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3 ways HPE OpsRamp enables
faster, simpler IT management



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Introduction

Recent years have seen IT become increasingly complex and distributed. Infrastructure now spreads across on-premises hardware and multiple public clouds, while applications are reliant on webs of countless microservices. Now, with AI deployments rising to the top of the priority list for many organisations, the pressure is on for IT teams to prepare their environments accordingly.

While this new age of IT has brought undeniable benefits to businesses in terms of scalability and flexibility, it's also increased the difficulty of troubleshooting when problems occur. With so many moving parts, it can be near-impossible to determine the root cause for any given issue.

Adopting a cloud-based strategy should also help businesses leverage the economies of public cloud to achieve cost savings, but the complexity of coordinating visibility across a disparate environment leads to the formation of blind spots, causing costs to steadily creep up, especially in hybrid and multi-cloud environments.

In fact, 53% of IT decision makers report exceeding their cloud budget in 2023, with that percentage increasing to 72% for businesses that are new to cloud technology.¹



The growing role of IT observability

IT teams need more advanced tooling to maintain control of their cloud environment, and observability solutions have proven popular in this regard. These tools give teams the ability to monitor their entire cloud environment - and the applications within it - to detect outages, remediate issues, and simplify their operations. But the level of visibility that IT teams need is difficult to reach without creating new challenges.

Tools need to be carefully configured to avoid useful insights being buried under waves of alerts. Otherwise, a single, momentary connection failure can trigger alerts from all applications affected, swamping an IT team with largely useless information. False positives are also common and send IT teams on wild goose chases which slow down the remediation of more pressing issues.



Introducing HPE OpsRamp

OpsRamp is HPE's horse in the observability race. Harnessing the power of AIOps to extend IT teams visibility across their environment, it intelligently sorts through alerts to present a single version of the truth, removing false positives, and automatically remediating minor issues.

This delivers huge benefits in three key areas:

- Enabling faster mean time to resolution (MTTR) for IT infrastructure issues by helping your IT team conduct faster root cause analysis.
- Simplifying management for hybrid and multi-cloud environments by bringing all information into a single pane of glass.
- Using intelligent automation to simplify day-to-day operations, and IT operations management (ITOM).

In this guide, we'll explore how OpsRamp can help your IT team harness the full benefits of the latest IT innovations, by extending their visibility, helping remediate issues faster, and freeing up time to focus on delivering value to your business.

OpsRamp and HPE GreenLake

HPE GreenLake offers a straightforward way for businesses to cloudify their on-premises datacenters, leveraging an innovative Infrastructure-as-a-Service model that combines the simplicity of cloud with the security of an on-premises estate.

This helps deliver a unified hybrid cloud experience, made even easier when used alongside OpsRamp. Deployed as part of a GreenLake solution, OpsRamp enhances your IT team's monitoring and management capabilities across your organisation's infrastructure, while consolidating their toolbox.



Section 1: Infrastructure Monitoring and Issue Resolution

With the mass adoption of cloud technology, business applications are no longer single, discrete processes running on physical servers. Instead, they're built out of interconnected microservices spread across a hybrid environment.

This evolution hasn't happened by accident. Adopting such an approach enables greater business flexibility and makes it easier to scale applications to meet business needs. But it has a major drawback - if something goes wrong, your IT team are no longer troubleshooting a single application, slowing down the root cause analysis of an issue to inform remediation. They may even need to adopt different tools to troubleshoot in different parts of your environment.

How OpsRamp helps

OpsRamp's Event and Incident Management systems make it exponentially easier for IT teams to pair cause and effect for different application issues, helping them resolve them faster. By assessing and understanding the root cause, OpsRamp is able to suggest or even automatically implement fixes and make sure that information reaches the right people within your business.

The end result speaks for itself. On average, businesses that use OpsRamp see a 50% reduction in mean time to resolution (MTTR)², as teams can identify and fix any issues at rapid speed.

Importantly, this isn't just limited to remediating problems that may arise with business applications. With microservices spread across infrastructures, network connections have a huge role to play in application performance and availability.

As such, OpsRamp is geared for full-stack network observability, actively monitoring network performance across your environment from application to edge to identify instances where overloaded or poorly routed connections are having knock-on effects on your IT environment, and, consequently, user experience.



Businesses using OpsRamp see a 50% reduction in mean time to resolution (MTTR).



