

All-In-One Datacenter and IT Service Management

AccelOps delivers unprecedented infrastructure oversight and operational intelligence to advance service reliability and quality across availability, performance and security objectives.

Delivered as virtual appliance software or Software-as-a-Service (SaaS), AccelOps offers an automated, integrated and cost effective means for datacenter and IT service management.

The Service Dilemma

Companies depend on IT to provide mission critical services, such as email, web, voice, e-commerce and financials, to their organization and customers. Yet, despite this reliance on complex IT environments, most organizations employ tools across departments that are designed to manage the infrastructure from a component rather than service perspective.

The continued investment in disparate IT management tools and the necessary growth in datacenter virtualization, distributed and mobile access, cloud-based applications, and outsourced service technologies have impacted service delivery and results in a diminished capacity to:

- Monitor and optimize service levels; how to easily and accurately map applications and infrastructure components that deliver a service in order to best monitor and enhance the delivery of that service?
- Manage change; how to understand and verify changes made to resources, assure configuration integrity, optimize consolidation opportunities and anticipate the business impact due to changes?
- Quickly find the root cause of an issue or problem; how to analyze and correct service disruptions and degradation faster and with fewer resources?
- Automate adhering to compliance mandates; how to facilitate the validation and documentation requirements in order to reduce audit effort and expenditure?

To improve service reliability, one needs to be able to see and manage all aspects of performance, availability and security related to that service. Until now, available IT management tools have either been too expensive, very labor intensive or lacking in required integration.

All-In-One Datacenter and IT Service Management

AccelOps automates the management of datacenter / IT as services, instead of the traditional way as technologies and systems. AccelOps all-in-one approach provides an integrated and holistic IT management tool that uniquely monitors the infrastructure from a 3600 services perspective to provide instant service intelligence, enhance reliability, better optimize resources, and reduce business risk. AccelOps puts the what, why, when, where and how, at the operator's fingertips. AccelOps core IT service management functions are comprised of:

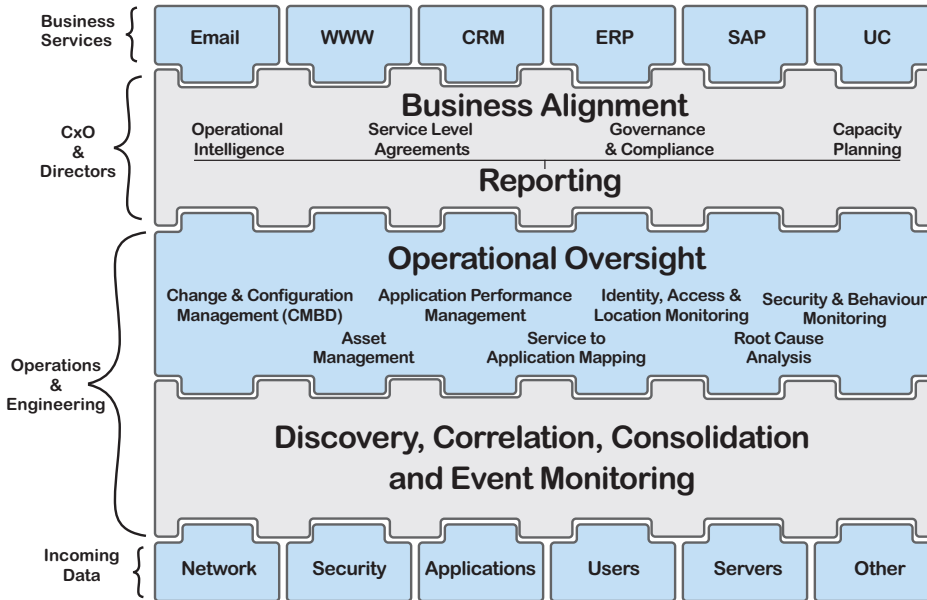
- Business Service Management
- Performance Management / Network Behavior Analysis
- Availability Management / Service Level Agreement
- Security Information Event Management
- Change Control / Automated CMDB
- Event / Log consolidation and cross-correlation
- Identity Access Control with directory service integration
- Network visualization and enterprise search
- Compliance / Governance automation
- Optimized Operational Data Management / Green IT



Focus on Quality, Uptime and Efficiency – Instead of systems and technology

AccelOps monitors diverse datacenter / IT infrastructures, automates service management capabilities and reduces operational expenditures.

AccelOps All-in-One Datacenter + IT Service Management



AccelOps collects, manages and stores large-scale data from diverse operational sources in an IT environment in a scalable fashion, and analyzes the data in real-time and historically to yield end-to-end visibility and control across availability, performance and security.

