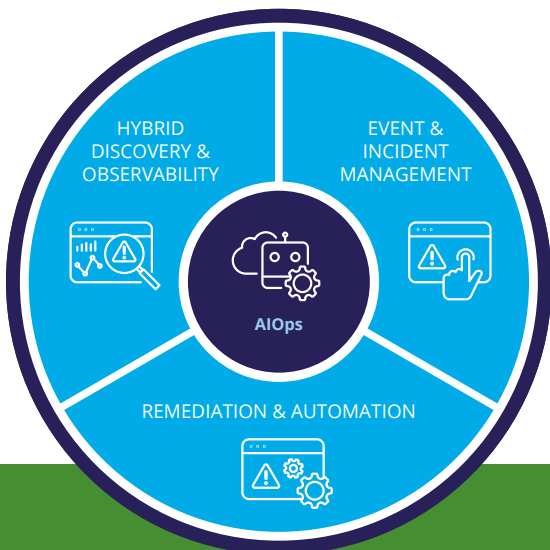# OpsRamp
a Hewlett Packard Enterprise company

Deliver Differentiated Services and Decrease Operational Costs with OpsRamp

The Modern ITOps Solution Designed & Delivered for the Modern Managed Service Provider

Service providers looking to drive new revenue and greater margins while improving efficiencies and performance turn to OpsRamp.

Trusted by thousands of customers worldwide, from mid-size MSPs to the largest GSIs and technology OEMs, OpsRamp is the most comprehensive SaaS-based IT operations management solution delivering hybrid observability, AIOps, and policy-based automation.

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

The Managed Services industry is growing fast, but it's also more crowded and competitive than ever. As more enterprises turn to service providers to manage their IT environments and service delivery, the most successful MSPs are focused on capturing new business by expanding and differentiating their service offerings and driving greater margins by streamlining operations. Innovators continue to strive for improving governance and service levels by leveraging automation to deliver, monitor, and manage customer environments as well.

Drive New Revenues with Differentiated Services

Expand your managed services from the data center to hybrid and multi-cloud. Support your customers through the full lifecycle from Discovery and Monitoring, to Event Management and Automated Remediation. OpsRamp, a Hewlett Packard Enterprise company, is open and extensible so you can customize new solutions and new revenue streams with differentiated, expert services leveraging the deeper data and insights you'll now have access to.

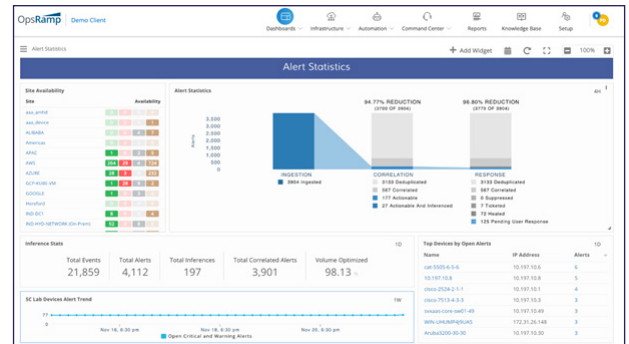## Grow Margins by Operating with More Efficiency and Precision

OpsRamp's integrations with thousands of the most popular tools and technologies, and flexible agent-based and agentless collectors aggregate data from across all your tools and customers' various hybrid resources within a centralized command center. This relieves the burden of tool overload and fault-ridden stitching of data from various tools. OpsRamp's multi-tenant, multi-tier model allows you to onboard and manage customers more easily. Automation capabilities enable you to spend less time discovering resources, building service maps, patching systems, and identifying and remediating incidents. Less time spent on each client equals greater margins for you.

![OpsRamp - a Hewlett Packard Enterprise company]

Improve Service Levels, Performance, and SLAs with OpsRamp

OpsRamp's policy-driven automation and template-based approach with customizable runbooks and pre-built scripts help improve your operational governance by identifying incidents and root cause faster and automatically resolves incidents without human intervention. Artificial intelligence (AIOps) helps improve your decision-making by proactively detecting anomalies, identifying probable root cause, and recommending optimal remediation actions.

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

Deliver a Better Customer Experience with the Transparency Your Customers Require

Enhance your service offerings and your customer's experience with a branded Customer Engagement Portal. Role-based access and customizable dashboards and reports in conjunction with audit recordings of any actions taken on a device will help improve customer transparency and trust by delivering the real-time infrastructure insights they need.

"The OpsRamp AIOPs engine reduced our alert volume by 95%, radically improving our Time to Response and Resolution. With faster, enhanced service delivery, our Net Promoter Score increased 30%."

nwn carousel

"We centralized all Operations activities within OpsRamp and have improved productivity by 30%."

GreenPages Technology Solutions

Powering The World's Most Modern and Innovative MSPs:

JBS

GreenPages Technology Solutions

RAZOR TECHNOLOGY

MARKLEY

tieto EVRY

OneNeck IT SOLUTIONS a TDS Company

Hewlett Packard Enterprise

NETENRICH

PIVOT TECHNOLOGY SOLUTIONS

CSI

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liquid

claranet hosting | networks | applications

INGRAM

The Capabilities To Power Your Service Offerings:

Centralized Operations

Discover, monitor, and manage everything within a single IT operations solution. Aggregate and integrate data from across your tools for a single source of truth, and centrally monitor resources and resolve incidents across all your customers' distributed environments – on-premise, cloud, multi-cloud, and cloud-native – with contextual actionable insights.

Multi-Tenancy

Multi-tier, multi-tenant SaaS solution architected to simplify management of multiple customers' hybrid environments at massive scale. Designed for automated failovers and minimal downtime, assuring the highest availability and performance of customer applications and workloads.

Automation

Automatically discover your customers' infrastructure resources across hybrid environments as soon as they touch their network. Automatically identify resource type and apply prescribed monitoring templates. Automatically correlate alerts, pinpoint root cause, and apply appropriate auto-resolution workflow templates.

Flexible & Customizable

Implement agentless and/or agent-based monitoring collectors based on customers' business and deployment requirements. Customize pre-built monitoring templates and auto-resolution workflows, or build your own using our flexible SDK. Role-based access and customizable dashboards and reporting allow control of viewable data and allowable activities across users and tenants.

Artificial Intelligence

Proactively detect anomalies and resolve incidents before they impact your customers' business. OpsRamp's AIOps engine continually learns from our customer base and derives insights to recommend optimal best practices for expediting the resolution of incidents.

Performance Transparency

Enrich your customers' experience with the branded Customer Engagement Portal, role-based access, and customizable dashboards and reports. Make audit recordings of any actions taken available to your customers. Improve customer relationships and trust with transparent and accessible real-time infrastructure health insights.

OpsRamp Delivers More

OpsRamp is more than just an IT operations monitoring tool, and more than a stand-alone AIOps and automation tool. OpsRamp is the most comprehensive digital operations management solution used by the most modern and innovative service providers to deliver differentiated services, grow recurring revenues, reduce operational costs, and deliver delightful customer experiences.

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.