EM7

EVENT MANAGEMENT

The Challenge

Today's enterprises depend on complex IT environments to support business objectives and dependant processes. To ensure that mission-critical applications stay up-and-running, IT staff are challenged with the difficult task of monitoring and managing multiple applications from multiple vendors on diverse platforms.

For enterprises looking to maximize the value of existing IT investments, the EM7 IT Management System is the solution.

The Solution

EM7 Management Systems were designed by IT professionals to help staff and management gain visibility across the entire infrastructure, through a single, secure IT management portal. Acting as a "manager of managers" (MoM), EM7 can collect status and event data from *any* device, application, or management system, *usually within a few hours of installation*. Using ScienceLogic's own Relational Infrastructure Management (RIM) architecture and various patent-pending technologies, EM7 correlates all collected data into a user-friendly and secure suite of embedded applications. The result is a unified representation of data and events that displays relevant relationships within the infrastructure and provides the necessary business-based tools to allow for advanced auditing and incident workflow. What used to take hours of painstaking mapping, troubleshooting, and maintenance can be accomplished in minutes with the EM7 Management System. From incident identification, to correlation, to repair, to historical auditing, EM7 provides true "manager or managers" functionality, without the overhead and expense of costly software modules and licensing, database connectors for historical recording, and expensive agent collectors.
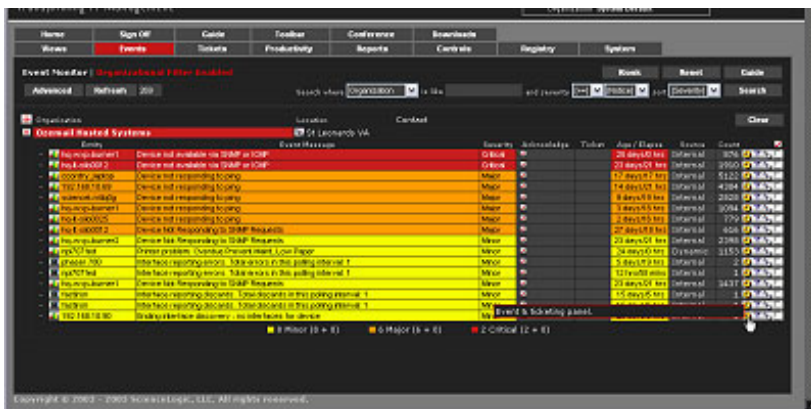

▼ MANAGEMENT APPLICATIONS

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

▼ KEY BENEFITS

● Centralized policy management

● Integration with other management systems

● Centralized portal

● Operates as a MoM

● Customized for your business needs

● Event roll-up & suppression

● Log and message retention and auditing

ScienceLogic

Increase ROI, Reduce TCO

Unlike expensive and unwieldy framework solutions, the EM7 IT Management System is a complete solution, with no additional software or hardware to buy. EM7 includes powerful, embedded Event Management and Notification Management applications that increase return on investment (ROI) and reduce total cost of ownership (TCO). To leverage existing IT investments and increase ROI, EM7 acts as a "Manager of Managers" (MoM) and examines data from preexisting hardware and software, including existing management and security systems. EM7 correlates all this collected data into a centralized, unified whole, providing end-to-end visibility across the even the most complex IT infrastructure through a single management console.

EM7 delivers measurable ROI through improved Quality of Service (QoS). Fully integrated Event Management and Notification Management applications alert staff to irregularities *before* they develop into expensive problems like downtime, outages, and degraded service. This improved QoS ensures that mission-critical applications and infrastructure are always available and allows staff and customers to work easily and efficiently. EM7 lowers Total Cost of Ownership (TCO) by reducing demands on human and capital resources. EM7 automates many IT management and maintenance tasks, including event monitoring, notifications, and incident responses. EM7 automatically monitors availability, security, hardware performance, and application performance, generates events when irregularities occur, notifies key personnel, and can even perform automated corrective actions. Because of EM7's unique, integrated architecture, the Event Management application provides all the visibility and features required to quickly research and respond to events, enabling precise and accurate troubleshooting that saves hours of diagnostics. To further reduce TCO, EM7 provides total IT management functionality at a low implementation cost. EM7 Management Systems can be installed and operational within a few days, and in many cases within a few hours. The result is an IT management solution that is quickly operational, saving both time and money.

EM7™

EVENT MANAGEMENT

Centralize and Simplify

EM7 uses ScienceLogic's innovative Dynamic Application™ and patent-pending technology to act as a MoM, centrally monitoring and managing your existing IT investments. EM7's Dynamic Applications™ automatically collect data from all devices, applications, and other management systems in your infrastructure . EM7's patent-pending RIM™ architecture integrates all this collected data into a centralized, unified whole, providing end-to-end transparency across the entire infrastructure. This innovative approach allows the Event Management application to display relevant relationships within the infrastructure, suggest root causes and resolutions for problems, and provide links to relevant data, trends, and reports.

Just as important as capturing diagnostic information is ensuring that the right people are notified when irregularities or problems occur. EM7's embedded Notification Management is seamlessly integrated with EM7's embedded Event Monitor and makes it easy to define fully-automated notification policies based upon events. EM7 Management System also includes an embedded ticketing system. Unlike traditional stand-alone ticketing solutions, EM7 Ticketing is fully integrated with all other EM7 applications, including EM7 Event Management. With a single mouse-click, a ticket can be created in response to an event. When viewing or responding to tickets, users can view relevant system details and status, directly from the Ticketing session.