Conventional suite approaches, point products and Business Service Management tools attempt to merge different network and IT management utilities to present users with segregated views, endless add-ons and configuration burdens. By complementing or replacing existing silo'd management tools with a fully integrated IT service management solution, the entire organization can gain significant insight and results to support operational and strategic functions.

AccelOps seamlessly integrates core IT functionality for the purpose of proactive, responsive and measureable service management. This approach yields more efficient incident response, intelligent root-cause investigation, higher availability, consolidation insight, optimized ops data management, service prioritization, enhanced collaboration and continuous IT improvement.

The Problem

- ▶ Achieving service levels with less budget, staff and resources
- ▶ Inefficient root-cause analysis that affects problem determination, response, resumption and business impact
- ▶ Unwieldy means to baseline, monitor and consolidate complex environments
- ▶ Operational silos that result in diminished service visibility, controls and reliability
- ▶ Disparate IT tools that propagate operational silos and lack service level management
- ▶ Loosely integrated, cumbersome and expensive IT management suites

The Solution

- ▶ Integrate core IT management tool functions from a service perspective
- ▶ Optimize diverse operational data collection, baseline, accessibility, analytics, metrics and data management
- ▶ Proactively monitor, visualize, and collaborate on IT operations and gain efficient management and service reliability
- ▶ Automate infrastructure discovery, service definition, business service tracking and proof of compliance
- ▶ Accelerate time-to-value with built-in and extensible dashboards, reports and rules mapped to best practices
- ▶ Deliver an easy to use, integrated and scalable solution as a virtual appliance software or Software-as-a-Service (SaaS)

AccelOps discovers your infrastructure and captures configurations, network flows, directory objects, user activity and operational events enterprise-wide. The solution automatically populates its built-in CMDB and cross-correlates the aggregated operational data and events to create baselines and track changes, problems and incidents. All the correlated and raw events are assessed dynamically and stored for long-term historic analysis and reporting employing both an optimized event data repository and commercial, open source relational database.

Question

How you efficiently monitor changes, performance trends, application transactions, user access and activity, system faults and security incidents, physical and virtual resource utilization, and compliance policies in order to meet service expectations and measure business service improvement?

Answer

Manually obtain network, device, system and application configuration details and baseline your infrastructure. Have IT staff from different departments exert resources to associate components, dependencies and metrics in order to define services and service levels. Try to capture, normalize, trend, store and maintain all configurations, transactions, directory objects, primary and secondary logins, and infrastructure events from all sources. Coordinate IT staff and spend time filtering the noise and analyzing the isolated ops data using a variety of tools. Figure out real anomalies, faults and incidents, and attempt to resolve issues according to service level priority. Manually assess the business impact of a change or correction. Record all observations to support internal audits, operational reports and compliance validation.

Repeat often – or deploy AccelOps.

AccelOps Advantages

AccelOps provides a single pane of glass into IT operations and services by leveraging a company's existing infrastructure to deliver the following integrated functionality:

- 360 degree root-cause analysis to assess and resolve complex issues for service availability, performance, security, change and compliance, with location and identity tracking
- Infrastructure discovery, trending and topology mapping which includes virtual systems
- Automated application-to-infrastructure business service mapping
- Change tracking, validation and audit with dynamic CMDB
- Comprehensive event/log consolidation and cross-correlation spanning network, system, application, security, directory, access, identity, location and physical sources
- Business service change detection, prioritization, resolution analysis, trending and impact
- Network behavior analysis, availability, performance and security information management
- User activity monitoring; identity, class, location, access, login, wireless, and mobile device (PDA/iPhone)
- Directory service integration and vulnerability assessment integration
- Network inventory management: devices, systems and applications and the locations
- Optimized real-time and historic analytics, n-tier dependency detection, search, and operational data repository

AccelOps presents business executives, IT management and staff with an inviting, web 2.0 interface that complements out-of-the box and extensible dashboards, topology maps, reports, analytics and metrics aligned to industry best practices.

AccelOps benefits the entire organization and allows for greater: situational awareness, resource prioritization, root-cause analysis, license, system and operational data consolidation, business impact analysis, compliance reporting and audit automation, and service quality.



