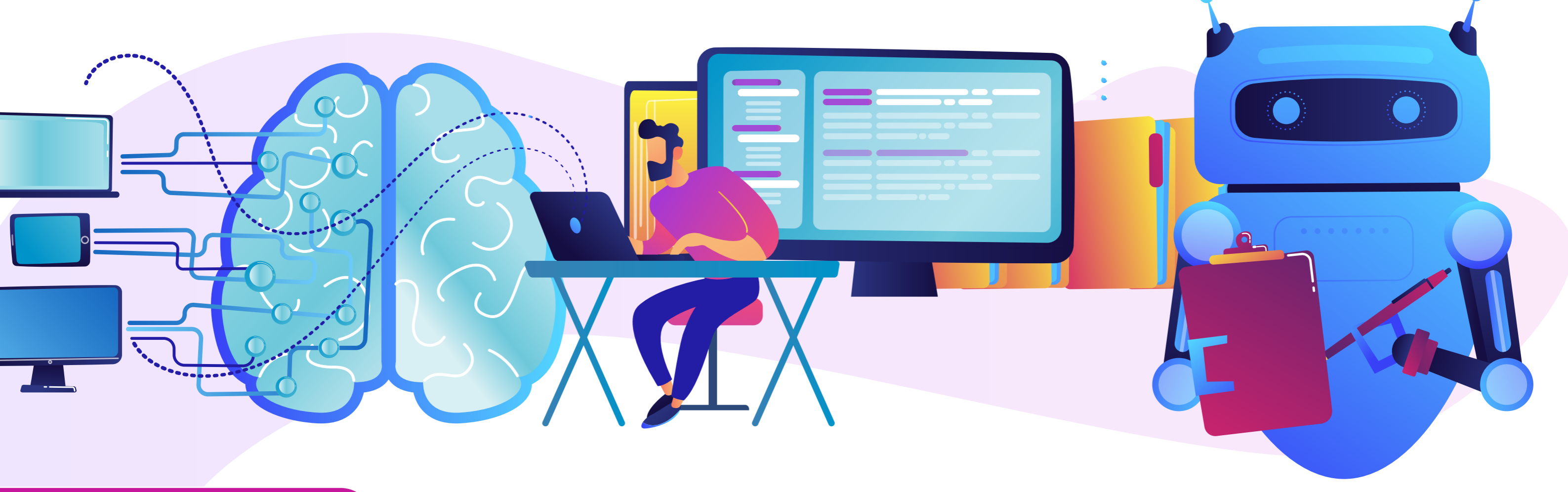


The AIOps Story:

Bringing It All Together With Micro Focus OpsBridge Ultimate



What is AIOps?

The AIOps Model: What Should You Look For?

- 1 Assimilation of data from cross-domain sources in high data volumes
- 2 Access multiple data types (e.g., events, time series data, KPIs, logs, flow, configuration data, etc.)
- 3 Unique capabilities for self-learning to deliver predictive, prescriptive, and if/then insights
- 4 A strategic overlay that may assimilate multiple monitoring and other investments
- 5 Support for traditional infrastructure, private cloud, public cloud, and multi-cloud

Top Analytic Priorities for AIOps are:

- Rule Correlation
- Anomaly Detection
- Natural Language Search
- Stream Analytics
- Prescriptive Analytics

AIOps Investments Should Support Multiple Use Cases

- Cross-domain application infrastructure and performance
- End-user experience management/customer experience management
- Capacity management and infrastructure optimization
- IT-to-business alignment
- Cost management (including hybrid and multi-cloud)

Capturing Interdependencies to put AIOps Analytics into Context is Critical

- Infrastructure-to-application
- Endpoint-to-infrastructure
- Infrastructure-to-infrastructure
- Infrastructure-to-business services
- Application-to-business services

54% percentage of IT organizations who view CMDB/CMS as "extremely important" to their AIA strategy

81% percentage that are updating the CMDB/CMS-related dependency insights via AIA for currency and relevance

INTEGRATIONS ARE ALSO KEY

23

On average, IT organizations seek AIOps integrations with 23 monitoring tools or other sources

