

Thales Group Reduces Redundant Alerts by 85% with OpenText AI Operations Management (Operations Bridge)

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CUSTOMER PROFILE

 > 1000

 Information Technology

 FR

INTRODUCTION

This Customer Spotlight is a synopsis of how Thales Group used OpenText to benefit their business. The feedback included was collected and verified in a February 2025 survey of OpenText customers conducted by UserEvidence, an independent research firm.

KEY STATS

85%

Critical events identified and solved

“I'm a user of Opentext product, specially OperationBridge Suite Containerized, and I'm using this product since many years. This product is clearly the best operation and monitoring product that I have used during my experience. I'm working in IT world since almost 20 years, and this product is powerfull. Sometimes we found some difficulties to maintain or upgrade some versions, but we receive good support from pre-sales or support team when we need help. Pricing is also good , which is important also today. I recommend OpenText.



Erwan Breant
Architect Infrastructure
Thales Group

“All features integrated into OpsBridge are very powerfull, especially with the monitoring policy where we can enable tools and remote command, which is powerful in term of reactivity, when we have a service down or problem, also with automated command, it's very powerfull. TO finish , monitoring automation is amazing feature, when we deploy server, all necessary monitoring is put in place directly, so when the service go into production mode, all services are correctly monitored.



Erwan Breant
Architect Infrastructure
Thales Group

SCENARIO

How are you using the following products - OpenText Operations Management, Operations Bridge Manager, and Operations Bridge Analytics (collectively referred to as Operations Bridge in the survey)? Please select all use-cases that apply to your organization.

- Event consolidation and noise reduction
- IT service health monitoring
- Consolidated server monitoring
- Full-infrastructure monitoring

Which of the following challenges or pain points does your organization address using Operations Bridge? Please select all that apply.

- Massive volume of redundant alerts making it difficult to identify critical issues
- Difficulty in managing infrastructure with disparate monitoring tools

What do you like the most about Operations Bridge? Select all that apply.

- Emphasis on automation and remediation
- Comprehensive monitoring and integration capabilities
- Business-centric approach to IT management
- Modern and scalable architecture

Which benefits have your organization seen by using Operations Bridge. Select all that apply.

- Reduces service disruptions
- Improves response time
- Helps identify critical issues quickly

Which of the following metrics does Operations Bridge help improve? Select all that apply.

- System availability and uptime
- Incident response time
- Service performance
- Mean time to detect (MTTD)

OUTCOME

What percentage (%) of critical events does Operations Bridge identify and help you resolve?

- 81% - 90%

OpenText Operations Bridge has improved the availability and performance of our IT services

- Agree

In the future, our organization is likely to consider consuming Operations Bridge via SaaS or the OpenText Private Cloud

- Agree

Very Effective

for server event consolidation and management

Very Effective

for consolidated on-premises and cloud infrastructure monitoring

Very Effective

for server performance monitoring

SUMMARY

This customer spotlight highlights Thales Group, who utilized OpenText Operations Bridge for event consolidation, noise reduction, IT service health monitoring, consolidated server monitoring, and full-infrastructure monitoring to address challenges such as managing infrastructure with disparate tools and dealing with a high volume of redundant alerts. Thales Group reported that Operations Bridge reduced service disruptions, improved response time, helped identify critical issues quickly, and enhanced metrics like system availability, incident response time, service performance, and mean time to detect. The feedback featured here was collected and verified through a survey of OpenText's customers, conducted by UserEvidence, an independent research firm.

 UserEvidence

Source: Erwan Breant, Thales Group. Independent research conducted by UserEvidence. Data verified September 23, 2025.

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