AccelOps Operational Oversight and 360° Service Intelligence

Complete Operational Visibility



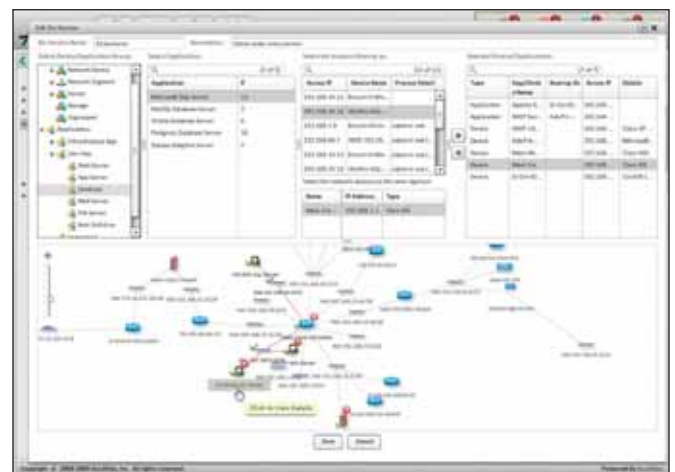
Integrated CMDB and Service Carousel



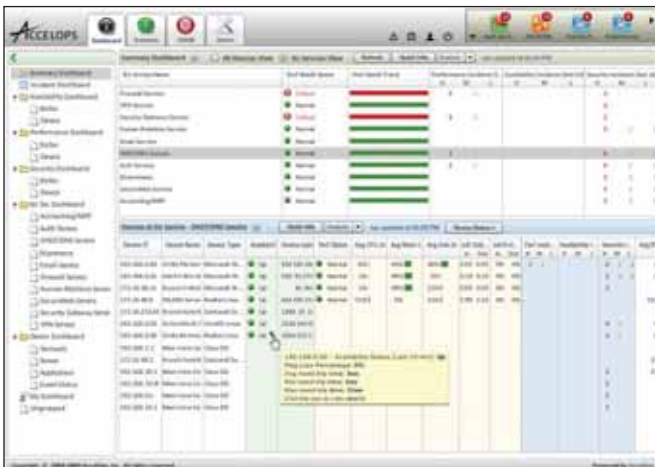
Dynamic Service Management Oversight



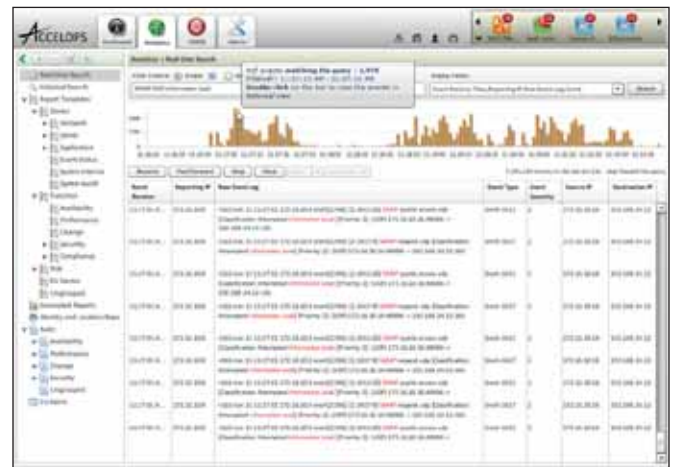
Automated IT Service Mapping



Intelligent Root-Cause Diagnosis



Rapid Investigation and Reporting



Automated Discovery, Service Definition and Analytics

AccelOps breaks down existing management silos and makes IT service management tangible, effective and maintainable.

Administrators can quickly define services with AccelOps by selecting an application, whereby the solution presents all the relevant systems and supporting infrastructure that deliver the application for the business. AccelOps monitors the defined service, which dynamically inherits each respective component's monitoring profile and key performance indicators (KPI's). Operators can apply additional service level attributes to any defined service.

The pragmatic, service-oriented approach links the infrastructure directly to business and business services. Armed with this on-going operational intelligence, AccelOps presents the IT organization with the most relevant service-oriented dashboards, topology maps, metrics, rules, alerts and reports.

AccelOps *continuously* discovers, baselines and monitors your environment by means of SNMP, SSH, Telnet, syslog and other protocols – without requiring agents. The system supports a broad number of popular and custom sources spanning network devices, systems, security, applications, directory services, virtualization, and even physical and environment controls.



AccelOps Virtual Appliance (on-premise software)

Appliance usability and integration ease + software deployment and scale

AccelOps Virtual Appliance software gives you the best of both worlds - the simplicity, built-for-purpose performance and immediate implementation benefits associated with appliances and the software means to readily extend performance capacity and distributed coverage. AccelOps Virtual Appliance is offered as a ready-to-run, turnkey datacenter and IT service management solution running as a guest host on a VMware server. This approach leverages the resource allocation and high-availability features of the VMware platform. AccelOps Virtual Appliance software enables customers to start at the most appropriate size - adding coverage and performance capacity when needed. AccelOps virtualized Collector / Manager architecture allows for convenient scale-out without conventional load segregation, data migration or reconfiguration administrative burdens. The optimized operational event data repository supports local, NFS and SAN-based storage.



