![Sapphire IMS logo]

Intelligent and Proactive Monitoring of your IT Infrastructure

Business Service Monitoring

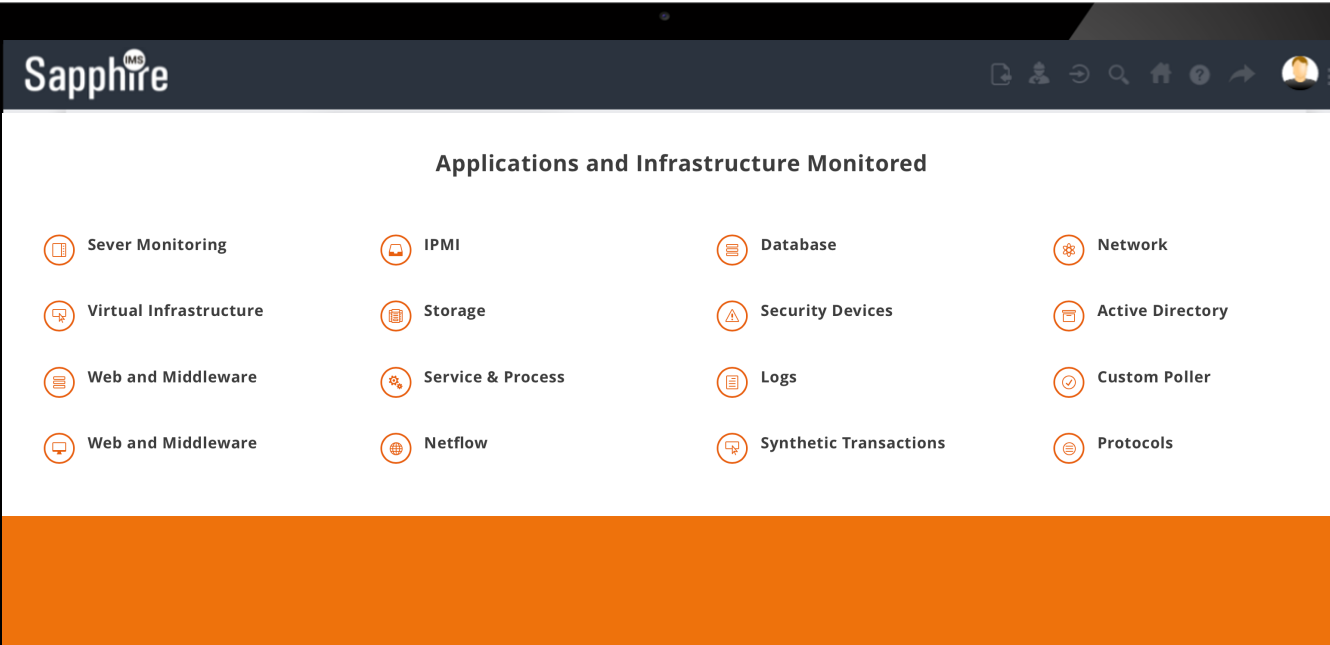# SapphireIMS Business Service Monitoring

Automation and Analytics for Always Available and Healthy IT Infrastructure

SapphireIMS Business Service Monitoring (BSM) enables proactive management of IT services by monitoring infrastructure and services for availability and health. SapphireIMS BSM enables you to get insights on every critical component of your IT Infrastructure – be it performance, availability and capacity. This ensures business continuity by monitoring infrastructure, applications, services and user experience continually. The simplified, yet comprehensive visualization with layered maps of the topology or service tree enables you to get the picture of the infrastructure health and at the same time gives you insights for effective decision making.

SapphireIMS BSM accelerates the incident management by automating the incident creation. It proactively manages IT services using capacity planning reports, health and performance trends analysis.

One Solution. Many Benefits

- Wide range of applications and infrastructure monitored
- Proactive alerts and recommendations
- Get insights into every critical component
- Extreme flexibility and codeless configuration
- Seamless integration capabilities
- Omni-channel access

Sapphire IMS

Applications and Infrastructure Monitored

Sever Monitoring	IPMI	Database	Network
Virtual Infrastructure	Storage	Security Devices	Active Directory
Web and Middleware	Service & Process	Logs	Custom Poller
Web and Middleware	Netflow	Synthetic Transactions	Protocols

Business Service Monitoring Modules

Discover and Monitor

Get insights on all critical components of your IT Infrastructure for its Performance, Availability, Capacity and Defects. Sapphire Business Service Monitoring intelligently detects issues against set thresholds and dynamically compares it with the historical data. It's ADDM capability ensures the dependent application components are discovered and then added to monitoring.

