Sapphire IMS

SapphireIMS 4.0
Business Service Monitoring
Feature Specification

Overview

The purpose of Business Service Monitoring is to provide processes and methodologies to the organization to create quantifiable improvement in the Business Service Efficiency and measure them continuously for effectiveness and improvement. SapphireIMS provides simple tools and technologies to implement organization BSM policies and proactively monitor mission critical infrastructure to achieve business service continuity.

Highlights

- Reduce business critical downtime by proactive monitoring of mission critical Links, Network Devices, Servers and Critical Applications
- Instant Notifications and Alerts through various channels like SMS, Email and automatic triggering of Corrective Actions upon fault
- Define and manage SLA/OLA for the BSM services offered
- Facility to define your own BSM Rule for Business Services and monitor their Health and Availability through Diagrammatic Dashboard
- Proactively monitor system vulnerabilities and bottlenecks through Event Log and Sys Log monitoring
- Integrate BSM process seamlessly with SapphireIMS Service Desk

Agent-Less Discovery

- Discovers IP Devices using Industry Standard protocols like WMI/SNMP/SSH/WBEM
- Support various types of IP Devices and Operating Systems (Windows/Linux/AIX/Unix etc.)
- Auto Device Type Categorization
- Configurable Discovery and Monitoring Data Poll Interval
- Hardware and Software Data Collection
- Application Discovery and Dependency Mapping (ADDM) to discover the Business Critical Applications, map the dependency between the discovered Applications and display the dependencies in a Map View

SapphireIMS BSM Functional Blocks:

BSM – Operating Model
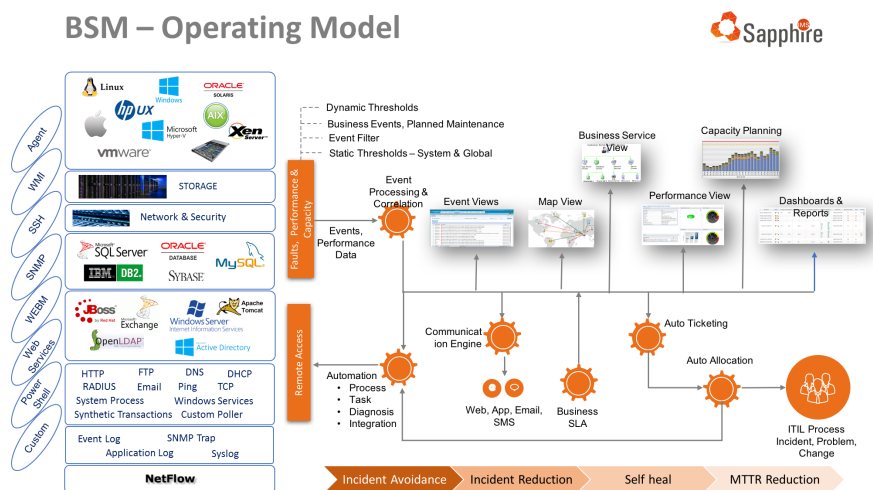
Agent-Based Discovery

- Intelligent and Light Weight Agent
- Remote Mass Agent Deployment
- Support for Windows and Linux OS
- Auto Device Type Categorization
- Configurable Discovery and Monitoring Data Poll Interval
- Hardware and Software Data Collection
- Application Discovery and Dependency Mapping (ADDM) to discover the Business Critical Applications, map the dependency between the discovered Applications and display the dependencies in a Map View

Network Device Monitoring

SapphireIMS discovers the devices in the network with complete support for Heterogeneous Multi-Vendor Environment.
- No custom or proprietary software needed for data collection
- Ability to monitor Network Devices using the standard based approach (SNMP v1/v2/v3)
- New devices can be easily added to start monitoring
- Ability to monitor selective Components and Instances

Server Monitoring

- Monitors various OS flavors like Windows, Linux, Solaris, AIX, HP-UX
- Monitoring using standard protocols like WMI, SSH, SNMP, WBEM
- Ability to monitor selective Components and Instances

Windows Service and Process Monitoring

- Ability to monitor Windows Services and Processes selectively
- Service and Process Uptime Trend Dashboard and alerts on Service or Process down

Storage Monitoring

- No custom or proprietary software needed for data collection
- Ability to monitor the Storage Devices using the standard based approach (SNMP, CLI and SMI-S)
- New Storage Devices can be easily added to start monitoring
- Ability to monitor selective Components and Instances

Application Monitoring

- Proactively monitor the application for any outage and alert the user to take the corrective action
- Monitoring key performance indices for the health of the application and not just availability
- Database Monitoring: MySQL, MSSQL, Oracle, DB2, Sybase
- Business Application Monitoring: Exchange Server, Active Directory, LDAP
- Web Server Monitoring: IIS, JBoss, Tomcat
- Monitors VMware, HyperV and XenServer Virtual Machine Applications
- Plug-in Development Interfaces are available to add the health monitoring for other Standard or Custom Applications

Synthetic Transactions

SapphireIMS has an ability to measure the service quality of the business applications which are critical to the organization. Monitoring availability does not give enough details about the end-user experience and measuring the actual service quality by performing synthetic transactions helps to get the better view.

