

# OpenText Application Observability

OpenText Application Observability delivers cost-effective application observability with OpenTelemetry—so you can troubleshoot issues faster and improve user experiences.



## Benefits

- Instrument once, analyze anywhere: Enable insights across apps using OpenTelemetry’s modern portable instrumentation.
- Proactive issue detection: Quickly identify latency, traffic, errors, and saturation at the code level and help SREs isolate problems.
- Improved collaboration: Give developers the detailed observability data they need to find the source of application problems faster.
- Cost-effective observability: Employ an intuitive SaaS-based observability tool that won’t break your budget.

ITOps, DevOps, Cloud Operations, and Site Reliability Engineer (SRE) teams struggle to find a unified view of application performance—especially in complex multicloud, hybrid cloud, and on-premises environments filled with diverse tools and platforms. This fragmented visibility makes optimizing performance, as well as diagnosing and fixing issues, a time-consuming challenge that never ends.

OpenText™ Application Observability simplifies application monitoring, for both cloud-native and monolithic applications, by providing an affordable, vendor-neutral approach to collecting, exporting, and analyzing telemetry data (logs, metrics, and traces).

With OpenText Application Observability, IT teams can instrument their applications once and send the data to any (one or more) chosen OpenTelemetry (OTel) capable tools for analysis and troubleshooting. This means if there’s a team, for example the dev team, that prefers another analysis tool, they can stick with it while others enjoy the ease of OpenText Application Observability. Operations teams get proactive issue detection and diagnosis. And both operations staff and developers gain access to enhanced debugging capabilities and performance optimization data. The use of common data improves collaborations across all teams.

## Why OpenText Application Observability?

- Native OpenTelemetry
- Easy-to-use interface—minimal training required
- More cost-effective than the big three observability vendors

## Unify instrumentation and observability

OTel offers a consistent API and SDKs across various programming languages. This consistency reduces development time and complexity by allowing teams to use the same instrumentation techniques throughout their application landscape.

Using OTel's standard data format, OpenText Application Observability's collected data can be sent to any OTel-based analysis tool—avoiding vendor lock in.

## Instrument faster, instrument deeper

OpenText Application Observability offers automatic instrumentation for collecting data, including trace data for [many popular programming languages](#). Faster instrumentation, in as little as 5 minutes, frees up time for more productive work.

Need custom metrics or log data? Use the OpenTelemetry API to transmit any desired information, including custom information, which is correlated to other information about the transaction.

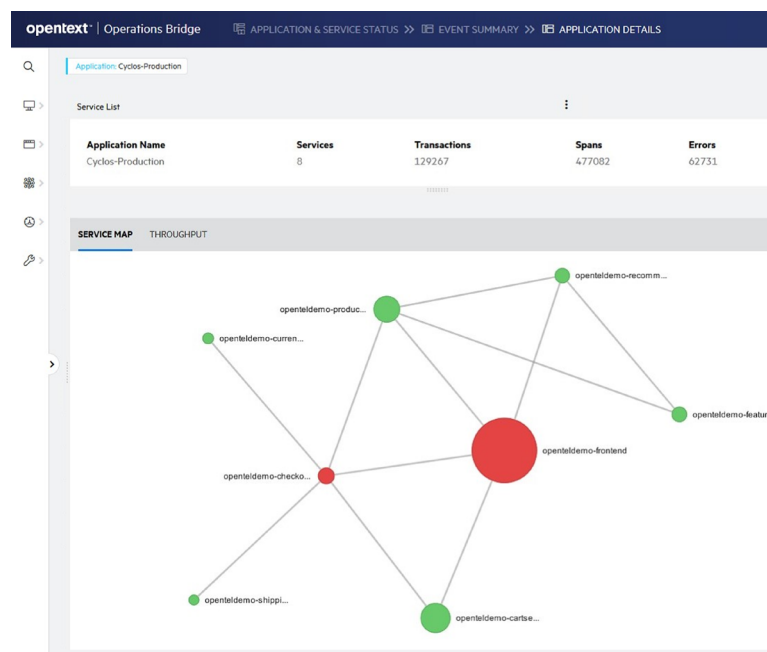
Due to its popularity as a standard, [application vendors have pre-instrumented](#) their applications with OpenTelemetry—for example, Kubernetes and OpenText Service Management (SMAX) come pre-instrumented.

## Troubleshoot application issues faster

Quickly identify the golden signals (latency, traffic, errors, and saturation) at the code level and leverage guided workflows to help aspiring SREs isolate problems as they collaborate with dev teams.

## Get affordable observability

The escalating costs of observability are a hot topic in the press. To decrease costs, many users are choosing to do sampling rather than full observability or limit what they instrument. Both approaches are counterproductive to the goal of understanding what's happening across your IT estate. OpenText Application Observability makes it possible to fully monitor your applications without breaking the budget.



Automatically created service map

Feature	Description
<b>Guided workflows</b>	Get guidance about which item to investigate next in the context of your current selection.
<b>Auto-instrumentation libraries</b>	Automatically instrument your code with OTel libraries for many popular languages.
<b>Automatic dependency mapping</b>	See how transactions flow through microservices or code modules in an easy-to-understand map.
<b>OpenTelemetry API</b>	Instrument applications with a language-agnostic API.
<b>SDK support</b>	Use comprehensive SDKs for popular programming languages.
<b>Trace collection</b>	Capture and export detailed information about application requests.
<b>Metric collection</b>	Gather and export key performance indicators for application health.
<b>Log collection</b>	Collect and export application log messages for analysis.
<b>Exporter integrations</b>	Send telemetry data to various observability backends.
<b>Semantic conventions</b>	Standardize data formats for easier analysis across tools.
<b>SaaS deployment</b>	Get started quickly—no lengthy installation required.

## OpenText™ Application Observability deployment options:

### SaaS solution

- Get your team up and running quickly with the ease and speed of SaaS

## Resources

[Related service >](#)

[5 Clear Signs You Need Observability >](#)

[Webinar: OpenTelemetry changes everything!](#)