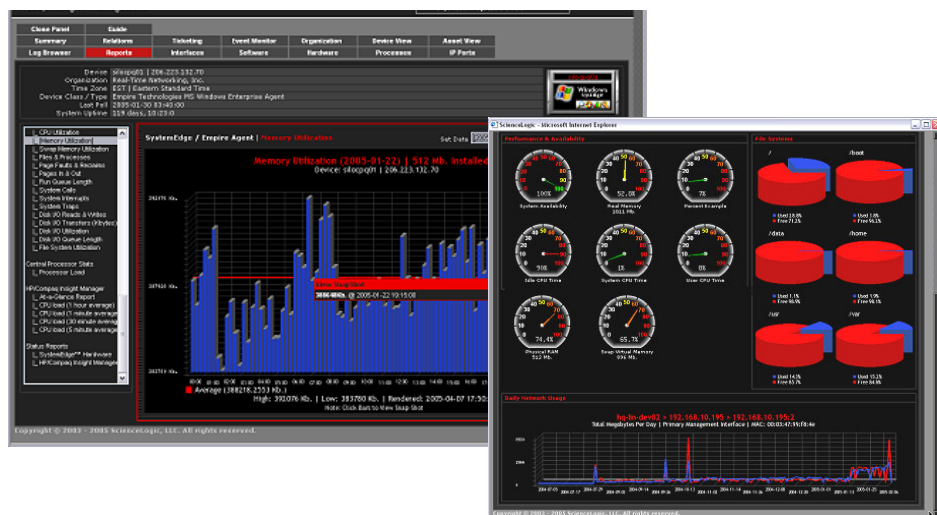# EM7

PERFORMANCE MANAGEMENT

Overview

The EM7 Management System delivers Performance Management by removing the complexities frequently associated with point solution diversity and traditional framework applications. By simplifying data integration using ScienceLogic's own pioneering Relational Infrastructure Management (RIM) standard, EM7 improves performance management tasks and lowers your total cost of ownership by providing a unified and secure performance management solution. The result is a complete set of applications and reports that give you a significant business advantage while delivering best practice disciplines for your enterprise. EM7 Management Systems provides detailed, end-to-end performance management for your infrastructure by providing key application, network, and system based monitoring and performance analysis.

Flexibility

From day one, EM7 automatically collects and manages performance metrics for networking equipment, servers, and business dependant applications. EM7 provides a wide range of embedded applications that share a common data store, which results in an improved and unified IT management solution. Incorporating ScienceLogic's patent-pending Dynamic Application™ technology, users can create custom reports and trending that are specifically focused on their business needs. This flexibility allows you to be in more control over the management of your enterprise, while enabling granular alerting over definable performance thresholds. EM7 performance management goes a step further, by incorporating business relation mapping and custom business process views. Thus, allowing management and staff the benefit of quickly viewing interdependent systems and processes. Performance management is an inherit element of the EM7 foundation. From network usage, to application and system performance, to fault prevention and capacity planning, EM7 provides complete efficient solutions that were designed by, and for, IT managers.

