

CloudOps Reimagined: Improve Speed and Reliability

6 steps for IT
Operations teams



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The need for speed and reliability

“I&O leaders responsible for technology investments are adopting new IT operations technologies to improve speed and enhance reliability.”

– Gartner¹

As business demands for rapid innovation and shorter time to market grow, IT Operations must accelerate without compromising reliability. But users are frustrated with IT responsiveness. Technical debt stalls progress. Costs rise faster than budgets. And skilled staff are in short supply.

How can IT Operations overcome these challenges and move forward?

1 Gartner, Technology Adoption Roadmap: Key Findings for I&O Technology Investments, 2024 GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

Read on for six steps to faster innovation with CloudOps reimaged



Staying relevant—the obstacles that slow you down

At a recent OpenText™ customer advisory council, CIOs and VPs expressed concerns about user experiences, high cloud spending, growing complexity, and a lack of skilled staff. Industry statistics support their concerns.

User experience

61%

of employees avoid the service desk, and 61% live with ongoing IT issues that the service desk can't fix.²

Rising costs

25%

High or unpredictable costs went up from the top risk for 11% of technologies in 2023 to 25% in 2024.³

Technical debt

70%

of CIOs, CTOs, and other technology leaders view technical debt as a major drag on their organization's ability to innovate.⁴

Skilled staff shortages

81%

of organizations are experiencing a shortage in skilled tech workers. 70% said a skills shortage was holding them back.⁵

² Forrester, [The State of the Service Desk 2024](#), 2024

³ Gartner, [Technology Adoption Roadmap: Key Findings for I&O Technology Investments](#), 2024

⁴ Forbes.com, [Technical Debt Demands Your Attention](#), 2023

⁵ Ernst and Young, [Tech skills transformation—Navigating the future of work in 2025 and beyond](#), 2023

How can IT Operations get past these persistent problems?

CloudOps reimaged is the answer.

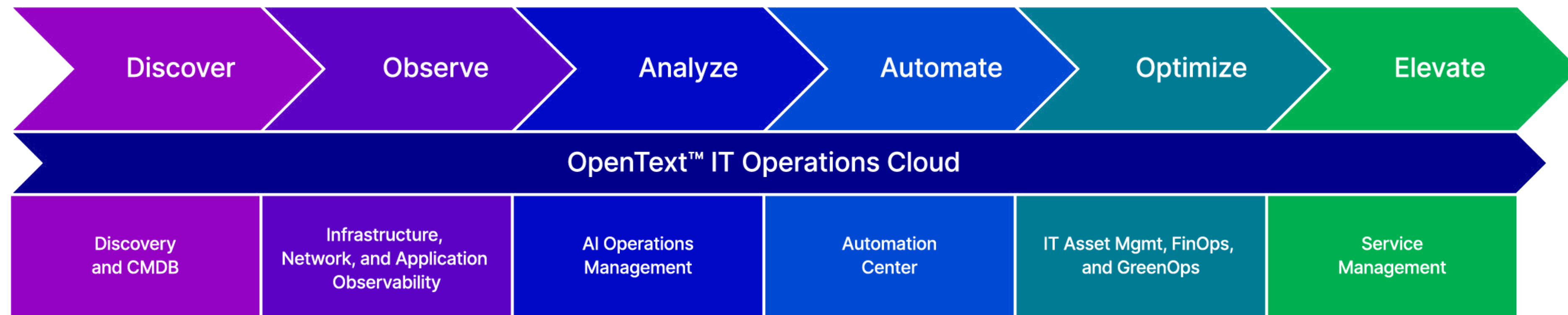
The age of stitching together multiple IT management tools is over. It costs too much, takes too long, builds technical debt, distracts your team, and damages IT's reputation.

What IT Operations needs now is a high-speed, consistently reliable approach—one that we call CloudOps reimaged.

