

InTTrust Advanced Systems Management Solution

Highlights

InTTrust's Advanced Management Solution is based on IBM Tivoli Monitoring which is the next generation of IBM Tivoli's availability management solution that helps monitor and manage critical IT services and resources, including operating systems, databases, and applications. It is built on a lightweight, highly scalable architecture and is fully globalized. InTTrust's Advanced Management Solution delivers a unique view of IT services through customization of the IBM Tivoli Monitoring platform monitoring capabilities.

Within most IT environments, one of the most significant cost drivers is the datacenter. Typical datacenter costs include IT labor costs, utilities, hardware, software, and capital costs to house the datacenter. As a result, organizations that are able to optimize their datacenters are able to get more out of their datacenter resources while reducing operational costs.

Also with an increasing focus on the successful delivery of IT services to customers, particularly with the adoption of frameworks such as ITIL1, data centers are being challenged to maintain high levels of efficiency and flexibility of the IT services they host while managing costs.

The two main goals for the modern datacenter are :

- **Getting Value for Money by Reducing Costs** : Driving operational efficiencies and getting the very most out of IT resources—in other words, maximizing the value of each Euro spent
- **Delivering Value by Improving IT Service Levels** : Ensuring quality and timely IT services across the organization

One of the best ways to move an IT operation to a more optimized state is to simplify and automate the tasks of IT management. InTTrust's Advanced Systems Management Solution consultants can be tailored to your needs by InTTrust consultants, so that

you can quickly capture the value by unifying and automating the management of the datacenter. In order to achieve that InTTrust provides a comprehensive solution which:

- Enable centralized management across both physical and virtual systems in the datacenter
- Implements an extensible and interoperable platform that provides cross-platform monitoring
- Achieves management of systems at headquarters and branch locations from a central location
- Dynamically optimize the utilization of datacenter resources to maximize service performance.

Assuring IT Service Delivery, Performance and Health with InTTrust's Advanced Management Solution

InTTrust's Advanced Management Solution is based on IBM Tivoli Monitoring which is the next generation of IBM Tivoli's availability management solution that helps monitor and manage critical IT services and resources, including operating systems, databases, and applications. It is built on a lightweight, highly scalable architecture and is fully globalized. InTTrust's Advanced Management Solution delivers a unique view of IT services through customization of the IBM Tivoli Monitoring platform monitoring capabilities.

With the ability to accurately monitor IT workloads and services running across Windows, UNIX, and Linux systems – as well as across physical and virtual environments – organizations gain a unique insight into the operation, health and performance of their IT services. Such insight enables the rapid identification of the overall impact to IT services when a component required by that service does not perform to expectation; reducing the time required to determine the root cause of a service incident, and implement corrective action.

Rich reports also deliver information to management and customers, providing detailed insight into how IT services are aligning to their service level expectations, and also enabling rapid drill-down capabilities to identify the root cause of those IT services that are not meeting service targets.

Key Benefits

Comprehensive and scalable coverage: Comprehensive and scalable coverage of monitoring requirements for IT services through a rich set of monitoring templates.

Centralized management: Customers can quickly ascertain the status of all IT services across their environment.

Simplified service level reporting: Permits a granular definition of the period of time on which service levels are being tracked across selected services. This enables users to quickly report on service levels for one or more IT services for a selectable time period.

Service compliance drill-down capability: Provides the drill-down capability to identify the root cause of non compliance, helping to quickly identify the component(s) of a monitored IT service that might be putting the overall service delivery at risk.

Availability and performance metrics delivery: This helps the user understand if the service is up and running, and how it is responding to requests.

Report generation scheduling: Facilitates the scheduling of report generation and delivery to file shares or other locations

Automated IT incident detection and response: Powerful automated detection and response of IT incidents, reducing the Mean Time To Recovery (MTTR) of IT services when problems are detected.

Core Capabilities

Highly scalable and flexible monitoring framework

Tiered and scalable architecture: Delivers IT service monitoring capabilities that scale to the most challenging environments.

Automated server, workload and device discovery: Automated and manual discovery of servers, devices, applications and IT services to be monitored

Integrated monitoring of physical and virtual environments: Native ability to monitor both physical and virtual systems and workloads side by side.

¹ IT Infrastructure Library (see <http://www.itil-officialsite.com/home/home.asp>)

Cross platform monitoring support:

Native ability to monitor Windows, UNIX and Linux servers, alongside virtualization technologies that include Microsoft Hyper-V, VMware ESX

Extensive support for monitoring and management protocols and interfaces:

Ability to monitor nearly and manage every server and workload metric using system event logs, system registries, application log files, syslog, SNMP and more.

Agent and agent-less monitoring capabilities:

Provides flexibility in deploying your monitoring infrastructure with both agent and agent-less monitoring and management capabilities.

Delegated access to monitoring views and management actions

Custom user role creation: Facilitates the creation of custom user roles to align to operational monitoring and management needs.

Granular control over monitoring and management views and panes:

Detailed control over what an operator can view and the servers and workloads that they pertain to.

Management task delegation: Ability to delegate management tasks – such as restarting a service – which an operator can perform on a monitored object.

Console or Web-based access:

Authenticated access through a dedicated console or Web-based interface.

Integrated, updatable monitoring capabilities

Advanced and in-depth monitoring: Advanced and in-depth monitoring of workloads

Powerful authoring tools:

Comprehensive management pack authoring tools and wizard-driven dialogs enable the creation and edit of distributed applications/service models and management packs.

Monitors service levels against targets**Customizable IT service delivery mappings:**

Enables organizations to select the monitored components of an IT service that it wishes to use as indicators on whether that service is meeting expected service levels.

Definable service level objectives:

Enables definition of service level objectives that can be targeted against different objects

Service level tracking summary reports:

Targeted at operational teams, these summary reports provide quick visual identification of alignment of IT services to their service level objectives, and permit drill down to

deeper levels of information to investigate service interruptions.

Advanced Visualization of System Monitors:

Executive and/or customer view of service level attainment across multiple IT services by IBM TEP

In-depth reporting and analysis

Detailed reports: Presenting trend, state and change-related information across performance, availability and other metrics for monitored elements based on IBM TDW and IBM TCR.

Drill-down capabilities: Drill-down capabilities enable users to drive to greater levels of detail, to help identify the root causes of service interruption or outages.

Report scheduling and delivery options:

Enables reports to be automatically generated at schedulable intervals and uploaded to various locations.

Powerful authoring and customization capabilities**Comprehensive and extendable set of rules and monitors:**

Ability to create new rules (event-driven) and monitors (aware of event state changes), enabling automated assessment of a variety of conditions

Templates for rapid creation of new monitors:

Monitoring templates facilitate the creation of new monitors to validate the health and performance of databases, processes, TCP/IP ports, UNIX/Linux log files and more.

Ability to tune/customize monitoring settings:

Enable customization and tuning functionality for monitor metrics.

InTTrust Advanced Management Solution Benefits

InTTrust provides a complete Advanced Management Solution for proactive monitoring and system management in order to help you in :

- Quick detection and remediation of issues that cause downtime or the risk of downtime before any business impact occurs
- Improving IT services scalability and availability
- Reducing complexity and increasing adaptability to changing needs, which makes it easier for IT staff to manage complex systems
- Reducing operational costs of managing and delivering IT services



In.T.Trust SA
2 Ipeirou Str.,
153 41 Ag. Paraskevi,
Greece.
Telephone: +302106513040,
Fax: +302106513010,
mail: info@inttrust.gr
Url: www.inttrust.gr