AccelOps Software-as-a-Service (SaaS)

No CAPEX, Pay-as-Use OPEX, Scale-as-Needed

AccelOps Software-as-a-Service (SaaS) offers immediate use – simply download and install the AccelOps SaaS on-premise client... it's that fast, that easy, that integrated and that efficient. AccelOps SaaS provides local operational data capture with a cloud service offering high performance data processing, continuous system monitoring and enterprise-grade storage. SaaS is identical to the on-premise solution and is fully customizable. SaaS security features include: 95.5% service availability, SAS70-2 certified physically secure site, authenticated access, encrypted data transmission, perimeter and network security, data segregation, role-based access controls and snapshot technology. Remove the capital expenditure and administrative burdens from the purchase equation. SaaS subscription offers continuous service availability with operational data analysis and online retention, maintenance and support.

Dynamic Service Definition

[1] Continuous Discovery



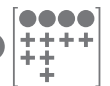
[2] App to Infrastructure Intelligence



[3] Rapid Service Definition



[4] Service Monitoring Inherits KPIs



[5] Add Service Level Attributes



Accelerated Time-To-Value and Rightsized

Delivered as a virtual appliance or Software-as-a-Service (SaaS), AccelOps offers flexible deployment, low TCO, pay-for-use, scale-as-needed, and faster ROI. AccelOps' convenient subscription licensing allows you to select the model you need today and upgrade the capacity at any time during the subscription. An annual subscription covers operational data analysis and online retention, updates, as well as online and phone technical support. AccelOps gives you the flexibility and security to choose either the virtual appliance or SaaS. Start with SaaS, bring in house, or go hybrid to extend your coverage with multi-tenant capabilities.

All-In-One Datacenter and IT Service Management

FEATURES	BENEFITS
All-in-One solution	Integrates BSM, NBA, APM, CMDB, SIEM and IAM and event/log management functions from a service perspective.
Integrated IT Service Management	Fully integrated approach overcomes cumbersome tool portfolio, shareware and legacy system deployment, implementation and maintenance expenditures, as well as operational data redundancy.
SaaS or Virtual Appliance	Delivers flexible means to evaluate, deploy and scale – with low TCO, nominal CapEx, pay per use and as needed capacity.
Auto-discovery and Dynamic Baseline	The solution auto-discovers the infrastructure and operational activity, as well as continuously tracks configurations, relationships, services and baselines. The result eases implementation, reduced ongoing maintenance, expedites service definition and keeps the system current.
Automated CMDB	Readily maintain, trend and analyze configuration, CI objects and service changes including virtual systems for incident response, root-cause analysis, compliance, consolidation insight, and service controls..
Application to Infrastructure Service Mapping	Expedites It business service definition with maintained relationships, dependencies, monitored attributes and service levels.
Event / Log Consolidation and Cross-Correlation	Automated operational intelligence that identifies critical issues and provides immediate access to related event, problem and incident details.
360 Degree Root Cause Analysis	Puts comprehensive and relevant service and component level details readily at the operator's fingertips.
Business Service Management (BSM)	Accelerates controls and IT responsiveness to measure, meet and improve service quality and reliability.
Availability and Application Performance Management	Completely integrated system to monitor and trend system and application uptime, degradation, resource consumption and activity.
Security Information Event Management	Completely integrated system to filter, correlate, track and present pertinent security incidents to reduce noise, improve response and fortify compliance.
User Activity Control	Completely integrated system to monitor identity, primary and secondary logins and user transactions to reinforce acceptable use policy, address internal threats, and serve as a record of user action.
Dynamic LDAP / AD Integration	Monitors, inherits and maintains current LDAP/AD object changes in CMDB which enhances auditing and access functions, as well as, search, dashboards, reports, metrics and analytics.
Help Desk / Service Desk Integration	Topology mapping with incident and business service overlays, filtering, and drill-through details to support monitoring, collaboration and investigation.
Out-of-the-Box and Extensible Dashboards, Reports, Analytics, Metrics	Accelerates time-to-value and enables immediate results as the system is exposed to the infrastructure. Built-in analytics span service, management, operational, audit and compliance.
Built-in Standards and Best Practices	Analytics, metrics and reports are mapped to standards and compliance best practices.
Broad, Agile Device Support	Supports popular device sources to ease implementation, and enables new and custom sources to be readily integrated without having to modify the base solution.
Powerful Analytics Engine	Layer-7 intelligent, high performance analytics engine supports built-in, extensible rule and rule profiles through an intuitive GUI rule interface.
Optimized Ops Data Analytics and Hybrid Event Repository	Allows for longer-term retention only limited by addressable storage and reduces storage capacity requirements. Achieve broader operational coverage, be more proactive and responsive, get results faster, and lower operational data management costs. No DBA required.
Secure System	Confidence with hardened system, RBAC- enabled, multi-tenant, long-term event repository, encrypted data transmission, and SAS70-2 audited physical security (SaaS).



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