

# Monolith for Service Providers



Monolith – Delivering Next Generation Monitoring for Operations

## Software Purpose Built to Address the Needs of Service Providers

### The Challenge

The service provider market continues to grow and diversify as small businesses and large multinationals alike look to reduce costs and outsource critical technology services. In pursuit of competitive advantage, service providers are implementing new strategies such as VOIP, IPTV, multi-gigabit networks, hosted applications and vertical-specific services for healthcare, retail or financial services markets. These new service offerings put significant demands on already taxed technology personnel and infrastructures.

In every market, service providers face similar challenges: constant competition, the need to innovate, and the search to find new value-added capabilities to win new customers and retain existing ones. Additionally, the critical nature of the services provided means service providers must offer their customer the highest quality service and provide guarantees of 99.999 percent uptime and availability within a global, 24x7 business environment. These commitments are often enforced through contracted service level agreements (SLAs). Failure to differentiate or to provide quality of service translates into lost customers, steep penalties, loss of market share, and potentially, the end of the business.

Service providers need a monitoring solution that is future-proof, able to support the needs of the business today and into tomorrow. They need a holistic system that is easy to install, monitor, and administer. They need a solution architecture that can support a complex environment and a vast array of tools, technologies and platforms. Additionally, they need a vendor that is a true business partner, providing a total solution offering quick time to value and dramatic and rapid return on investment.

### The Solution

Monolith Software is the operational nexus for service providers. A holistic event, metrics, service level management and dashboarding solution, Monolith Software is designed with the service provider in mind -- built to serve the most demanding environments and capable of scaling for dramatic business growth. Monolith Software provides unique, next generation monitoring capabilities that can:

- drive down service provider costs
- refocus effort away from maintenance toward innovation
- boost the efficiency of network operations centers
- enable 99.999 uptime and availability

Monolith's modern and open Web 2.0 architecture, rich feature set, and superior scaling capacity make it the absolute best choice for demanding service providers with highly complex technology environments.

### Key Technology Features & Benefits

#### Features

- 100 percent web-based and plug-in free administration console and dashboards
- Built on open standards and open API
- Out-of-the-box multi-tenant portal for real-time customer views
- Secure — external authentication
- Global fail-over and fail-back redundancy
- Normalization — any feed can be processed as events, metrics, or topology
- Vendor, technology and platform agnostic
- Scalable — supports any environment or growth requirements
- VM capable for presentation and collection
- Flexible client licensing model
- Fully distributable architecture to support any monitoring model

#### Benefits

- Gain unprecedented, real-time visibility into the performance of critical systems
- Meet 99.999% availability and uptime guarantees and service level agreements
- Focus resources on innovation and away from costly, mundane maintenance task
- Enable customers to custom-monitor provided services
- View utilization and availability data in real-time, or trend over time to better plan for future growth and capacity
- Shorten mean time to response and mean time to recovery (MTTR) in the event of service disruption through quicker problem identification, faster diagnosis and recovery
- Manage service performance from BSM, SLM, or customized perspectives
- Fast implementation and minimal training for quick time-to-value and productivity
- Low total cost of ownership (TCO) and rapid return on investment (ROI)

# Benefits and Value for Service Providers

## Low Total Cost of Ownership and Reduced Maintenance Costs

Service providers are faced with the difficult task of delivering continuous, high quality service at the lowest possible cost. Traditionally, management frameworks comprised of an assortment of disparate tools and modules are hard to install, complex to administer, and carry lengthy deployment time frames.

Monolith Software's single, unified monitoring solution can deliver dramatic bottom-line savings for service providers. Unlike our competitors, who propose expensive and fragmented components and modules augmented with substantial service engagements, Monolith Software deploys quickly, providing expansive event, metrics topology, dashboarding and SLM management capabilities beyond those of any competitive service offering. Monolith Software's unique, built-in multi-tenant portal also allows service providers to leverage one monitoring system across multiple clients, dramatically driving down licensing costs and administrative burden.

Finally, Monolith puts no limitations on growth for service providers. First, by optimizing the ongoing monitoring of critical systems, maintenance of existing services becomes a simple task. Monolith Software will keep a watchful eye on events and performance to instantly alert NOC staff in the event of a service interruption. This allows research and development teams to shift focus away from mundane resource-heavy maintenance toward innovation of new features for competitive differentiation and business growth. And as the business grows and expands to offer new features and classes of services, Monolith Software's monitoring capabilities expand as well. We are technology, vendor and platform agnostic, and our monitoring capabilities can be easily expanded to absorb additional service offerings and supporting technologies.

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## Real-time Customer Views

Customers of service providers are now demanding a real-time window into the performance of mission-critical hosted applications and services. Monolith Software's out-of-the-box multi-tenant portal provides customer-specific, real time access to vital information on such performance data as utilization rates of service, application and network availability, and root cause of service interruptions. This immediate view into critical services validates the customer's real-time experience, and allows customers to efficiently manage their relationship with their service provider by monitoring key performance indicators (KPIs) tied to service level agreements (SLAs). While competitors force service providers to install distinct and separate monitoring solutions for each client driving up costs, Monolith's unique multi-tenant portal approach allows service providers to economically and efficiently leverage a single management system across their client base while providing custom dashboard views for every client.

