OpsRamp OpsQ

Take action faster with context and insight

Advantages

Identify and minimize service disruptions and IT outages for digital services across hybrid, multi-cloud infrastructure with big data techniques.

Eliminate noise across endless alert floods by consolidating and compressing raw alerts into context-infused events.

Understand the **business impact** of an IT issue, with service maps for pinpointing interdependencies between IT services and underlying infrastructure.

Drive **faster mean-time-to-acknowledgement** with smart notifications based on first-responder communication preferences.

About OpsRamp

OpsRamp enables IT to manage more workloads with less work. The OpsRamp service-centric AIOps platform drives total visibility across hybrid infrastructures with complete monitoring and management of IT services and optimization through automation, artificial intelligence, and machine learning.

*"We've seen alert volumes **reduce by over 90%** due to effective correlation by OpsQ, improving our ability to provide first-to-know outcome-driven services to our customers."*

Ravikumar Raghavender Rao,
VP Service Delivery, NetEnrich

Reduce Downtime With Proactive Detection

How do you proactively manage the health and performance of your business-critical IT services across ephemeral, modular, and volatile environments? Enterprise IT teams currently struggle with siloed monitoring tools that are great at recognizing domain-specific problems or are tied down with legacy event correlation tools that require extensive configurations and rules to determine causality.

It is time to embrace a new approach for event management, alert correlation, and remediation.

Welcome to OpsRamp's OpsQ.
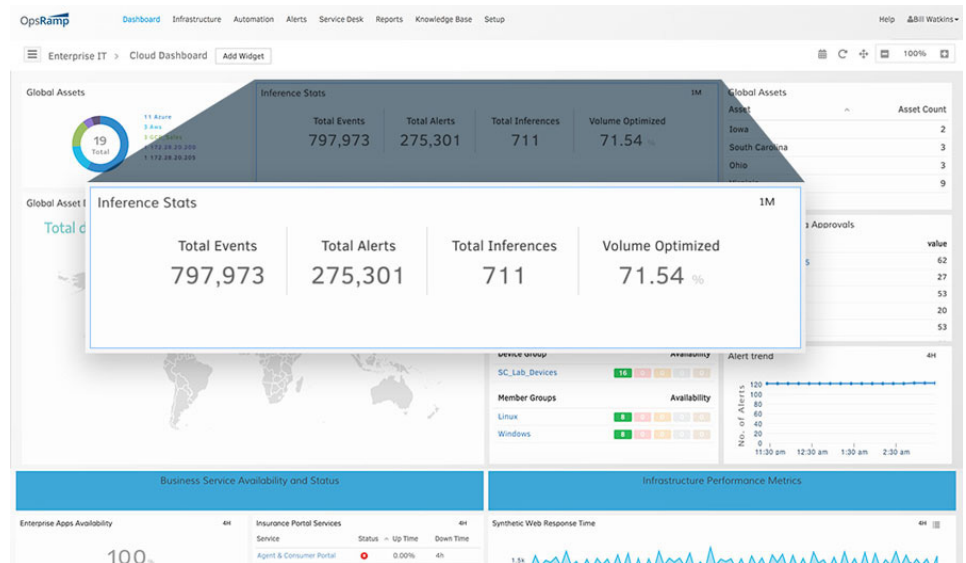
OpsQ analyzes IT event streams in real-time, extracts meaningful insights from events for continuous improvement, drives faster deployments and better collaboration, and accelerate recovery with faster remediation. Maintain business services better and deliver exceptional customer experiences with OpsQ's capabilities for capturing, sorting, and categorizing IT event data in real-time.

Service-centric AIOps drives the right service levels with visibility, control, and automation for all your hybrid workloads by:
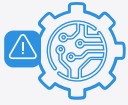
- Handling growing volumes of alerts and events for modern IT infrastructure with automated event correlation.
- Viewing actionable conclusions for performance incidents so that you can ignore false alarms and react faster.
- Understanding the visibility and impact to a business service with contextual and insightful alerts.
- Ensuring zero-impact to your digital business services with real-time analytical capabilities for root cause(s) analysis.

OpsQ Features

Noise Reduction
Consolidate and compress raw alerts into meaningful events. Focus on critical incidents by gaining control over alert storms.

Contextual Awareness
Correlate alerts with problems affecting IT services. Understand business impact with service maps and topology explorer.

Actionable Automation
Manage alerts before they occur with predictive insights. Drive effective IT operations with machine data analytics.

Unified Analysis
Tame the complexity of modern IT operations with richer and deeper insights across your tools stack.

Prompt Resolution
Route relevant alerts to IT staff using the right communication channels and latest on-call schedules.

Incident Remediation
Avoid costly service disruptions and handle repetitive incidents at scale with IT process automation.

Common OpsQ Use Cases

Spend less time fighting fires and more time innovating with OpsRamp's service-centric AIOps solution:

- Minimize the end-user impact of service degradations by identifying capacity or performance degradations as early as possible.

- Reduce the noise of addressing individual alerts by correlating and inferring alerts arising from the same underlying condition.

- Speed up incident resolution by triaging and prioritizing alerts with data science and computational techniques.

- Automate the first response to an incoming alert by performing a well-defined sequence of actions for incident remediation.

- Drive prompt resolution by notifying the right IT staff about an alert, creating an incident ticket, and routing the ticket to human responders.

The Benefits of OpsRamp's Service-Centric AIOps

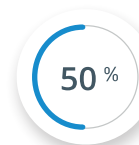| Respond Faster	Manage Complexity	Avoid Downtime
See incoming incidents and deal with them before they become problems.	Visualize relationships between IT services and hybrid infrastructure resources.	Keep your finger on the pulse of your IT environment with machine learning.

From Operational to Transformational

100% Visibility across your hybrid IT infrastructure
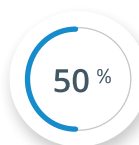
50% Reduction in MTTD and MTTR

50% Cost saving vs. too many ITOM tools in place today

OpsRamp
a Hewlett Packard Enterprise company