

# Monolith for SLM / BSM



## Monolith – Delivering Next Generation Monitoring for Operations

### The Challenge

An old management axiom tells us that “you cannot manage that which you do not measure.” This is particularly true when focused on managing the performance of critical IT services whether they be internal or external focused. In the case of managed service providers, services delivered *are* the business.

Service level management (SLM) and business service management (BSM) help establish quality thresholds and benchmarks for service performance of technically oriented, critical business services such as on-line banking, broadband connectivity, media delivery, customer billing systems, CRM applications and others.

SLM and BSM is simply good practice for any technology organization. It provides a business context to the workings of an IT or managed service organization and a big picture view for IT Service Owners, CIOs and other senior executives.

In practice, ongoing and accurate performance monitoring and impact analysis of service levels and business services is challenging and difficult work. The majority of SLM/BSM monitoring tools available on the market today are expensive, difficult to configure, point solutions providing a narrow view into performance, or fault or availability — but not a cohesive view.

Organizations today have clearly identified the need to better manage service delivery. The challenge is that, up to this point, solutions have not existed to help organizations perform this function in an automated fashion.

### The Solution

Monolith Software’s Service Level and Business Service Management (SLM/BSM) solution addresses these critical challenges head on. The current crop of solutions that portray themselves as players in this space either have way too limited scope to be effective or are stand alone solutions that require significant integrations in order to utilize the required data within their solutions.

Monolith’s SLM/BSM functionality is an incremental add-on to Monolith’s already strong event, topology and performance modules. Any data existing in Event Manager, Topology Manager and Metric Manager is automatically made available to the service management capabilities. This eliminates the need to spend significant time building gateways and connectors to external data sources to perform desired functions.

An ideal SLM/BSM solution should provide IT service owners with the ability to easily define & create custom service hierarchies, aggregate & measure performance metrics from many data sources, present both real time & historical service metrics, support drill down into service outages or service threshold breaches, conduct immediate impact analysis correlation during a critical service outage, generate service impacting events & notifications, and finally, SLM/BSM dashboards offering an aggregated view into the performance of a particular service or family of services.

IT service owners and their executives needing a comprehensive solution for SLM/BSM to provide real-time service management and impact analysis can find their solution with Monolith.



### Key Technology Features

#### Features

- Consolidates availability, fault, & performance data within one unified solution for delivering SLM/BSM capabilities
- Unparalleled flexibility, scalability and customizability
- Normalized information feeds from any data source
- Powerful discovery automatically detects services and brings them into Monolith’s platform for monitoring
- Integration with third party CMDB, CRM, billing & provisioning systems
- Superior reporting engine enables management of services in real-time as well as historical trending
- 100% web based, secure access to reports from anywhere at any time
- Supports ITIL best practices for incident, availability, capacity and performance management
- Direct tie into event management helps shorten MTTR
- Integrates with existing fault/event management platforms via generation of service impacting meta events
- Dynamic, real-time dashboards provide top down views into service performance

#### Benefits

- Real-time SLM/BSM metrics provide instrumental business context around your technology environment
- React to changes in service performance as they occur protecting service level agreements, uptime/availability, vital revenue streams and customer satisfaction levels
- Vital information on service level performance speeds reaction time and boosts staff productivity during an outage
- Monitor historical trends surrounding service performance to capacity planning and performance tuning
- Monitor key SLAs in any time frame — hourly, daily, weekly, etc. — versus arbitrary yearly measurements presented in most SLM solutions
- Reduce the effort & increase the accuracy of service level reports

# Monolith for Service Providers

## Unparalleled Flexibility to Connect to Any Data Source and Infinitely Tiered Service Hierarchies

To address the complexity of today's technology environments, Monolith Software provides unparalleled flexibility to connect to any data source. The solution supports the concept of services — a combination of individual service attributes — and any number of tiered sub-services. Monolith also gives you the ability to collect metrics, and store the resulting calculations back within the system, so they can be reused as a metric for another service. This gives organizations the ability to monitor any custom service hierarchy imaginable. The platform's normalization capabilities make it possible to integrate any fault or metric based attribute in order to build and subsequently monitor any service. The net result is the ability for IT service owners to slice and dice data and manage performance of services to any degree desired.