▼ MANAGEMENT APPLICATIONS

Network
Asset & Configuration
Application
Event
Ticketing
Service Level
IP & DNS

▼ KEY BENEFITS

- Network Usage Performance
- System & Application Performance
- Fault Prevention
- Capacity Planning
- Incident Tracking
- Dynamic Application Technology
- Thresholds
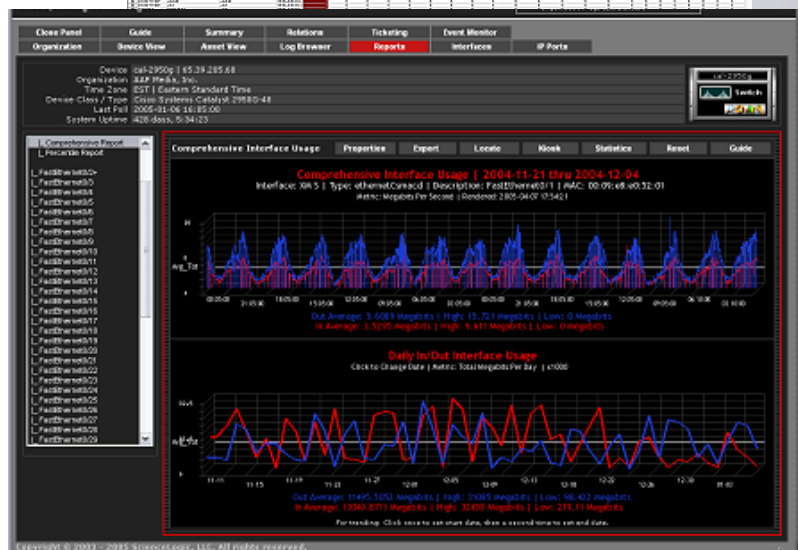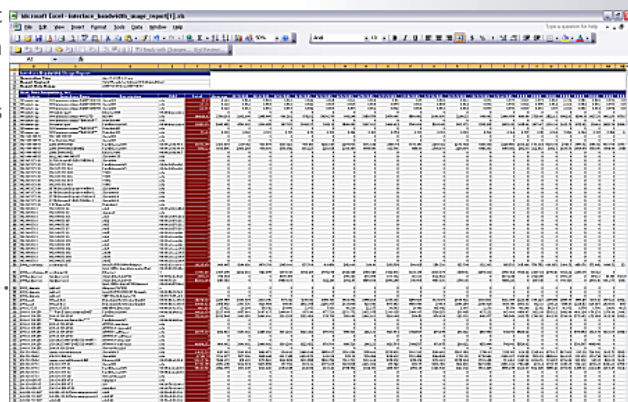- Flexibility

ScienceLogic™

Network Performance

Network availability and performance management is a key component to your infrastructure Requirements for today's business needs are more critical than ever. To meet this need, EM7 Management System provides detailed analysis, management, and reporting on all aspects of your network. EM7 maintains a substantial knowledgebase of manufacturer device types and categories. During network auto-discovery, IP addresses are correctly matched and assigned to devices and interfaces. EM7 also gives you the ability to have insight into other interfaces within your enterprise, including over 240 different IANA interface types. Each can be managed and monitored just like a typical Ethernet interface. EM7's Dynamic Applications™ allow customers to monitor any network device or network application and create customized performance metrics and policies. To identify potential bottlenecks and irregularities before problems occur, EM7 Management System monitors packet errors and packet discards and generates events and notifications when user-defined thresholds are exceeded.

Providing maximum uptime to your infrastructure, EM7 Management Systems monitors both device and port availability and can alert users when either becomes unavailable. Controlling traffic and ensuring resources are used efficiently, EM7 monitors bandwidth usage and provides a wide variety of percentile reporting calculations. EM7 also monitors network latency to ensure you network is performing at top potential.
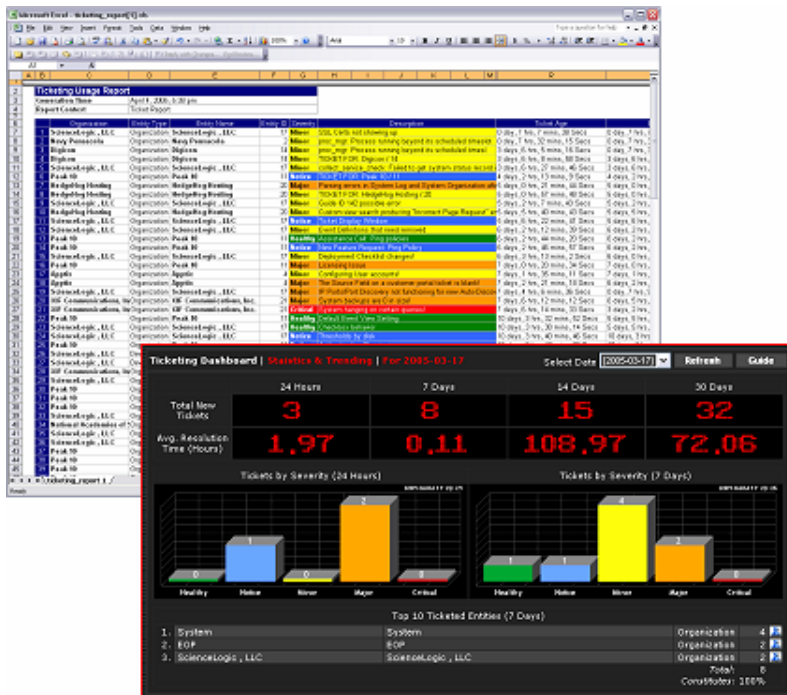

Application Performance

EM7 Management System allows users to monitor and manage all applications in their infrastructure, from a single pane of glass. EM7's rich feature-set provides limitless options for monitoring, controlling, and optimizing diverse applications. EM7's Dynamic Applications™ delivers uniformed standards to managing application performance and state based metrics. The result is a faster and more flexible deployment of monitoring standards, which is tailored to meet your specific business requirements.