Moving faster without sacrificing reliability requires a complete, fully connected machine—like a finely tuned assembly line that harnesses AI and automation to operate like the cloud and satisfy business demands with autonomic efficiency.

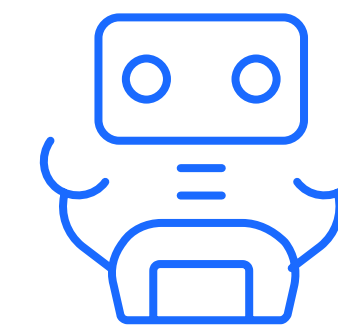
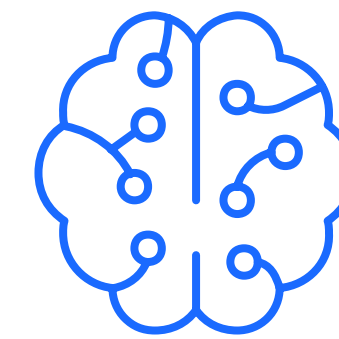
This ultimate IT Operations machine runs on a solid foundation of discovery and clean data. Special features include generative AI to elevate user experiences, observability for robust service reliability, and optimization of cost and carbon—so you can stretch your budget while showcasing sustainability progress.

Meet OpenText™ IT Operations Cloud—the machine that reimagine cloud operations.





6 steps to CloudOps reimaged



OpenText is the only vendor with complete, fully connected IT Operations solutions— all powered by OpenText’s smarter AI, automation, and cloud flexibility. Built on a foundation of world-class discovery, they make reimaging cloud operations possible.

Discovery reimaged

Build IT Operations on the strongest foundation possible: Complete, scalable, rapid discovery

What you don't know can hurt you.

How confident are you in your IT inventory?

Don't skip the single most important step to faster, more reliable IT Operations: Know exactly what your resources are—on cloud and off—and how they work together. Only then can you accurately predict the impact of IT changes on your business, prioritize fixes, align teams, inform processes, and operate with confidence.

OpenText™ Universal Discovery and CMDB works in real time to learn what's in your environment, how it's configured, and how it's interconnected—so you can predict change impacts and prioritize repairs. You can also replace or federate with your existing CMDB—transforming it from an unreliable historical data repository into a shared, up-to-date resource that aligns your IT management teams.



Resolve these issues

- Inaccurate software and hardware inventories introduce change risks.
- Incomplete resource-dependency data obstructs troubleshooting.
- Incorrect asset and configuration data increases compliance, security, and software audit risks.

Observability reimaged

See clearly across domains with cost-effective observability based on OpenTelemetry

Are you limiting observability due to cost?

Can you afford blind spots?

Know exactly what's happening where—and why—using a complete set of metrics, events, logs, and traces. Our flexible observability toolset allows you to rapidly detect and resolve cloud, infrastructure, application, and network performance issues while cutting costs with affordable licensing.

OpenText™ Infrastructure Observability quickly identifies the causes and impacts of infrastructure problems on cloud and off—accelerating root-cause analysis with guided troubleshooting.

OpenText™ Application Observability delivers cost-effective observability of cloud-native and traditional applications with OpenTelemetry—so CloudOps teams and SREs can detect and manage performance issues efficiently.

OpenText™ Network Node Manager discovers and monitors large physical and virtual networks—delivering a unified view of fault and capacity to maintain peak network performance.



Resolve these issues

- Incomplete or costly observability tools can't cover apps, clouds, data centers, and networks.
- Isolated, domain-specific monitoring tools can't detect root cause fast enough—or at all.
- Unforeseen Severity 1 events may hurt revenue-generating apps—and IT's reputation.