Section 2: Hybrid and Multi-Cloud Management

Applications aren't the only element of the modern IT estate to become increasingly dispersed over time. While more traditional environments consist of single, on-premises infrastructures, organisations are increasingly adopting more flexible hybrid environments, leveraging a combination of on-prem, private clouds, and public cloud infrastructure in the pursuit of faster, more flexible IT.

But with multiple cloud infrastructures comes an expansive set of tools needed to manage the environment as a whole. IT teams must navigate multiple solutions to try and eliminate blind spots and build a clear view of real-time performance. And, with each public cloud provider offering their own proprietary tools, your team needs to have dedicated specialists in each domain to ensure monitoring solutions are deployed and utilised effectively.

How OpsRamp helps

Rather than requiring bespoke tools for every part of your environment, OpsRamp acts as a universal solution, with support for over 2,500 integrations including AWS, Microsoft Azure, and Google Cloud,³ it fits easily into any part of your infrastructure, consolidating insights into a single pane of glass that IT teams can use to enhance their observability without introducing complexity.

OpsRamp can also integrate into cloud-native platforms like Kubernetes and Docker clusters, ensuring total visibility, even for serverless infrastructures, all accessible through a single, central dashboard.

This extends even further when OpsRamp is deployed alongside HPE GreenLake, which gives your on-premises infrastructure the same flexibility and scalability as cloud. It goes without saying that OpsRamp integrates perfectly into GreenLake, but the real value comes from GreenLake's ability to scale your infrastructure as needed from a central dashboard, just like scaling up your cloud environment. This means that IT teams aren't just using the same tools across the board, but also have the same capability to scale as needed.

With over 2,500 integrations, OpsRamp fits perfectly into AWS, Azure, and Google Cloud.



Section 3: Automation and Simplifying IT Operations

As we've already alluded to, IT teams are faced with two nested challenges. While increasing observability across an environment is a positive step towards faster troubleshooting, the need to leverage multiple tools creates an additional administrative burden, and unwanted noise that distracts from over day-to-day priorities. Many observability solutions automatically issue alerts for potential problems they've identified, but this often leads to "alert floods", where a single issue generates waves of alerts for each knock-on effect.

This obscures visibility and distracts IT teams by pointing them in the direction of affected applications, rather than the actual root cause. Equally, the deluge of alerts prevents effective prioritisation, with business-critical issues hidden behind a wall of unimportant notifications.

This slows down remediation efforts as IT teams work through a backlog of mundane events and have to attempt to cut through a huge amount of noise to conduct meaningful root cause analysis.

Deploying OpsRamp creates a 95% reduction in alert noise.

How OpsRamp helps

OpsRamp establishes itself as a cut above other observability tools through its innovative use of AI. By understanding what alerts actually mean, OpsRamp can deduplicate information, suppress unimportant alerts, and group events together to form a single cause-and-effect overview.

What's more, OpsRamp can understand the roles and responsibilities of each team member, and flag different events to them accordingly. This creates a 95% reduction in alert noise,⁴ keeping your IT team focused on what matters most for them, and able to easily see when a single event is having downstream effects across the environment.

You can also leverage OpsRamp's AI to determine and automatically apply fixes for common issues, deputising the tool to resolve them without the need for human input. This helps reduce the day-to-day workload of your IT team, allowing them to focus on more complex issues without getting distracted.

These benefits don't just assist frontline personnel in your IT team - having this valuable AI solution at your back also helps to simplify IT operations management (ITOM) by helping assign tasks to the right users and providing a valuable tool to coordinate troubleshooting efforts for more complex issues.



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Capitalising on OpsRamp with Servium

At Servium, we've been working with HPE since the very beginnings of our business, giving us over a decade of partnership and experience with one of the leading figures in modern IT. Now, as part of the Advania group, our capabilities are extended even further.

This ensures we always deliver the full value of HPE's innovative tech, whether you're looking to harness the power of OpsRamp to increase your observability, or just roll out servers for your on-premises environment. Supported by our Services Ecosystem, we don't just get you started - we help you understand the insights a tool like OpsRamp delivers to improve your IT environment as a whole, and deliver better outcomes for your business.

If you'd like to get started with OpsRamp, whether standalone or part of a wider HPE GreenLake deployment, [visit our website](#) to book a free demo of how the solution can help you.



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