- Following are the supported Service Quality Monitoring:
- HTTP
- E-mail
- FTP
- DNS
- RADIUS
- DHCP

Business Service View Dashboard

Traditionally organizations monitor infrastructure components, applications, services, etc. separately and take corrective actions. As the business service delivery infrastructure complexity grows with the adoption of cloud, etc., it becomes critical to monitor the health and availability from the service perspective which has direct impact over business.

- Define Business Critical Services and their dependent infrastructure components with redundancy, impact etc.
- Create relationship between different IT Resources and their Monitoring Parameters
- Application Discovery and Dependency Mapping (ADDM) discovers the Business Critical Applications, automatically maps the dependency between the discovered Applications and displays the dependencies in the BSM Map
- Define Business Logic to monitor Health and Availability of Business Services
- Provides intelligent notifications upon threshold breach which helps service personnel to act quickly to avoid degradation in service performance and potential disasters

Network Topology Map

- Ability to create Customizable Network Topology Maps
- Configurable interface to define the connectivity between different devices and resources
- Option to link a Network Map to a folder to create a location based Network Topology Map
- Multi-Level Drilldown Maps
- Option to upload Geographical Map and customize the Network Topology Map view based on the Geographical Map
- Ability to associate a CI from CMDB to a Network Topology Map
- Integrated Alarm View depicting the network status in the Network Topology Map

Log Analyzer

SapphireIMS has an ability to collect and analyze critical logs and events generated by the critical servers and devices in a centralized manner.

Windows Event Log
- Incremental retrieval of Windows event log from systems across the network at a pre-configured interval
- Configurable interface to specify the systems for the event log retrieval
- Configurable interface to retrieve events based on the Severity
- Agent-Less Event Log retrieval

Syslog
- Collection of Syslog messages generated from various devices in the network
- Compliance to RFC 3164
- Configurable interface to filter out unwanted Syslog Messages

SNMP Trap
- Ability to collect SNMP Traps generated from various source
- Interface to configure the systems for trap collection

Custom Log Monitoring
- Various logs generated by Mission Critical Business Applications including Databases, Web Server can be monitored from centralized console

Network Traffic Monitoring using NetFlow

Provides real time visibility and detailed view of the network bandwidth utilization through traffic analysis by leveraging NetFlow technology from Cisco

- Ability to monitor the traffic flowing between two IP Addresses (Source and Destination) along with the Port being used
- Off the shelf Dashboards to identify top consumers of the bandwidth, top destination, etc.
- Provision to configure Thresholds against traffic usage. Upon breach, it generates alarms and unified notifications

Capacity Planning

Helps the enterprises to get the forecasted view of their critical device performance based on the historical trend. Capacity planning feature provides data forecasting for 2 Weeks/4 Weeks/8 Weeks/12 Weeks.

- Highlights the critical resources which are expected to reach the limits and start impacting the optimal performance
- Provision to define Alarm Thresholds, Business Hour Profile etc.
- Off the shelf Dashboards and Reports

Fault Management

- Effective Fault Management through Auto Alarm Acknowledgment & Intuitive Dashboard
- Multi-Level Threshold to raise Information, Warning or Error Alarm
- Tolerance Level to indicate the Acceptable Breach Limit for each issue
- Dynamic Alarm Thresholds feature through which the system Auto Learns the Optimal Resource Utilization Patterns on a given interval and starts monitoring for deviations and alerts proactively
- Event Correlation Rules to analyze the relationship between large number of Events/Alarms and find the Important Events to understand the Root Cause of an issue
- Multiple Escalations through Email & SMS based on Alarm Severity to different stakeholders
- Launching of Custom Application or Script on Alarm Generation
- Facility to configure devices for Scheduled Maintenance to avoid generating Alarms and Notification during Planned Maintenance Period

Dashboards and Reports

- Ready to Use Dashboards along with facility to create Custom Dashboards
- Industry Standard Built-in Reports
- Custom Report Builder
- Export Reports to Excel and PDF
- Scheduling of Reports

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.

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Making Businesses Agile