Analysis reimaged

Isolate problems faster using causal, predictive, and generative AI

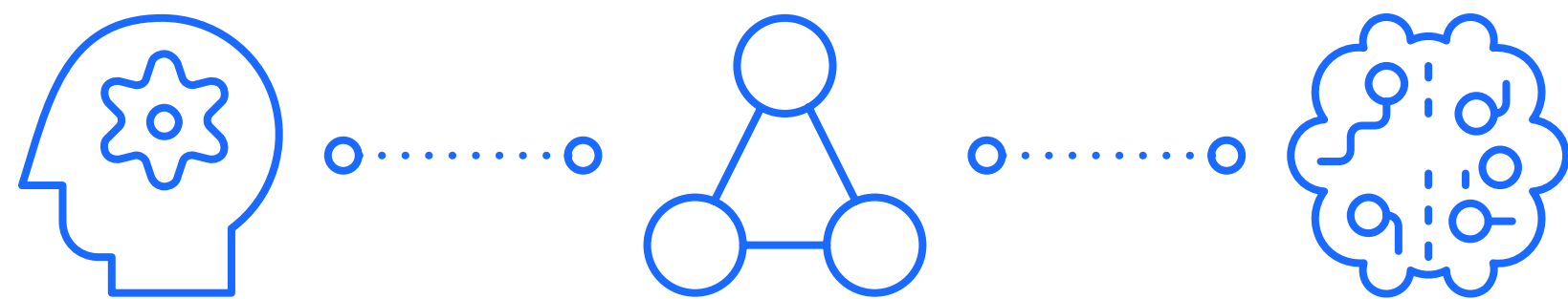
Your AI is only as good as your data

How's yours?

Reliably operate critical IT services with an AIOps solution that normalizes data, consolidates it across toolsets, pinpoints service slowdowns, and uncovers solutions quickly—cutting operational costs in the process.

OpenText™ AI Operations Management combines three types of AI to rapidly ingest and normalize high volumes of monitoring data at scale—speeding up root-cause identification and issue resolution.

OpenText™ IT Operations Aviator acts as a generative AI troubleshooter—helping admins analyze the context of events and suggest remediation steps with transparent explainability.

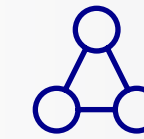


Three AIs are better than one

Predictive AI uses historical data to build a model of potential system behavior and sets automatic alerts for anomalies.



Causal AI uses multiple correlation abilities—such as time, stream, and topology—to identify the source of problems.



Generative AI interacts in natural language with admins or SREs to assist in troubleshooting and report generation.



Resolve these issues

- Overwhelming volumes of data from multiple monitoring tools hinder problem isolation.
- Without a clear indication of root cause, multiple experts get assigned to incidents.
- IT is hesitant to trust AI's “black box” decisions and actions.

Automation reimagined

Recover quickly from known errors and eliminate routine tasks with automation

Can your automation span boundaries and reduce risk?

Unburden CloudOps and SRE teams with automated end-to-end processes that help them quickly resolve problems, minimize risk, and ensure efficient, consistent governance.

OpenText™ Automation Center coordinates automation between existing domain-specific tools, reusing content to accelerate incident resolution and reduce administrator workload.

OpenText™ Network Automation mitigates IT compliance and vulnerability risks across networks with rapid configuration and automated patching.

OpenText™ Cloud Management acts as a master control system to accelerate and govern cloud infrastructure deployment for DevOps and CloudOps teams.



Resolve these issues

- Skilled staff shortages slow IT responsiveness, hinder timely compliance with security policies, and require reductions in manual efforts.
- Vulnerabilities are hard to find and patch across clouds and networks—amplifying security and compliance risks.
- Tools already in place lack centralized coordination.

Optimization reimaged

Cut cloud waste and control cloud spend with solid guardrails for cost and carbon

How much are you overspending on cloud infrastructure?

Drive responsible usage, optimize savings plan commitments, and automate inefficiency cleanup with FinOps. Reduce software overspending with IT asset management. Document your sustainability progress with GreenOps.

OpenText™ Cloud Management helps organizations streamline their cloud costs, remove sources of spending waste, install spending controls, and build accountability through increased visibility.

