

# AccelOps Availability and Performance Management (AccelOps APM)

## Key Benefits :

- ▶ Manage traditional data centers, public and private clouds
- ▶ In-Memory Real-Time Analytics
- ▶ Elastic Monitoring — Right sized, self-scaling architecture
- ▶ Prefabricated end-to-end performance and security monitoring
- ▶ Declining per-capita management costs over time
- ▶ Near instant deployment — Virtualized Appliance or SaaS subscription model

*"AccelOps' integrated monitoring platform was selected because of its functional depth, usability, customization, implementation and scalability strengths over the other leading vendors we tested."*

### Akin Tatar

Data Center Manager,  
Belgacom ICT



## The Legacy Way

Current IT monitoring solutions consist of loosely coupled tools built to manage specific domains such as networks, servers, and applications. The burden of integrating these tools falls on you — the customer. Huge efforts are spent force-fitting numerous legacy tools customized for different domains across various environments such as traditional data centers, private clouds and public clouds. The magnitude of the problem gets even worse when managing highly dynamic virtualized data centers.

Ongoing experiences and human knowledge that complement tool capabilities are never captured and capitalized on for future learning. As a result your tools never get smarter over time, wasting precious resources fixing seemingly familiar issues instead of the tools automatically resolving them.

## The AccelOps Way

AccelOps APM provides a single pre-integrated cross-domain monitoring solution for your entire infrastructure — on-premise, off-premise, in private or public clouds — eliminating the approach of building a house of cards of various tools. This also makes it especially suited for managing today's highly dynamic virtualized data centers as you no longer have to depend on weekly or nightly data synchs between siloed tools and repositories to deliver business outcomes.

At the heart of the AccelOps APM product is a distributed cross-domain analytics engine. This engine performs dynamic, in-memory pattern-based highly sophisticated analyses to detect and manage cross-domain IT issues in real-time and not after business disruptions occur. The pattern analysis engine is constantly learning; capturing newly identified behavior patterns, as well as easily extending existing patterns to capture the human knowledge component. Since the AccelOps deployment gets smarter over time, it reduces the per capita cost of IT management even as your infrastructure grows to meet business demands.

A fully virtualized monitoring solution that deploys in minutes, the AccelOps solution is nimble, gets smarter with time and seamlessly extends as your IT environment scales in size and diversity.

## How it works?

Once AccelOps APM is deployed, simply provide the range of IP addresses and appropriate access credentials for the infrastructure you want to monitor. AccelOps APM automatically discovers and populates the built-in CMDB with your physical and virtual infrastructure including information such as servers, storage, networks, software, patches, users, and maps their inter-relationships. AccelOps APM collects and allows you to analyze more than a thousand key metrics from servers, storage, networks and applications in your infrastructure. Key metrics collected include system, virtualization, hardware, user and infrastructure applications, routing, VPN, environmental monitors, synthetic transactions, SAN and NFS metrics. The information is directly gathered from your infrastructure without requiring agents.

With this knowledge about your environment, the product immediately starts displaying the topology, monitoring up-down status, resource utilization, automatically builds normal baselines, thresholds and trends for infrastructure and application performance and provides alerts when deviations from normal thresholds occur. Built-in change management capabilities track configuration changes and correlate them to IT events, making change related root cause analyses a breeze.



"Once installed, we pointed our log data at AccelOps and provided AccelOps credentials to access and monitor different devices (such as the firewall) and systems. We found AccelOps discovery, configuration and management capability very automated and it supported our environment quite well... Since it has rules, report templates and dashboards built in, we saw useful output almost immediately."

**Keith Bennett**

VP, IT,  
Denali Alaskan  
Federal Credit Union



"AccelOps really helps IT talk in a way that business understands. It's much better that they can say, — 'We have this problem with our digital imaging application' vs. 'We're seeing processor spikes on the South Austin Medical Center routers,' which doesn't mean anything to the business."

**Todd Thomas**

CEO,  
Austin Radiological  
Association



### In-Memory Real-time Cross-Domain Analytics

Accelops APM automatically enriches events by tagging them with rich context such as application and user context in real time as events happen. The patent-pending distributed in-memory cross-domain data analytics engine applies highly sophisticated pattern-based analyses to these IT events in real time enabling you to take intelligent actions as business events occur. Equally important, the AccelOps platform gets smarter with time as new patterns are detected, applied and learnt from for future events, lowering your management costs over time since knowledge is constantly added to the system.

### Elastic Monitoring

AccelOps' Elastic Monitoring Capability allows you to scale-up or scale-down your AccelOps APM deployment by adding or removing virtual appliances to the cluster, eliminating the need to go through onerous upgrades when new customers and environments are on boarded. The virtualized collector architecture allows you to remotely monitor customer environments, whether in remote offices, private clouds or public clouds such as those offered by Amazon.

### Automated Thresholding

Based on the device category and type, AccelOps APM automatically builds and applies normal performance baselines, thresholds and trends for infrastructure and applications, subsequently monitoring deviations from these thresholds and providing alerts to operators who have the ability to modify or override these default thresholds as per their needs.

### Business Service Management

AccelOps APM helps you automatically map and monitor the availability and performance of your business services, not just individual devices and components. AccelOps APM automates the mapping of applications and infrastructure into logical service groups to help you understand service delivery dependencies and pinpoint business service health issues. You can easily define and view any time-periods over which to monitor these services allowing you to rapidly identify any root causes of failure or degradation as needed in that time period.

### Multi-Tenancy

Native multi-tenancy support provides maximum flexibility and security for cloud service providers and globally distributed enterprises. Role based access controls enable you to create appropriate views for your customers and other users and switch from a customer view to a global view with a single click.

**Learn More**

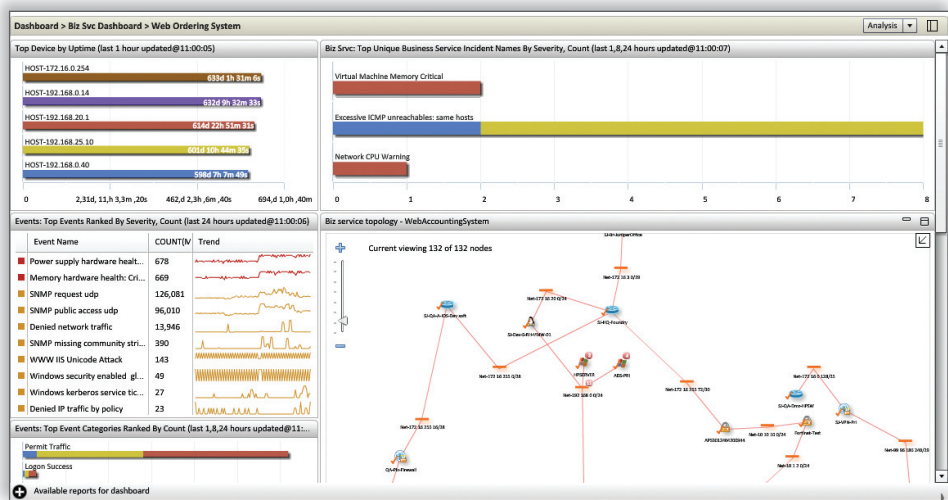
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