Key AIOps Requirements

None 5%	1-5 9%	6-20 31%	21-40 36%	< 50+ 21%	Don't Know 3%
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Automation Completes the AIOps "Insights-to-Action" Handshake

LEADING PRIORITIES INCLUDE:

- 1 IT process automation/runbook
- 2 Automation-driven discovery and inventory
- 3 DevOps-related process automation
- 4 Workflow automation combined with social IT
- 5 Automation in support of data assimilation and reconciliation
- 6 Configuration automation
- 7 Automation in support of business-specific outcomes

Critical AIOps Stakeholders: Who needs the data?

AIOps visualization and automation can help unify IT and promote better IT-to-business alignment.

IT AND BUSINESS RESPONDENTS TARGETED 20 DIFFERENT ROLES

THE TOP SEVEN DOMAIN STAKEHOLDER ROLES:

- Cloud management
- Network
- Applications management/support
- Systems
- Software engineering/development
- Database management
- Security/compliance

THE TOP EIGHT CROSS-DOMAIN STAKEHOLDER ROLES:

- IT operations/cross-domain (tied with) executive IT
- ITSM (beyond the service desk)
- Data analyst/data scientist
- Line of business (not central IT)
- Infrastructure management
- Agile/DevOps teams
- Engineering
- Configuration management

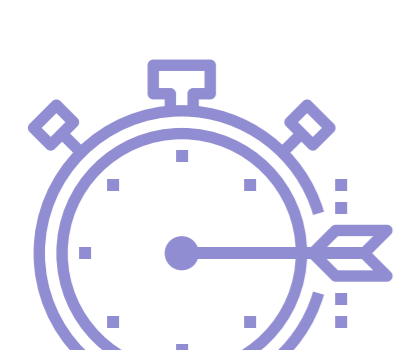
THE TOP FIVE BUSINESS STAKEHOLDER ROLES:

- Business operations
- Executive (non-IT)
- Business development/planning
- Online operations
- Customer experience management

What Benefits Should You Look For?

Top Ten Expected Benefits From AIOps Adoption

- 1 Improved employee and customer experience
- 2 Faster time to repair problems
- 3 Improved OpEx efficiencies within IT
- 4 More efficient use of infrastructure/capacity
- 5 Better alignment with IT services and business service outcomes
- 6 Faster identification of advanced threats
- 7 Faster time to deliver new IT services
- 8 Better correlation between change and performance
- 9 Improved efficiencies in managing change
- 10 Significantly higher levels of security-to-operations collaboration



With AIOps, Mean Time to Resolve Improved by 65%



Mean Time to Deliver New Services Accelerated 70%

Bringing It All Together With Micro Focus AIOps

How Micro Focus OpsBridge Ultimate is Distinctive in the Industry

OpsBridge Ultimate is a true management architecture rather than simply a suite of tools

Leveraging Micro Focus Vertica's big data architecture for its wide ranging analytics

OpsBridge Ultimate has:

- 200 fully supported integrations Including native tools for AWS, Azure, Google Cloud, Docker, and Kubernetes
- More than 8,000 runbooks to promote more advanced levels of automation
- A Business Value Dashboard (BVD) for a single point of visualization, navigation, and drilldown to support both IT and business decisionmakers

OpsBridge Ultimate is distinctive in its breadth of functionality, role support, and use case relevance

Customer Quotes

"We evolved to having a fully automated environment for monitoring 24x7, which means we have zero people doing traditional hands-on monitoring in our NOC."

—LARGE EUROPEAN BANK

"We've seen a 90% reduction in incident volumes per month in our infrastructure business. We are saving 10,000 hours per month through automation."

—GLOBAL CONSULTANCY AND MANAGED SERVICES PROVIDER

"Using OpsBridge analytics, we focused operations on 60 logs out of 42 million in fifteen minutes to find issues in four hours that manually took twelve days."

—LARGE U.S.-BASED ENERGY SERVICES PROVIDER

To learn more and schedule a free trial, visit:

www.microfocus.com