

BMC TrueSight Infrastructure Management

BMC TrueSight Infrastructure Management gets IT out of fire-fighting mode by combining performance, availability, event, and impact management with the industry's leading predictive analytics to proactively detect and automatically resolve IT performance issues and sub-optimal configurations before users and services are negatively impacted. With this single performance management platform, IT can proactively manage both their physical and virtual enterprise today.

KEY BENEFITS

- » Exceed service level commitments by focusing on what's really important to the business
- » Reduce service outages by solving issues before service levels are affected
- » Improve first-time resolution and slash the time it takes to repair problems by more than 75 percent with accurate root cause information
- » Accelerate application problem resolution by eliminating the need to reproduce the problem
- » Remove the barriers to virtualization and cloud computing by uniformly managing physical, virtual, and cloud environments
- » Drive business value by automating manual workflows and actions across multiple vendors, platforms, and sources

BUSINESS CHALLENGE

Because the business counts on IT to deliver high quality of service on key applications, IT is pressured to optimize the end-user experience, improve application performance and availability, and meet service level commitments. As your IT environment transitions to a hybrid data center — adopting virtualization and cloud technologies — current monitoring and event management approaches fail to provide proactive and automated detection, isolation, prioritization, diagnosis, and resolution of end-to-end performance and availability issues related to dynamically changing business services. IT is in constant fire-fighting mode, reacting to issues only after a problem occurs. As a result, operational costs are too high, operators are overwhelmed, users are frustrated, and business services suffer; hindering IT's responsiveness and ability to meet business demands. What operations teams need is a single pane of glass providing an integrated solution designed to correlate and alert on high volumes of business service data and events collected across multiple platforms, vendors, and sources; including components that are managed, but not owned, by IT.

THE BMC SOLUTION

TrueSight Infrastructure Management helps IT to shift from reactive to proactive management and optimize application performance by avoiding costly outages, solving issues before service levels are impacted, accelerating mean-time-to-repair (MTTR), and extending mean-time-between-failure (MTBF). TrueSight Infrastructure Management also reduces customer impact and service calls, while improving operational efficiency through predictive analytics and preventative automation as a key component of the TrueSight Operations Management platform.

- » Delivers a single proactive operations platform for legacy and cloud – Simplify your current monitoring and performance management processes, by combining performance, availability, event, and impact management into a single platform for both your physical and virtual infrastructure.
- » Consolidates structured and unstructured data and events spanning multiple vendors, platforms, and sources – Leverage agent-less and agent-based monitoring of infrastructure, applications, real and synthetic end-user transactions, SNMP networks, configuration changes, business metrics, other non-BMC monitoring tools and custom information – residing on-premise or in the cloud – for a single view of your data and events.

KEY INTEGRATIONS

- » BMC Atrium CMDB
- » BMC Atrium Orchestrator
- » BMC BladeLogic Solutions
- » BMC Dashboards and Analytics for BSM
- » BMC Remedy IT Service Management Suite
- » BMC TrueSight Middleware Management
- » BMC Control-M
- » BMC MainView AutoOPERATOR for z/OS

- » Generates fewer and more intelligent events – Using patented self-learning analytics, automatically discover and learn the behavioral and performance trends for each of the monitored applications and service components, identifying normal and abnormal behavior.
- » Speeds problem isolation, prioritization and resolution –applies real-time predictive root cause analytics to continuously sift through events and abnormalities collected from the application and infrastructure components that support your business services, identifying a prioritized set of the most likely problem causes. This information provides continuous visibility into problems as they develop; fix problems the first time and slash problem resolution time by 75 percent or more.
- » Manages dynamic virtual and cloud environments – Automatically tracks and adapts to high volumes and frequency of changes in the infrastructure expediting problem detection-to-resolution activities.
- » Continuously Maps Degraded End-User and Adoption Transactions – Measure the real-time performance of business applications through real end-user transactions, and synthetic business transactions to quickly pinpoint the specific hops in a transaction flow that are causing degraded performance.
- » Monitors application transactions associated with end-user requests – When end-user performance degradation is detected, diagnostics are automatically triggered for inclusion in probable cause analysis.
- » Proactively drives IT operations based on what's important to the business – Focusing proactively on leading key performance indicators (KPIs), application and end-user response times, and service level objectives (SLOs) allows IT to prioritize and focus on the highest business-impact issues resulting in decreased service outages and higher quality of service.
- » Drives efficiency through automated processes and workflows – Improve productivity and minimize risk by automating routine, administrative tasks directly out of the box. Integrations with BMC solutions can eliminate a major source of system outages, speed the time it takes to repair problems that do occur, and enable you to better allocate your limited resources.

THE BMC DIFFERENCE

- » Automate the prioritization of events based on predictive service impact analysis
- » Deliver early warning of impending problems, while eliminating reliance on reactive thresholds and realizing up to a 90 percent reduction in false events with patented predictive analytics
- » Automatically pinpoint predictive root cause across infrastructure, applications, and services; factoring in configuration changes and detailed diagnostics
- » Continuously capture deep-dive application diagnostics for inclusion in predictive root cause analysis
- » Automatically and uniformly map, monitor, and track relationships and behavior across physical, virtual, and cloud environments
- » Automate cross-IT workflows and processes across BMC and third party solutions

FOR MORE INFORMATION

To learn more on BMC TrueSight Infrastructure Management, please visit <http://www.bmc.com/it-solutions/truesight-infrastructure-management.html>

DRIVE BUSINESS VALUE THROUGH A UNIFIED BSM ARCHITECTURE

Business Service Management (BSM) is a comprehensive approach and unified platform that simultaneously optimizes IT costs, demonstrates transparency, increases business value, controls risk, and assures quality of service. BSM simplifies, standardizes, and automates IT processes, so you can efficiently manage business services throughout their lifecycle — across distributed, mainframe, virtual, and cloud- based resources. Through integration with other BMC and third-party tools, TrueSight Infrastructure Management helps IT Operations become faster, more efficient, and unified.

More information on key BMC solution integrations is available in the TrueSight Infrastructure Management – Key BMC Integrations datasheet.



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