## A Unified & Consolidated View of Performance

Other competitors cobble together many tools and many information sources to enable consolidated performance monitoring. But this diversified approach provides little stability for the service provider and drives up service charges and costs, thus impacting profitability. Monolith Software is the only vendor on the market capable of presenting a consolidated information view into the performance of critical services and their underlying technical environment. Monolith automatically discovers the technical environment and presents critical uptime, availability and utilization information through Web-based dashboards, providing service providers and their customers with a dynamic and real-time view into service performance. This vital information gives service providers the ability to visualize and pinpoint outages, allocate resources and troubleshoot in times of failure, and provides immediate validation of the customer experience for key clients.

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## Enhance Your Service Portfolio

Differentiate or stagnate is the challenge facing most service providers. ISPs, MSPs and ASPs need a performance management solution that can expand and grow with their business. When service providers rely on the patchwork quilt solutions of our competitors, they find themselves leashed to a specific vendor, tied to a specific market segment and to specific feature set. This restricts business growth and flexibility, and may mean a wholesale rip-and-replace of monitoring software down the road. Monolith's unified solution and open architecture provides a single interface to monitor the entire environment and expands easily to accept new services and features, allowing your business to adapt and evolve. Monolith also provides the flexibility to leverage existing data sources and systems in use via our flexible collector architecture. This allows us to capture information from existing systems, fill in the gaps where information is not currently being collected, and provide a consolidated view from all of this underlying data in order to present what was previously impossible.

# Offers Flexibility, Quick Time to Value and Risk Avoidance

## Supports Collection, Correlation and Display

Monolith Software's robust and flexible support for collection, correlation and information-display allows service providers to pull out any form of information and specific data from within the technology environment in order to analyze, weigh, and correlate the data in order to interpret and present the information in meaningful business terms relevant to the viewer.

Monolith Software's powerful and configurable dashboards draw out and graphically present critical availability, performance, topology and SLM data allowing service providers to visualize and monitor their business in real time. Monolith's dashboards are highly configurable and extremely easy to use. The Visio-like drag and drop interface makes it simple to assemble, mix and match key performance data using Monolith's wide assortment of available widgets (graphs, gauges, line, shape, image & custom). Dashboards utilize industry standard color coding for quick and easy visual indicators of object or service status. Additionally, dashboards provide complete drill down capability to allow a user to move from higher level summary views down to underlying details and causes of failure.

And to satisfy real time information needs of customers, Monolith's multi-tenant portal allows service providers to partition performance data by customer, offering users of services their own real-time window into the performance of their service portfolio.

## Simple to Administer and Deploy

Service providers seeking to reduce costs of administration appreciate Monolith Software's centralized administration console. From this one point of control, administrators can manage all operations, change configurations, run jobs, review logs, and start/stop processes. Rules-based discovery allows for richer categorization and manipulation of information. And Monolith is virtually self-maintaining -- auto configuration and auto administration capabilities based on established business policies greatly reduces the administration burden. Compared to competing solutions, which demand three to four full-time administrators, Monolith Software typically only requires one-half a person for most environments.

## Reduce Risk

Service providers are the 'guardians' of critical applications and services for the enterprise, and must deliver highly reliable and high quality service at all costs. Typically service providers must ensure 99.999 percent uptime and availability for the services they offer, and are bound by contractual guarantees and service level agreements with their clients. Monolith Software's unique performance management and monitoring solution, coupled with its real-time dashboard capabilities, means service providers can keep a watchful eye on the performance, health and availability of all critical systems and applications at all times. Immediate notification in the event of a failure or interruption of service and root cause identification means service providers can shorten mean time to respond and narrow mean time to recovery, keeping customers satisfied and business on course.

## Rapid Time to Value and ROI

In this challenging economy, time to market, reliability, and total cost of ownership are key goals for service providers. Huge, complex management frameworks are hard to maintain, costly to administer, and have lengthy deployment timeframes. Monolith Software's management and monitoring solution is highly cost effective -- typically one-third of the licensing cost of competitive offerings -- and incredibly quick to deploy. Our software comes pre-bundled and pre-configured with common functionality, so that customers experience out of the box functionality from the moment of installation. This translates to quick deployments, short learning curves for NOC staff, and up to 80 percent lower ongoing OpEx costs. The ultimate benefit to the service provider is quick time to value. With Monolith Software you'll have:

- Improved reliability and improved system performance in weeks versus months
- Lower headcount and administration costs
- Dramatically lower maintenance costs
- A much shorter payback period
- Ultimately, a more profitable business

We are proud to claim the quickest return on investment in the market today. Monolith offers perpetual licensing, MSP models and software leasing to meet the needs of your finance groups. Please contact Monolith Software to learn how we can help enable your next generation service offerings.

## 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.