Monitoring as a Service

Comprehensive, flexible, on-demand monitoring the way you want to consume it.

Key Benefits:

- **Accelerate time to value:**
  Our prescribed approach and the predefined set of Bronze/Silver/Gold configurations enable immediate deployment, dramatically reducing the need for upfront lengthy design.

- **Better service delivery:**
  The visibility and automation you gain from a modern, enterprise-grade monitoring platform help you ensure that your applications are available and performing.

- **Lower-cost monitoring:**
  Our Global Delivery Centers and scale allow us to leverage skilled resources in offshore geographies, reducing your local staffing-level requirements.

- **Financial transparency:**
  With a per-application pricing structure, you know exactly what the cost for a given application is, so you can make informed decisions regarding what and how much monitoring to deploy, and even offer your stakeholders a chargeback model based on full cost transparency for monitoring their applications.skilled resources in offshore

Consumer behavior is fueling a digital transformation trend, affecting all enterprises and driving many enterprise-IT teams to adopt Agile and DevOps as their preferred methods for application development. At the same time, business applications—already at the core of every enterprise—are becoming more complex. Composite applications, cloud computing, mobile devices as a legitimate computing platform, containers, and micro services all lend urgency to the need to ensure that service levels meet business needs.

DevOps is also accelerating the pace at which business applications are being introduced or changed, making monitoring business applications and their underlying IT infrastructure even more challenging. IT operations teams now need to become application experts, and be able to rapidly react to the agile pace of application development, scale their operations to maintain SLAs, and even provide charge-back services to their customers. All this is taking place while pressures on IT operations budgets remain in place.

OpenText Monitoring as a Service addresses these challenges by providing a managed, per-application, on-demand monitoring service and platform powered by OpenText Application Performance Management (APM) and OpenText AI Operations Management.

It frees you to focus your IT on what is core to your business and unique to your envi-ronment—understanding the needs of your stakeholders, defining SLAs, knowing what needs to be monitored, and using the output of monitoring tools to more efficiently perform your work. Configuring monitoring tools and deploying monitors, estimating the cost of monitoring deployment, plus the maintenance of the monitoring platform and its configuration along with a portfolio of business outcomes are all taken care of by OpenText Professional Services experts.

Overview

Monitoring as a Service provides you with comprehensive monitoring capabilities delivered in a flexible, consumption-based subscription model. We deploy and manage the solution, so you do not need to spend valuable resources in infrastructure buildup, installation, configuration, and maintenance—providing you with a faster service, better value, and at a lower cost.

- **Deployment options:** You can select from a number of deployment options: on-premise, OpenText partner data center locations, or your preferred hosting provider
- **Subscription-based pricing:** We offer a subscription model per application
- **Fully managed**: Deployed, operated, supported, and maintained by our experts

The Engagement Model

In broad terms, the service is delivered in three stages:

- **Build-out:** Infrastructure and software deployment to create an enterprise-grade monitoring platform
- **Application onboarding:** Deploying and configuring monitoring for inscope applications, delivered in agile sprints
- **Solution management:** Proactive and on-demand administration, maintenance, and break/fix activities

Choosing the Right Option

You no longer need to be caught between a "one size fits all" and a "customized to order" option. Monitoring as a Service provides three tiers of service: Bronze, Silver, and Gold. This structure offers a great degree of flexibility as it allows you to mix and match the monitoring scope to the specific application needs.
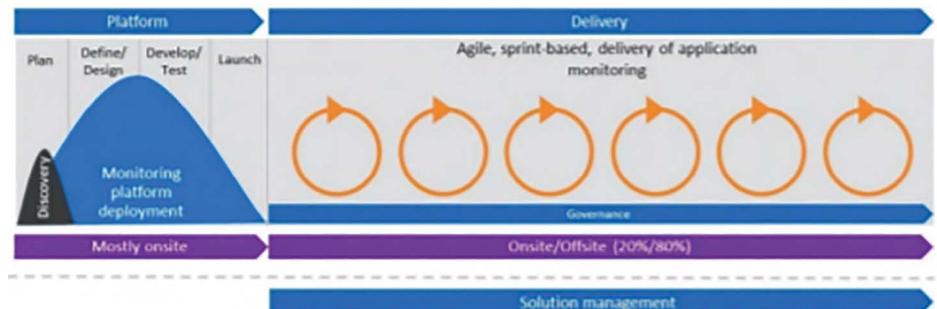

Figure 1. MaaS Delivery Model

Benefits

Accelerate Time to Value
Professional Services brings to each engagement years of experience, removing from you the cost/time burden of the learning curve required to acquire the expertise yourself.

Our prescribed approach and the predefined set of Bronze/Silver/Gold configurations enable immediate deployment, dramatically reducing the need for upfront lengthy design.

Better Service Delivery
The visibility and automation you gain from a modern, enterprise-grade monitoring platform help you ensure that your applications are available and performing. And in the event of an issue, you can detect it, prioritize resolution based on business impact, and quickly determine the root cause to restore services rapidly and minimize disruptions.

As a managed service, you also pay for an outcome, not for FTEs or hours. Therefore, when requests for monitoring arrive from your stakeholders, you don't need to be constrained by your resourcing levels or juggle staff assignments.

Lower-Cost Monitoring
Our Global Delivery Centers and scale allow us to leverage skilled resources in offshore geographies, reducing your local staffing-level requirements. Furthermore, the per-application pricing model and the tiered coverage options help you optimize your spend, align it to application criticality, and pay only for the monitoring you choose to deploy.

Financial Transparency
With a per-application pricing structure, you know exactly what the cost for a given application is, so you can make informed decisions regarding what and how much monitoring to deploy, and even offer your stakeholders a chargeback model based on full cost transparency for monitoring their applications.

Industry	Bronze	Silver	Gold
Retail and CPG	Important	Critical	Mission-critical
Manufacturing	3	5	7
Financial services	Single instance	Highly available	Highly available, SSL
Life sciences	Agentless	Agentless and agent-based	Agentless and agent-based
Telecom	No	Optional	Optional
Energy	Synthetic	Synthetic and real	Synthetic and real
Public sector	Yes	Yes	Yes
Event Integration	Standard	Standard	Custom
Configuration Management System	No	Yes	Yes
Reporting	Standard (out-of-the-box)	Service reporting	Custom and service analysis reports
Solution Support (Break/Fix)	Yes	Yes	Yes
Solution Management (Enhance, Change)	No	Yes	Yes

Key Features

Pre-Engagement
This stage marks the start of the program, and ensures the readiness of both you and OpenText. We confirm the scope, list of target applications and expectations, verify that all stakeholders and resources have been identified and are available, and identify quick wins.

Build Out
During this phase, we deploy the infrastructure and OpenText. We use our standard reference architecture, which we tweak only as needed to suit your environment.

Application Onboarding
Once the monitoring platform has been deployed, we work with your IT staff and application owner(s) to onboard the initial set of "quick win" applications. Our consultants deploy and configure all monitors, dashboards, alerts, and reports, based on the chosen monitoring tier. We continue over time to onboard the rest of the target applications, as well as any newly identified ones.

As soon as each application is onboarded, we transition it to the solution management phase.

Solution Management

Monitoring as a Service offers a wide choice of options:

- **Reactive Services:** Single point of contact for incident and problem management across the entire solution. This option is a standard option across all tiers.

- **Operational Services:** Out-task operational request fulfillment and ongoing maintenance to keep the solution healthy.

- **Advisory Services:** Proactive guidance to prevent issues, prepare for updates, and identify areas for improvement.

- **Enhancement Services:** Continuously improve the solution through enhancements that increase value and adoption.

Learn more at
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