

# AccelOps for Managed Service Providers

## MSP Benefits:

- ▶ One platform to monitor Performance, Security (SIEM) and Configurations
- ▶ Manage infrastructure to applications (Layers 2-7)
- ▶ Monitor on-premise hosted and remote data centers
- ▶ Scale on demand
- ▶ Industry leading multi-tenancy
- ▶ One click customer on boarding

## The Challenge

Managed Service Providers (MSPs) are finding it increasingly challenging to provide profitable and competitive services to their clients in the face of increasing complexity and scale of their customer IT environments. MSPs are expected to deliver operational efficiencies, reduce operational costs, and manage complex regulatory compliances for their customers' IT environments. Customer requirements that drive MSP revenue models often translate into operational challenges that actually drive down profitability of the MSPs. These challenges include:

### Ensuring highest levels of Quality of Service

- Provide highest level of availability, performance and security
- Meet customer Service Level Agreements (SLAs)

**Need:** Measure business level SLAs, not just IT SLAs

### Reporting

- Provide up to date business service or IT component level dashboards
- Provide compliance and regulatory reports such as Sarbanes-Oxley, HIPPA

**Need:** Rich customer specific reports and MSP wide reports

### Security

- Address customer security concerns around outsourced IT and associated data
- Prevent security breaches; if breached, quickly determine root cause and resolve

**Need:** Security management is essential to protect MSP reputation

### Increasing IT Complexity and Scale

- Scalability and complexity challenges driven by customer needs
- Lengthy customer deployments; long time to value and profitability

**Need:** Rules and pattern driven approach

### Multiple technologies; Lack of resources

- Huge costs to deploy and manage multiple tools and technologies
- Reliance on manual processes, specialized knowledge, in-house tools

**Need:** Single platform to manage performance, availability and security (SIEM)

### Managing resource risks

- Expensive to find and retain trained and certified resources
- Loss of customer knowledge and experience due to employee turnover

**Need:** System that can codify operator knowledge into the product

## The AccelOps Solution

The AccelOps virtual appliance based software-only solution offers MSPs, hosting providers and large enterprises an intelligent and cost-effective way to meet service levels, and offer new lines of service delivery opportunities. The AccelOps virtualized collector architecture allows you to remotely monitor customer environments across their data centers, private or public clouds such as those offered by Amazon. The patent-pending Elastic Monitoring Capability of the product allows you to scale to your customer environments as their business needs change by simply adding or removing virtual appliances to the cluster.

Native multi-tenancy provides flexibility and security for MSPs and cloud service providers allowing appropriate views for individual customers and business groups through role based access controls; operators can switch from a particular customer or business line view to a global view with a single click.

AccelOps combines security, performance, configuration, and change information on a single unified platform, ensuring that critical information necessary to solve problems is just two-clicks away. AccelOps also provides an industry-first technology that enables you to extend monitoring to new or custom environments while maintaining speeds of natively compiled code. This allows you to quickly react to changing customer environments and offer highest service levels without disruptions.

## How it works

Once the virtual appliance based product is deployed, you simply need to provide the range of IP addresses and appropriate access credentials. The AccelOps product then 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. The information is directly gathered from your infrastructure without requiring agents.

With auto-discovered knowledge about your environment, the product immediately starts monitoring up-down status, resource utilization, automatically builds normal baselines, thresholds and trends for infrastructure and application performance and alerts when deviations from normal thresholds occur. Built in change management tracks configuration changes and correlates them to IT events; making change related root cause analysis a breeze.

## How does AccelOps help grow your business?

The AccelOps product enables MSPs to grow their revenues by adding new lines of services as their customers' business growths result in increasingly complex and expanding IT environments. MSP customers can start managing a few critical services for their customers and then quickly expand their footprint with customers by offering and managing more complex services over time without incurring additional costs.

The One Touch Customer onboarding capability of AccelOps speeds up the ability of MSPs to add new customers. By reducing variability, errors and ensuring consistency for each customer that is on boarded, AccelOps enables MSPs to rapidly deploy and monitor their customers' IT infrastructure. Within two to three hours of deploying the probes, MSPs can start monitoring and collecting useful actionable events to look at.

*"As a leading global service provider, Belgacom must optimize resources and enhance services to extend our competitive advantage and best serve our enterprise customers. AccelOps' integrated monitoring platform was selected because of its functional depth, usability, customization, implementation and scalability strengths over the other leading vendors we tested. With AccelOps, we can gain significant operational coverage and efficiency, shorten MTTR, increase results from our support resources, and be proactive to lower ticket volume - all of which positively impacts our operating costs and customer service."*

**Akin Tatar**  
Data Center Manager,  
Belgacom ICT

The Belgacom logo is a blue rounded rectangle with the word "belgacom" in white lowercase letters.

*"The AccelOps architecture accommodates bursts without forcing service providers to change their licenses and management of different components as things change on the fly"*

**Susana Schwartz**  
Connected Planet



*"The combination of SIEM and APM capabilities under a common platform simply does not exist in other products in the marketplace today."*

**Brian Thomas**  
Partner and CTO,  
Security7 Networks.



The out of the box multi-tenancy capabilities allow MSPs to manage multiple customers with a single AccelOps software instance deployment driving down the per capita incident management costs. Due to the ability to scale on demand by simply adding virtual machines, AccelOps reduces ongoing hardware and headcount costs as your customers grow their environments. These features protect your initial investment, help realize one of the quickest times to value and ROI in the industry and grow profit margins over time. Some of AccelOps' MSP customers currently support over 200 enterprise customers with the AccelOps platform.

The ability to incorporate the human knowledge component of operators also reduces high costs when key personnel leave the company further reducing resource risks that are extremely costly.

The integration of Availability and Performance Management (APM) and Security Information and Event Management (SIEM) capabilities on a single platform, in-memory real-time analytics and the ability to present them in a unified interface enables MSPs to provide unique differentiating services to their clients.

AccelOps enables MSPs to meet individual Customer SLAs at varying levels of customer requirements – a single click allows you to manage customer environments at the service or individual IT component levels. The ability to manage more than a thousand auto-discovered metrics across servers, storage, network and applications combined with numerous out of the box business services, dashboards and reports allows you to quickly and efficiently prioritize incidents based on importance and criticality of business services allowing you to provide the appropriate service level agreements (SLAs) demanded by different customers.



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## About AccelOps

AccelOps virtualized, cloud generation software monitors performance, availability and security (SIEM) of IT infrastructure and applications in highly dynamic and scalable data centers. Anchored by patent-pending technology for distributed real-time analytics, AccelOps software works across private clouds, public clouds and traditional data center environments, to bring proactive and comprehensive service health visibility.

### **FREE TRIAL DOWNLOAD**

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