OpsRamp

a Hewlett Packard Enterprise company

Control the Chaos with OpsRamp Event and Incident Management

AI-Driven Event and Incident Management

Reduce mean-time-to-detection and resolution by streamlining your event and incident management powered by machine learning insights.

- Centralized Event Management
- AIOps Based Event Analysis
- Inbuilt Auto-Incident / Notification Based Escalation

From discovery to resolution, OpsRamp is the most comprehensive and flexible ITOps platform for driving greater efficiencies and revenues.

HYBRID DISCOVERY & OBSERVABILITY

EVENT & INCIDENT MANAGEMENT

AIOps

REMEDIATION & AUTOMATION

Operations Challenge

Infrastructure has scaled massively for the last 3 decades from On-Premise existence to till date Cloud-Native technologies. Organizations re-invented themselves by implementing this digital chain to innovate their business processes and services. In this process organizations are dependent on a set of siloed tools that are deployed over a period of time to find out root causes by browsing through multiple screens and never been successful in doing so.

The major challenges that are identified are multiple tools, multiple UI to browse through, countless number of events on each interface, no correlation between these events and long duration calls to derive root cause, and yet no definite solution on how to address the situation nor the process. In continuation to it, the remediation is executed at each critical stage of the situation without proper investigation which leads to business service outage and revenue loss.

OpsRamp Solution

OpsRamp's Event and Incident Management solution brings in the capability to deploy a "Manager-of-Manager" framework into the operations world, by consuming events from existing sets of tools and providing a centralized event management view enabling operations teams to understand the pattern of event occurrence. With its advanced AIOps engine with a multi-dimensional approach to be able to execute out-of-box industrialized algorithms which understands these events and correlate them based on hybrid infrastructure / applications dependency mapping, or event occurrence patterns, or based on inducing existing knowledge from current operations working pattern, or it can be a combination of all of them to identify most probable cause and related symptoms into a placeholder to work on.

These placeholders are referred as "Inference" and equip the operations team to execute a chain of commands / run book automations to remediate the root cause of a scenario.
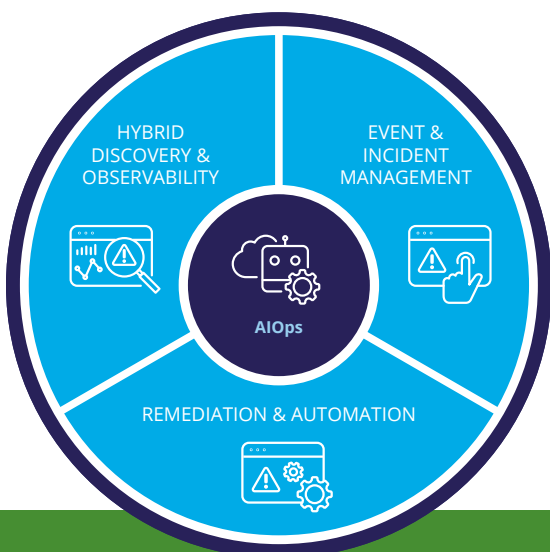
OpsRamp AIOps framework ensures a smooth transition from a raw event to actionable alert with a series of algorithms working in the backend with no-rules and no-code format. These inferences can also be auto-escalated to an incident as required with our out-of-box plugin to an ITSM engine without a need for a 3rd party plugin. OpsRamp also brings in lean ITSM incident management embedded into the platform, this enables us to drive B2B integration with other ITSM vendors.

Let's dive into OpsRamp Event Management Framework and its multiple layers of data processing to ensure right events are notified to right teams.
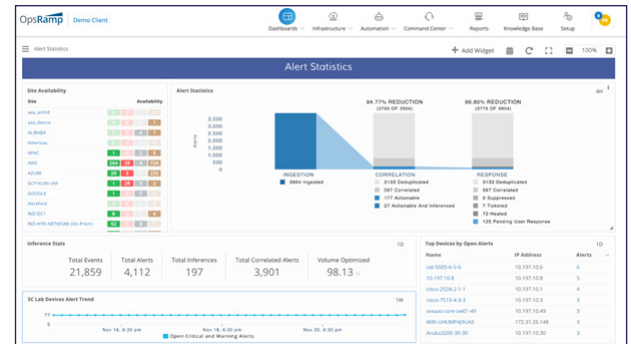
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Centralized Event Management

- Centralized event management console to showcase native and 3rd party event data.
- Out-of-box plugins to integrate with 3rd party events source to ingest events into OpsRamp
- Open integration framework which supports consumption of events via API, Webhook, Email and SNMP Trap formats from 3rd party event sources.
- 3rd party event enhancements for more contextualization
- De-duplication of events are processed by default, no additional configurations
- Event severity flaps are correlated into one single event

AIOps Based Event Analysis

- Native and 3rd party event streams are processed through our AI engine to predict seasonal alerts.
- Most probable cause and symptom events are correlated into an Inference. [Inference is a placeholder for correlated events].
- Advanced no-rule based correlation engine to identify patterns based on topology, and from existing knowledgebase of metric combination that can be induced by the operations team.
- Ability to learn and unlearn patterns detected with AI algorithms.
- Out-of-box widgets to showcase event optimization in an environment.
- Embedded alert history to understand the occurrence pattern of a scenario.

Inbuilt Auto-Incident / Notification Based Escalation

- Right events are notified to right teams using our out of box auto-incident mechanism.
- Incident exchange with 3rd party ITSM vendors.
- Out-of-box integration with enterprise standard ITSM vendors, as well as open integration framework to support non-listed ITSM vendors.
- Notify events and incidents with inbuilt channels: Email, SMS and Voice
- Auto-closure of incidents as events are auto-healed.

Conclusion

With our elaborate Event and Incident Management module, the operations team never misses critical or outage scenarios at the right time. This ensures availability of critical business services and infrastructure for an organization and learns from recurring scenarios to address common issues.

For more on how OpsRamp can help you expand and differentiate your service offerings while simultaneously improving efficiencies and performance, reach out to info@opsramp.com or explore our solution at OpsRamp.com.

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