfix servers, providing automated dynamic discovery, proactive monitoring of the Postfix Daemon services, and monitoring critical performance metrics like GitHub commits repository size, GitHub site response time, and Postfix messages.

Other OpenText Management Packs include:

- GitHub
- Postfix

Closed Loop Incident Process with IT Service Management Solutions

Managing business services goes beyond just monitoring. It means managing the entire lifecycle of an event, including automatic incident submission to a service desk. That's the role of the "closed loop incident process" or CLIP. Operations Bridge supports CLIP with integration between Operations Bridge and popular helpdesk tools, including ServiceNow (an integration) and OpenText™ SMAX (built-in); see tables for a complete list.

Unified Service Model

Figure 2 shows the lifecycle of an incident. Operations Bridge processes events, assess business impact and notifies the Service Management system (helpdesk).

Operations Bridge Ultimate edition includes Operations Orchestration, which gives operators contextual access to a wide range of pre-defined runbooks and operations for speedy and less error-prone remediation. However, when operators identify events that require help from SMEs, CLIP can automatically create and synchronize incidents and instruct third-party notification systems, like xMatters, to notify IT staff of incidents (for example, via paging and SMS) for increased speed and efficiency. When resolved in any system, CLIP can close tickets automatically in all systems.

Experts won't miss critical details with Informed Service Management Integration as it provides the context to efficiently troubleshoot tickets.

CLIP enables your IT staff to overcome the drawbacks of event and information overload, manual ticketing, troubleshooting, and qualifying events from the lack of linkage between events and service desk solutions.

IT Operations Management Community for Management Packs and Connectors

OpenText supports an active community to federate contributions from OpenText engineers and third parties that extend OpenText IT Operations Management solutions' reach. This community includes blogs with technical information submitted by subject matter experts, partners, and customers—the community also creates Operations Connectors.
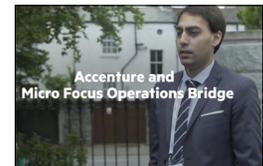
The IT Operations Management community exploits the OpenText ITOM Marketplace, including a repository to freely share and download features that extend Operations Bridge and monitoring products. The Marketplace is for everybody interested in sharing content (such as scripts, integrations, policies, and tools) and knowledge around IT event management.

To get started, here a few tips on the Community:

- Read the Community FAQ to understand navigation and community guidelines.
- Visit the dedicated Operations Bridge blog to read the latest information
- Talk to your peers on the Operations Bridge user forum.
- Browse the IT Operations Management Community for information on all IT Operations Management topics.
- Post any questions or feedback in the dedicated forum.

Learn how Accenture uses OpenText Operations Bridge to integrate different vendors.

Watch the video

Professional Services

Our Professional Services team has offerings to maximize the value of your Operations Bridge product. Find out how.

Transform IT Operations with Operations Bridge

Given the complexity of today's IT environments, siloed approaches to operations management are no longer viable. To maintain the availability and performance of business services, you need to put powerful automation and AIOps capabilities to work to drive operational efficiency across the data center.

That's Operations Bridge, a solution that automates discovery, monitoring, and remediation to help you maintain your critical business services' availability and performance—and enables IT to function as a business value creator.

Learn more at
Product page: **microfocus.com/OpsBridge**

Practitioner portal: **docs.microfocus.com/itom/ITOM:Operations_ Bridge/Home**

ITOM Marketplace: **marketplace.microfocus.com/itom**

www.opentext.com

"One of the many values of Operations Bridge is its ability to integrate and optimize existing domain-specific tools through predictive analytics and service modeling."

MID-TIER HEALTHCARE ENTERPRISE IN THE UNITED STATES

opentext™