OpenText™ IT Asset Management delivers consolidated, end-to-end lifecycle and license management of software and hardware assets on cloud and off.

GreenOps tools use data from these solutions to identify emission-reduction opportunities and document sustainability improvements. OpenText™ AI Operations Management accurately calculates energy consumption.



Get the 2023 IT Sustainability Report >

Resolve these issues

- The inability to map cloud spending to teams, cost centers, and budgets results in surprise bills.
- Wasted cloud spending drains IT resources required for essential business services.
- New regulations are forcing orgs to measure and report on their carbon footprints, on cloud and off.

Service management reimagined

Satisfy users with self-service and GenAI to elevate IT experiences

Service management is your IT storefront.

Would you shop there?

Give users the power to resolve issues on their own with a smart GenAI virtual assistant and automated fulfillment. Unburden agents with proactive resolution suggestions.

OpenText™ IT Operations Aviator provides a GenAI agent to answer questions, fulfill service requests, and expedite ticket handling—extending your support team's reach and reducing Tier 1 costs.

OpenText™ Service Management (SMAX) offers full capabilities for ITSM, ITAM, and ESM. Users can self-resolve issues with help from a smart GenAI virtual agent. IT teams can pivot quickly, manage change, and govern assets with ITIL best practices, no-code apps, AI, analytics, automation, and discovery.



Resolve these issues

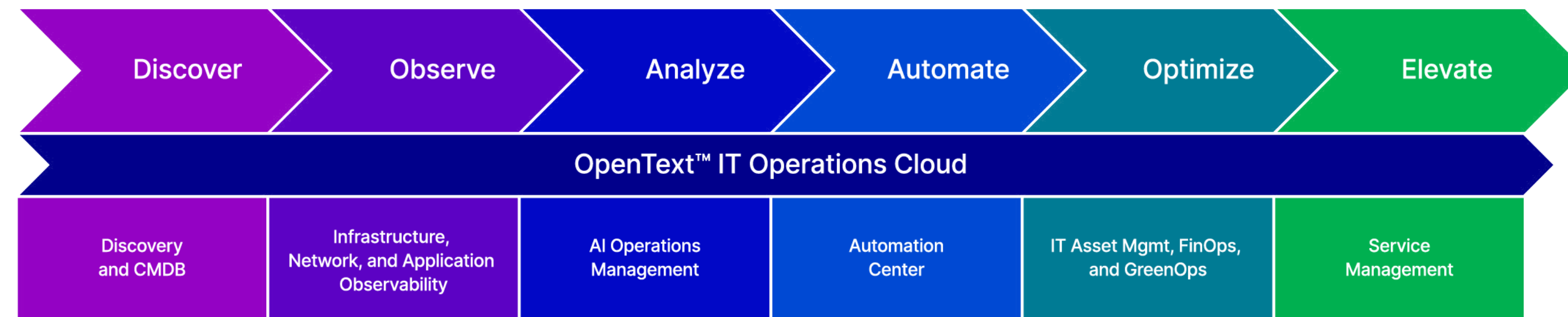
- Service desk agents are overwhelmed by tickets and manual-resolution steps.
- Virtual chatbots have been clumsy and unhelpful, leaving users to seek solutions on their own.
- ChatGPT democratized generative AI, requiring a data and privacy protection response from IT.

OpenText IT Operations Cloud

The complete, connected machine that drives reimagined cloud operations

Our IT Operations Cloud platform seamlessly connects the six steps to CloudOps reimagined. Through a common user interface and single sign-on experience, it integrates shared data and employs a generative AI approach. As a result, you can:

- Deliver measurable improvements even in the face of time, staff, and funding constraints.
- Reduce the number of vendors you must deal with.
- Cut high tool costs that leave insufficient funding for complete visibility and automation.
- Remove the cost and risk of upgrades and integrations.



Gain the OpenText information advantage

Start with smarter AI

It's about time. Time to value, time to market, and time that IT Operations teams don't have to custom-craft their own generative AI environments.