## Automatic Discovery and Integration with 3<sup>rd</sup> Party Systems Reduces Complexity

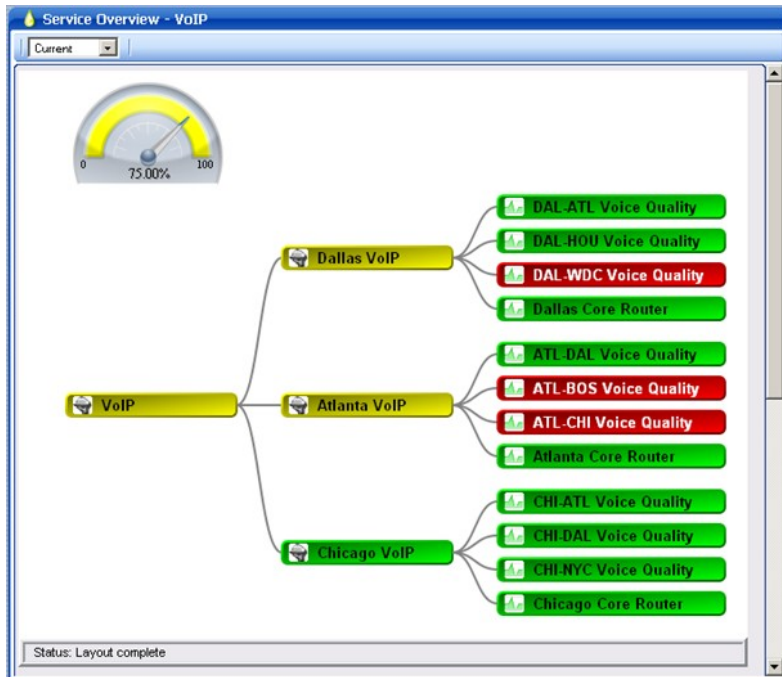
For enterprises and managed service providers with a large number of services, the deployment, maintenance and monitoring of service hierarchies is incredibly challenging and time consuming. For organizations with more than five services, this can be virtually impossible. To respond to this management challenge, Monolith Software's platform incorporates powerful automated discovery capabilities and seamless integration with third-party solutions such as CMDB, provisioning, CRM and customer billing where services are often defined. This allows for easy and quick identification of services and ready incorporation into the Monolith Platform for monitoring.

## Manage Services in Real-Time and Plan for the Future with Superior Reporting

Reporting is an essential ingredient of SLM/BSM solutions. Reporting provides technology managers with the ability to assess the performance of a service or group of services in real time, at any point in time, or over the longer term. Monolith's superior reporting engine provides at a glance real time service status, user selectable time based reporting, service drill down to view the values of individual service attributes, and an overview of outage or SLA breached time per time period selected. Monolith's SLM/BSM solution supports advanced service thresholding capabilities enabling access to threshold violation reports from any web browser. A direct integration into event management and alarms deliver event-based notifications to staff should a service fall below a particular threshold. This functionality can also trigger the creation of incidents within the help desk to facilitate streamlined operations management and incident reporting.

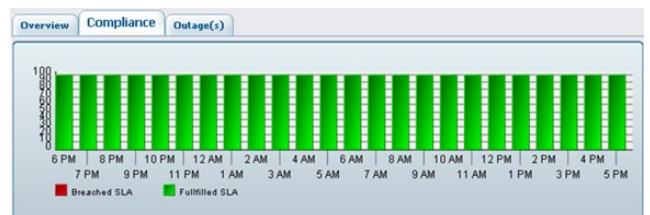
### Reporting Options Include:

- Service Tree Overview
- Service Metric Overview Table
- Service Compliance Graph
- Service Outage Table