EM7 also give users a significant business advantage by providing content verification against your intranet and internet web servers. EM7 monitors the speed and size, name resolutions time, and content validation. Incorporating the embedded Event & Notification technology, EM7 seamlessly and automatically generates events and notifications when critical thresholds are exceeded, or processes fail, allowing you to easily tailor eventing policies.

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Operator Performance

EM7 takes performance management to a new plane, by including an embedded Ticketing & Incident Management system. Operator performance is just as critical as network performance. The ability for an IT department to respond and repair incidents can mean the difference between making your service levels or not.

EM7 helps IT department measure actions against their specific business strategies in order to ensure that objectives and strategies are aligned at all levels. Simply put, EM7's ticketing technology helps ensure that goals are consistently being met in an effective and efficient manner.

A strategic business advantage, EM7 Ticketing & Incident Management can increase operator productivity and efficiency significantly, while saving your business both time and money. As fully integration component of the EM7 Management System architecture combined with unprecedented ease of use through a unified and secure portal, EM7 Ticketing & Incident Management is fully integrated with other EM7 application features, so users always have access to the information they need to resolve incidents. With a single mouse-click, tickets can be created in response to these events. When viewing or responding to tickets, users can view relevant system details and status, directly from the Ticketing session. EM7 Ticketing includes metrics, reports, and historical data that make it easy to track trends, improvements, and productivity. With EM7, tickets will never get "lost" or forgotten. Automated ticket escalation ensures that key staff are notified of important tickets and if tickets remain dormant for too long.

EM7 increases productivity with its intuitive and flexible interface, which allows users to quickly access the specific information they need to get their jobs done. Users are never inundated with extraneous information or exposed to other groups' confidential information.

- EM7 Ticket Queues ensure that each user sees only the tickets that are relevant to him/her. Ticket Queues are fully customizable and are defined by EM7 administrators.
- Tickets are assigned to EM7 Organizations. By default, users with user-level accounts will see only tickets assigned to their organization.
- Each user can customize his/her EM7 profile so that EM7 displays only tickets assigned to him/her.
- EM7 Key Privileges allow administrators to define who can view tickets, what information can be viewed, who can create tickets, and who can edit tickets. EM7 Key Privileges and fully-customizable Account Template allow administrator to finely tune these parameters, by group or by individual user.
- The Ticketing Reporter creates highly detailed and flexible reports. These reports can be based on any combination of any ticketing properties, including date, severity, device, status, queue, and user.

Hardware & Platform Performance

Hardware is the backbone of an IT infrastructure. To increase the fundamental performance of your IT infrastructure, EM7 Management System provides multiple features for managing server and hardware performance.

- Dynamic Applications™ allow users to monitor *any* device and select the parameters that are most important to their business.

- EM7 Management System prevents bottlenecks with hardware thresholds that can be customized for each device and that generate events and notifications when exceeded.

- EM7 device management includes a wealth of tunable thresholds and reports for device performance and device availability.

- EM7 Management System monitors and generates detailed reports on processors loads and file-system, with granularities as small as fifteen-minute intervals.

- EM7 automated Asset Management makes it easy to audit assets and use resources efficiently.

Benefits

EM7 includes all the applications and reporting tools users need to research and respond to events. And EM7 makes these features intuitive and easy to use through its centralized web-based interface. EM7 reporting provides real-time, unified visibility into even the most complex IT infrastructure.

Increased performance and reduced down-time through:

- Unlimited range of hardware and software that can be monitored and managed.

- Tunable performance thresholds.

- Pro-active diagnostics that detect irregularities before problems occur.

- Whole-infrastructure view that allows quick identification of root causes and relationships.

Increased productivity through:

- Improved QoS, which ensures that mission-critical applications and infrastructure are always available and allows staff and customers to work easily and efficiently.

- Precise and accurate troubleshooting that saves hours of tiresome diagnostics.

- Automated corrective actions and recovery that save hours of maintenance.

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