Hit the cloud running with OpenText IT Operations Aviator

From day one, Aviator shines as a trainable assistant, not a clueless child. There's no need to call in data scientists to create your own LLM training regimen—or to engage trainers. Here's why:



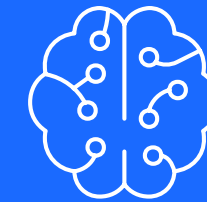
Smarter self-training

Unlike other AIs, Aviator uses OpenText™ IDOL to mine unstructured data from Microsoft PowerPoint® slides, intranet sites, or OpenText Content products. Organized in a RAG architecture, Aviator clearly understands your documents and policies right out of the gate—reducing hallucinations.



Not a black box—you're in control

Aviator runs on a private LLM to secure your intellectual property. You control ethics and responses using role-based access control to all information and transparent explainability.



AI strength in numbers

Aviator is part of a group of AI capabilities that supports your IT Operations team. These capabilities, including predictive and causal AI, which derive intelligent responses from a multidomain data lake, and a private LLM fueled by IT and corporate information.

What you can do with Aviator

Elevate user experiences and increase IT efficiency

Empower users, service agents, and IT staff to find the answers they need with private generative AI. Resolve routine support and service requests in minutes—no human support needed.

Boost service agent productivity

Expedite ticket handling by giving agents the context they need to work faster and reduce user wait times—without hiring more staff.

Reduce mean time to repair (MTTR)

Turn IT troubleshooters into experts by equipping them with precise information and effective remediation strategies.

Cut costs with GenAI

Save service desk agent and IT staff time with GenAI. By raising IT efficiency and reallocating your support team to higher-level tasks, you can address skilled staff shortages.

Customer stories

They're improving IT outcomes with OpenText cloud operations solutions. You can too.



Istanbul Grand Airport

Provisioned physical and virtual servers 12x faster

[Learn how >](#)



Diebold Nixdorf

Reduced service desk calls by 30%

[Learn how >](#)



Achmea

Sped up response times by auto-routing 350,000 tickets

[Learn how >](#)



University of Pretoria

Handled 11x more VPN requests within an hour

[Learn how >](#)



Türk Telekom

Reduced service outages by 49%

[Learn how >](#)



Verizon

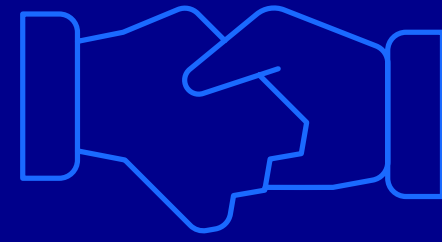
Reduced MTTR from hours to seconds

[Learn how >](#)



3 reasons to partner with us

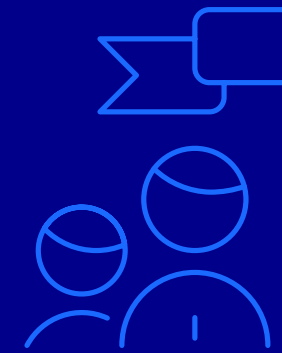
1



Choose proven

OpenText has decades of experience helping organizations like yours navigate the changing world of IT. We've made our own cloud transformation and helped countless others do the same.

2



Get expert guidance

OpenText Professional Services experts are here to build speed, skill, and confidence into every IT journey. They'll help you identify tools gaps or overlaps and map a plan for future capabilities.

3



Bridge existing and cloud

Evolving your IT practices—without jeopardizing critical systems and processes developed over decades—requires open, integrated, backwards-compatible software. We have a complete lineup.

Our team is your team.



OpenText IT Operations Cloud is the path to CloudOps reimagined

What are your next steps?

- 1** Let us show you what we can discover that you don't know.
- 2** Work with us to map your step-by-step approach to reimagining cloud operations.
- 3** Start building your high-speed, consistently reliable IT Operations machine.

Find out more >