Status	Type	Name	Description	Weight	Value
●	Service	VoIP		1	75.00%
●	Service	Dallas VoIP		1	75.00%
●	Service	Atlanta VoIP		1	50.00%
●	Service	Chicago VoIP		1	100.00%
●	Metric	DAL-ATL Voice Quality	Link MOS (Value) > 3.5	1	434.0 MOS
●	Metric	DAL-HOU Voice Quality	Link MOS (Value) > 3.5	1	420.0 MOS
●	Metric	DAL-WDC Voice Quality	Link MOS (Value) > 3.5	1	0.0 MOS
●	Metric	Dallas Core Router	Latency (Availability) = 1	1	100.00%
●	Metric	ATL-DAL Voice Quality	Link MOS (Value) > 3.5	1	434.0 MOS
●	Metric	ATL-BOS Voice Quality	Link MOS (Value) > 3.5	1	0.0 MOS
●	Metric	ATL-CHI Voice Quality	Link MOS (Value) > 3.5	1	0.0 MOS
●	Metric	Atlanta Core Router	Latency (Availability) = 1	1	100.00%
●	Metric	CHI-ATL Voice Quality	Link MOS (Value) > 3.5	1	434.0 MOS
●	Metric	CHI-DAL Voice Quality	Link MOS (Value) > 3.5	1	434.0 MOS
●	Metric	CHI-NYC Voice Quality	Link MOS (Value) > 3.5	1	434.0 MOS
●	Metric	Chicago Core Router	Latency (Availability) = 1	1	100.00%

Start Time	Stop Time	Violations
2009-02-16 0:30:00	2009-02-16 1:00:00	1
2009-02-23 0:30:00	2009-02-23 1:00:00	1



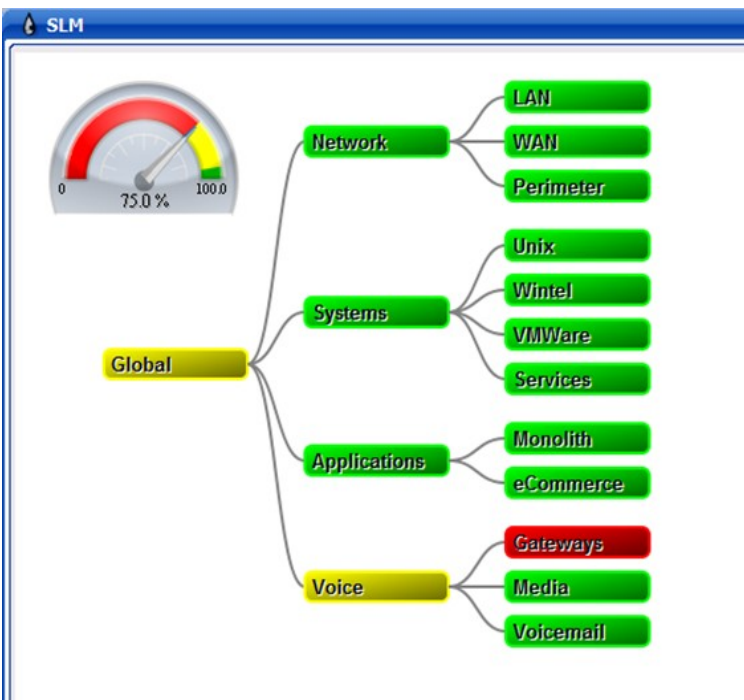
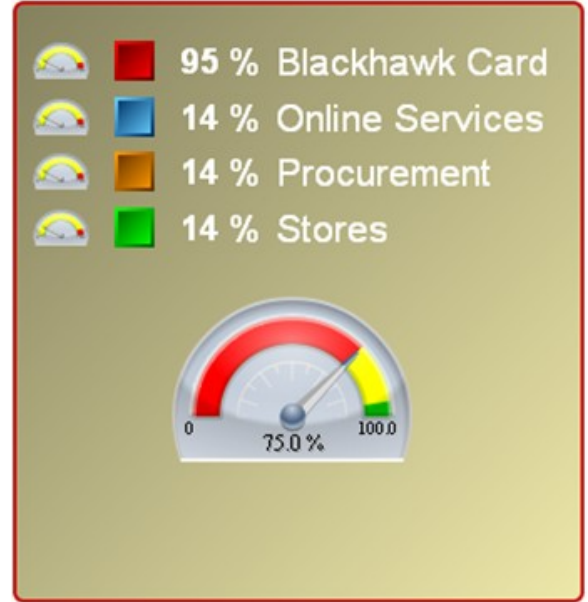
# Monolith for SLM / BSM

## Powerful, Real-Time Dashboards Provide Top Down Views of Service Performance

Monolith Software's innovative dashboard engine is one of the key reasons Monolith Software stands apart in the SLM/BSM industry. Our real time, highly configurable dashboards provide IT Service Owners, CIOs and other senior executives with a crystal clear view into the health, performance and availability of key services. This enables organizations to manage and respond to changes in service performance as they occur.

