

Drive Operational Efficiency with Monolith Software's Event Manager Suite

Abstract

Information technology (IT) management infrastructures are built using loosely coupled point and suite solutions from a variety of vendors. These IT management infrastructures are generally inadequate to support IT's evolution toward a more dynamic, utility computing model that requires more adaptable, deployable and extensible management capabilities to help facilitate close cross-domain collaboration across IT silos. Without these advances, the rate of IT service interruptions and slowdowns will have a severe impact on business productivity and competitiveness. Monolith Software's Event Manager Suite was architected from scratch to focus on combined dynamic IT infrastructure behaviors. This affords Monolith distinctive efficacy in diagnosing and promoting accelerated recovery from infrastructure degradation and downtime.

Issues

In order to remain competitive, enterprises and service providers need to be able to deliver a high level of service for revenue and productivity generating applications. This necessitates the need comprehensive and proactive monitoring of key service offerings.

Many IT organizations, however, find that stepping up to these requirements can't be done simply by reinvesting in traditional ways of working and traditional toolsets. Most IT services are managed by a myriad of disparate point tools often integrated by add-on software functionality developed after the product design. An IT management infrastructure built this way suffers from inefficiencies, such as data duplication, the inability to synchronize different data sources, an incapacity for task automation, and many other limitations that frequently inhibit IT operations from achieving higher levels of IT infrastructure reliability. As a result, technicians are often forced to manually correlate output from disparate management tools and cannot effectively prevent prolonged service disruptions.

Moreover, human errors in these stressful situations tend to aggravate already seriously diminished or unacceptable levels of IT services. Even if the primary cause is identified, correcting it without visibility into the behavior of the entire IT infrastructure may result in cascading failures. The ability to quickly and efficiently restore acceptable IT services requires real-time data as well as a knowledge of the entire IT infrastructure and its historical behavioral patterns, including clear indications of

stable operational levels. To achieve this, IT management tools must be closely integrated to provide comprehensive information that can be automatically translated into action.

Monolith Software's Monolith

Monolith Software's Event Manager Suite is a true Manager of Managers solution allowing your organization to monitor every device, system and application from a single unified event console. The net result is streamlining management efforts, reducing downtime, increasing operational efficiency, limiting the number of escalation and notification points, and reducing the normal event noise by an order of magnitude.

The Event Manager Suite is tightly integrated to support the efficient diagnosis and correction of issues throughout the entire IT infrastructure. Monolith targets its solution at

- Any organization that has a NOC or is looking to build one
- Any organization in need of a centralized event or logging solution

Event Manager's core focus is improving the operational efficiencies of IT Operations groups. The Monolith solution has been engineered from scratch to blend a myriad of event and fault management functions into one package for providing infrastructure-wide monitoring, intelligent diagnosis, automation-aided issues resolution, and report management. Moreover, Monolith specifically engineered its product to interchange IT management data with third-party systems that may be a part of the IT management infrastructure. This holistic approach to event management by using internal or external real-time and historical information significantly enhances the IT organization's capability to act quickly and collaborate more effectively in order to reduce service slowdowns and failures from occurring.

Product Description

The Event Manager Suite provides all of the functionality required of a centralized event and log management solution. The design of the Event Manager Suite delivers scale, speed and the support of streamlined operations. Event Manager was built from the ground up with a consistent architecture, methodology and functional design. All Monolith modules leverage Monolith's ITM Core base that delivers consistency and easy administration when working with the solution. (see Figure 1).

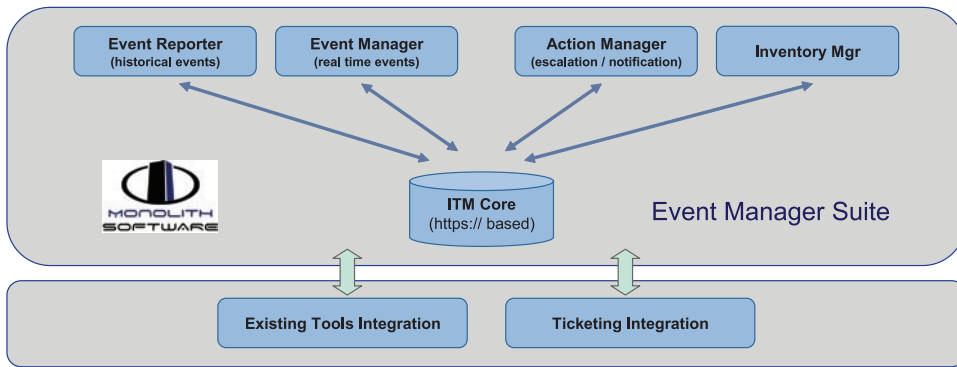


Figure 1: Event Manager Suite Components

Below is a breakdown of modules and their functionality:

- **ITM Core** – provides the functionality that ensures the Monolith solution will be extendible, flexible, and consistent. ITM Core provides a pure Web-based portal style application. This is where discovery, command and control, device grouping, role based access controls and security, multi-tenant support, and meta tagging take place within the solution.
- **Event Manager** – is a high performance real-time functional component for event and fault management with event data collection from applications, network devices, servers (agentless for Microsoft Windows OS), and security devices such as firewalls, intrusion detection and prevention systems. It is highly scalable to support the needs of even the largest organizations. Event Manager incorporates event de-duplication and advanced correlation models out-of-the-box. Also unique to Event Manager is its raw event retention.
- **Event Reporter** – is a historical event reporting solution closely integrated with the Event Manager to enable properly authorized users to discover infrastructure behaviors and publish scheduled, pre-defined or on-demand-generated reports. The Event Reporter can, for instance, produce reports showing consolidated security events or network events. It can also accept data from third-party event manager systems and can export results to Microsoft Excel for further analysis.
- **Action Manager** – performs incident notification and tracks incident resolution performance on a per-incident basis. Action Manager helps to streamline problem resolution processes for IT operations via automated intelligent escalation procedures based on criteria such as type of event, severity, criticality of device, or on-call schedule. Action Manager integrates with Remedy and other trouble ticket management systems. Key to Action

Manager is the ability to provide MTTResponse and MTTRepair metrics on a per incident basis. Action Manager also includes the Watcher advanced correlation engine.

- **Inventory Manager** – provides detailed device information for all of the discovered components under management. Inventory Manager provides an easy to use interface detailing key device information such as device type, operating system, applications installed, serial number, location, support owner, interface details, CDP neighbors, VLANs, IP routes, MAC addresses, and ARP table.

Key Benefits

The Monolith Event Manager Suite facilitates the efficient and adaptable real-time monitoring and analysis of IT infrastructure events and performance-related statistics. This benefits the IT management by:

- Eliminating redundant IT management data so that the key operational metrics needed to improve internal service levels are derived more efficiently
- Streamlining IT operations processes in problem resolution, thus reducing the risk of loss in business productivity and compositeness
- Enabling an easy integration with other IT management systems and so increasing operational efficiency on an enterprise level

These capabilities allow enterprise IT organizations and service providers to support critical business services with superior precision and accountability.

Market

Monolith's Event Manager Suite is specifically focused at organizations running Network Operations Centers or those in need of a centralized event and log management solution. Monolith's software is attractive to these vendors due to its highly scalable design, fast user interface and cost efficient structure.

Service Providers

- Carriers / Telcos
- Virtual Network Operators
- Managed Service Providers (MSP/ASP)
- Next Generation (CDN, VoIP, Triple Play)

Large Enterprises

- Financial
- Healthcare
- Retail

Pricing and Availability

The Event Manager Suite is available now. Monolith is currently shipping version 3.1 of the solution. Some of the advantages to the Monolith licensing model are:

- Unlimited client licensing
- Unlimited device support (no per device or interface licensing model)
- Available sourcing of the solution (customers get access to the source code)
- Pricing is 20% the cost of competing solutions with like functionality

EMA's Perspective

Monolith Software has been evolving for the past several years into an event management vendor from its roots as systems integrator—capabilities that are still available through its sister company, OpenWater Solutions. Monolith's event and fault management solution offers distinctive functional capabilities, such as extreme scalability, AJAX functionality for a fast user interface, very granular auto-discovery, closely integrated event management across the entire spectrum of infrastructure components, and efficient data interchange with third-party systems. The Monolith solution is designed to be easy to deploy, and the Web-based, scalable and easily navigable user interface conveys information well, although still primarily in tabular format. Moreover, as a Web 2.0 compatible solution, Monolith is easily deployed and accessed without dependencies on heavy Java clients, and priced appropriately to be deployable in a wide range of enterprise or service provider environments. In addition to this real-time functionality, the Monolith data repository enables effective historical reporting, regulatory compliance auditing (through flexible device groupings), and detailed IT infrastructure inventory.

Although the Monolith solution is targeted specifically at event and fault management, its role in support of IT infrastructure stability goes further through Monolith Software's significant

investment in well-defined programmatic interfaces for integration with third-party IT management tools. For example, in cooperation with Remedy, Monolith streamlines problem resolution processes by monitoring and automatically executing predefined escalation procedures based on criteria such as device type, time of day, severity, and others. Also, Monolith's device inventory can be leveraged as a source for trusted device inventory and configuration data in a CMDB system or in a system with federated IT management repositories. By leveraging the Monolith solution as an integral part of the IT management infrastructure, IT operations can make dramatic contributions to reduce unscheduled "downtime," while supporting better IT services planning and security management.

In an interview with EMA, Joe DePalo, VP of Operations for LimeLight Networks in Arizona, related his experience with Monolith Software solution "We are familiar with other products and we needed a solution that could be quickly deployed and

modified to work with specific criteria of our operations and infrastructure. With Monolith we processed a million events in the first 24 hours." Moreover, this customer praised Monolith architecture for its easy functional extensibility and Monolith's superior customer support prior and post product purchase.

Monolith Software provides uniquely integrated functionality within the event and fault market that should spark interest among buyers seeking greater IT operational efficiency, easy functional extensibility, and lower total cost of ownership. As such, Event Manager Suite should

be an attractive investment for IT operations and interested business executives seeking greater levels of efficiency, accountability and performance for IT-enabled business services.

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