Availability & Performance

To help organizations avoid expensive down-time, outages, and degraded performance, EM7's embedded Event Monitor alerts IT staff of irregularities *before* problems occur and suggests pro-active corrections. To provide maximum uptime, EM7 monitors device availability and port availability, user-defined hardware thresholds, and user-defined performance thresholds. To ensure network speed, EM7 tracks device latency and bandwidth, packet errors, and packet discards. To maintain the health of mission-critical web applications and email servers, EM7 monitors availability, content, and speed. EM7's embedded Notification Management ensures that key personnel are automatically contacted immediately, 24/7. And EM7's secure web portal allows IT staff to monitor and manage the network anywhere, anytime, for unparalleled performance and availability.
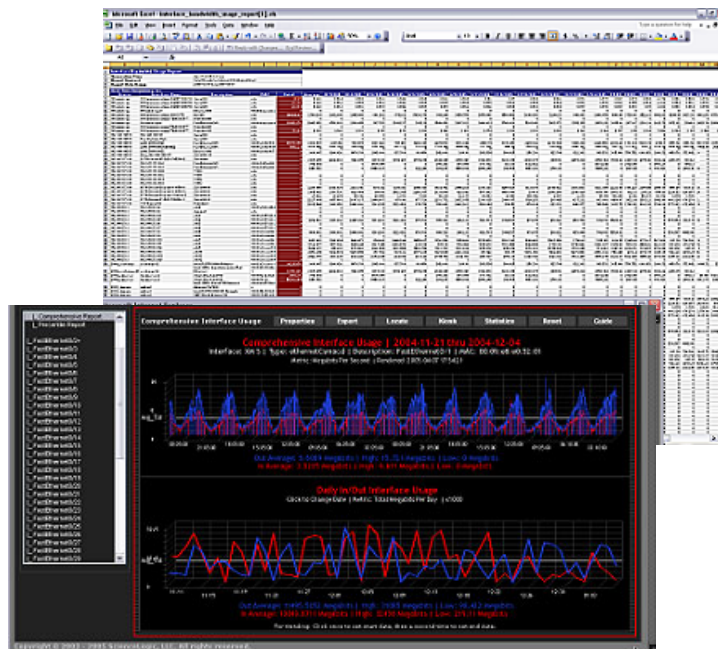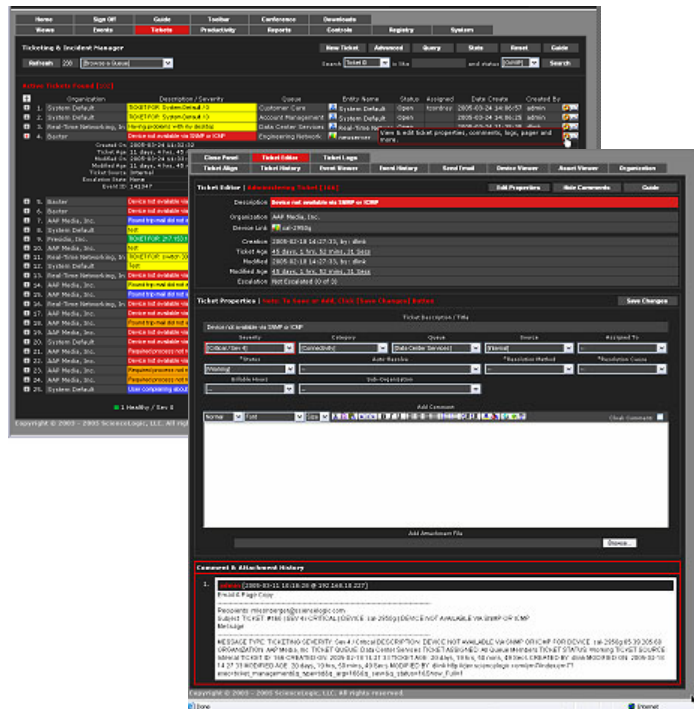
EVENT MANAGEMENT

Streamlined Incident Response

EM7 Management System includes fully-integrated event management, notification management, and ticketing to help enterprises proactively investigate and respond to incidents and document and audit responses. EM7 events are fully customizable and can be triggered by syslog, MoM, and trap messages, security parameters, user-defined performance thresholds, user-defined security thresholds, and user-defined change-management incidents. To ensure performance and business continuity, EM7's embedded Event Management alerts IT staff of irregularities before problems occur and suggests pro-active corrections. EM7's embedded Notification Management ensures that key personnel are automatically contacted immediately. With a single mouse-click, tickets can be created and tracked in response to events. EM7 Event Management and Ticketing includes metrics, reports, and historical logs that make it easy and cost-effective to document and audit incidents and responses.

Easy and Agile

Designed by IT professionals to simplify IT management, EM7 Management System includes an intuitive interface and highly customizable features. EM7 Event Management includes all the features users need to research and respond to events. And EM7 makes these features intuitive and easy to use, including color-coding for quick identification, hot-links accompany each event for quick access to relevant data and reports, single-click searches and sorts, and .single-click creation of tickets directly from the Event Monitor. EM7 uses sophisticated logic to automatically "roll up" multiple occurrences of an incident into a single event, for reduced maintenance and efficient management. EM7 Event Management includes a wealth of customizable features to deliver business advantages tailored specifically to your needs. Event Management can be customized to prevent false positives, allow administrators to include best practices within event messages, and allow users to fine-tune displays.

www.sciencelogic.com | 800-SCI-LOGIC | info@sciencelogic.com

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