Module Features:
- Global, site and system level thresholds
- Dynamic thresholds
- Application discovery & dependency mapping
- Configurable polling Interwells
- Supports centralized and distributed architecture

45%

Reduction in process and people costs

Filter and Correlate

Identify the right alerts immediately, prioritize the critical ones and start working on it without getting lost in the flood of information. SapphireIMS' s intelligent event filtering and correlation capabilities make it smarter and automated.

Module Features:
- Event classification
- Event filtering
- Event correlation

Diagnose and Resolve

Detailed inventory and performance history enables the diagnosis quick & easy. Ensures seamless service operations by automating ticket creation in ITSM, categorizing high priority tickets and assigning to the right resolver group.

Module Features:
- Auto ticket creation
- Notifications
- Event console
- Detailed inventory and performance view
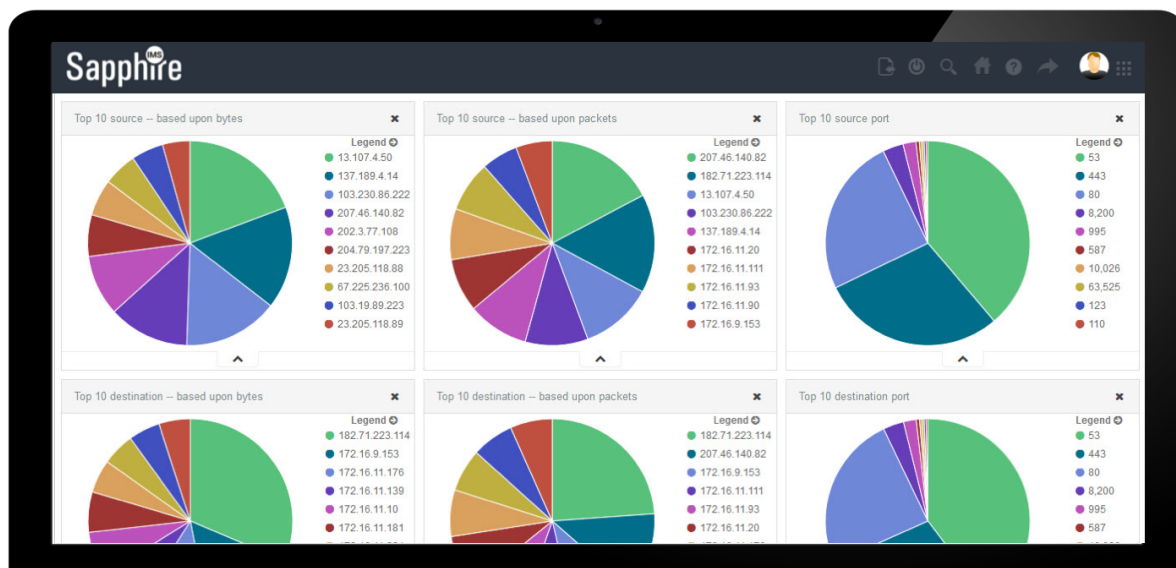
Align to Business

Visualize your infrastructure the way your business sees it and then measure performance and availability accordingly. SapphireIMS allows you to create business service SLAs and views to make this simpler. The map view visualization will provide insights on the relationships and dependencies between your assets.

Module Features:
- Map view
- Business services view
- Business SLA

Analyze and Automate

SapphireIMS' s automation framework enables self healing, process automation and helps to achieve faster resolutions and non linear operations model. The intelligent capacity planning inputs will ensure your infrastructure never runs out of capacity.

Module Features:
- Event based task automation
- Service process automation
- Automated event generation
- Capacity planning

35%

Improvement in personnel productivity

About SapphireIMS

SapphireIMS is an ITIL 2011 certified enterprise grade service management system that makes your business agile. We do it through a modular and easy to implement suite of products, such as ITIL Service Desk, Enterprise Asset Management, Enterprise Service Management, Business Service Monitoring and Service Lifecycle Management. Our Healthcare Service Management solution is specifically designed for the needs of the healthcare industry.

Making Businesses Agile