Unlike our point solution competitors, who offer up fragmented information and partial views, Monolith is the only vendor on the market today to bring together availability, fault/event, and performance data into a unified and dynamic solution for SLM/BSM. Monolith dashboards draw and display aggregated information from within the underlying platform to present Key Performance Indicators and Service Level Agreement data in a highly consumable manner. Any KPI or SLA metric set can be displayed in a completely customizable format to meet the unique needs of each data consumer.

This interactive, real time dashboard view provides a critical top down view of service performance, and the drill down instrumentation needed to manage business performance on a minute-by-minute and day-to-day basis.



Tier 1 Applications	24 Hour Availability	Weekly Availability	Monthly Availability
<input checked="" type="checkbox"/> Give site	1.00	0.73	0.74
<input checked="" type="checkbox"/> GCX site	1.00	0.81	0.75
<input checked="" type="checkbox"/> Staff Web	1.00	0.81	0.64
<input checked="" type="checkbox"/> CCCI web site	NaN	0.34	0.94
<input checked="" type="checkbox"/> Staff Services web	1.00	0.81	0.96
<input checked="" type="checkbox"/> PS Donor	1.00	0.81	0.97
<input checked="" type="checkbox"/> PS Financials	1.00	0.81	0.96
<input checked="" type="checkbox"/> PS HR	1.00	0.81	0.92

Tier 1 Apps/ Synth. Trans.	Supporting Applications	Servers & Devices	Network Infrastructure
<input checked="" type="checkbox"/> Give site <input checked="" type="checkbox"/> GCX site <input checked="" type="checkbox"/> Staff Web <input checked="" type="checkbox"/> CCCI web site <input checked="" type="checkbox"/> Staff Services web <input checked="" type="checkbox"/> PS Donor <input checked="" type="checkbox"/> PS Financials <input checked="" type="checkbox"/> PS HR Email / Exchange IP Telephony <input checked="" type="checkbox"/> Internet RTL	<input checked="" type="checkbox"/> Oracle <input checked="" type="checkbox"/> MS SQL Server <input checked="" type="checkbox"/> MySQL <input checked="" type="checkbox"/> Citrix <input checked="" type="checkbox"/> Tomcat <input checked="" type="checkbox"/> Proxy <input checked="" type="checkbox"/> VPN	<input checked="" type="checkbox"/> AIX <input checked="" type="checkbox"/> Linux <input checked="" type="checkbox"/> Domain Controllers <input checked="" type="checkbox"/> Email/Exchange <input checked="" type="checkbox"/> RTL <input checked="" type="checkbox"/> Terminal Servers <input checked="" type="checkbox"/> Other Windows <input checked="" type="checkbox"/> Printers <input checked="" type="checkbox"/> SAN	<input checked="" type="checkbox"/> Switches <input checked="" type="checkbox"/> Routers <input checked="" type="checkbox"/> Firewalls <input checked="" type="checkbox"/> VoIP <input checked="" type="checkbox"/> Wireless <input checked="" type="checkbox"/> Load Balancers

## About Monolith Software

Monolith Software is the industry's first, and only, unified IT infrastructure management software. Monolith offers a comprehensive, fully integrated solution that provides one consistent rules engine for data acquisition, one unified data warehouse allowing unprecedented access to decision-enabling data, and one, consolidated multi-tenant interface for expanding access to deeper business intelligence. Accessible through real-time dashboarding, this unique, unified approach streamlines and enhances fault, availability, performance, correlation, discovery and topology mapping. The result is a simplified process for SLA management and capturing network KPIs. Comprehensive granular visibility, never before available by using disparate legacy tools, increases operational efficiency and allows for enhanced customer intimacy.