

ITIL-compliant Infrastructure Management using SUMMIT



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1.0 Introduction

1.1 Function

Extremely powerful, yet elegantly simple, flexible and scalable, Symphony Services's leading network management and monitoring software solution '**Summit**' manages different Infrastructure including Data network for Customers, Data and Voice connectivity for corporate network. The data component involves physical links between locations, networking equipments such as routers, switches, firewalls & Data component involves servers catering to messaging, Domain Management and applications. It provides information in advance of the events or problems occur, this facilitates proactive problem resolution and prevents critical outages. Hence, it allows one to measure the health of a network at a glance and simplifies the management of network devices/computers. Summit's Performance and Availability Management solutions provide the central nervous system for company's complicated e-business landscape-it constantly gather information on the hardware, software and network devices, and help resolving problems before they actually occur. It is a complete network monitoring software that offers combined LAN, WAN, Servers with integrated help desk Incident management, asset management & WAN traffic analysis functionality. Summit automates several network monitoring tasks and removes the complexity associated with network management.

1.2 Need

Network availability is a critical component to the success of any business. However, many organizations lack the IT sophistication and proper tools to do it themselves. One of the biggest challenge is consistently demonstrating value to their customers. Through remote monitoring and management tools, 'Summit' is able to work "behind-the-scenes" and keep networks running with little or no customer visibility. knowing their customers networks better than they do is the key element to delivering predictive, SLA-compliant network monitoring. 'Summit' is the focused solution that not only supports a diverse client base with a wide variety of network types, architectures, and equipment, but also one that is priced competitively enough while comparing with other available solutions in the market.

In addition to pro-active monitoring of their customer networks, 'Summit' provides built-in reporting that demonstrates the performance of a customers' IT infrastructure from a business perspective, including SLA levels, critical systems and of course the physical network. 'Summit' can leverage comprehensive reporting capabilities to create reports that depict the impact their services has on their customer's critical business infrastructure.

'Summit' offers competitively priced services that are differentiated by their quality and responsiveness. Summit is a cost-effective, technology-agnostic system that provides superior real-time monitoring and alert capabilities, helping customers increase profitability, visibility and maintain non-interrupted operation.

Various enterprise management tools such as 'Whatsupgold' and 'Cisco works' perform mainly some specific tasks for example: 'Cisco works' monitors only Cisco devices and is unable to manage equipments from other vendors. Whatsupgold has licensing limitation on the number of nodes it can monitor/manage. All the above mentioned tools work only with ICMP/SNMP protocol and have limited or no scope for customization.

In order to overcome the above mentioned limitations and to have single monitoring/management system, 'Summit' was developed. Symphony Services 'Summit' Software offers IT management solutions that meet each of these needs and enable customers to achieve and communicate service level goals, improve processes and quality of service, reduce costs and become more responsive to the business. It keeps the mission-critical network services up and running for businesses of all sizes and integrating series of remote monitoring devices, facilitates organizations to monitor their infrastructure at very low costs, minimizes the downtime by isolating infrastructure related problems at an early stage. 'Summit' provides a valuable set of services to customers through its in-house expertise to effectively and transparently monitor customers' networks. The 'Summit' can be the notification service one-stop shop for all your applications and hardware.

2.0 Business Challenge

2.1 Typical Scenario

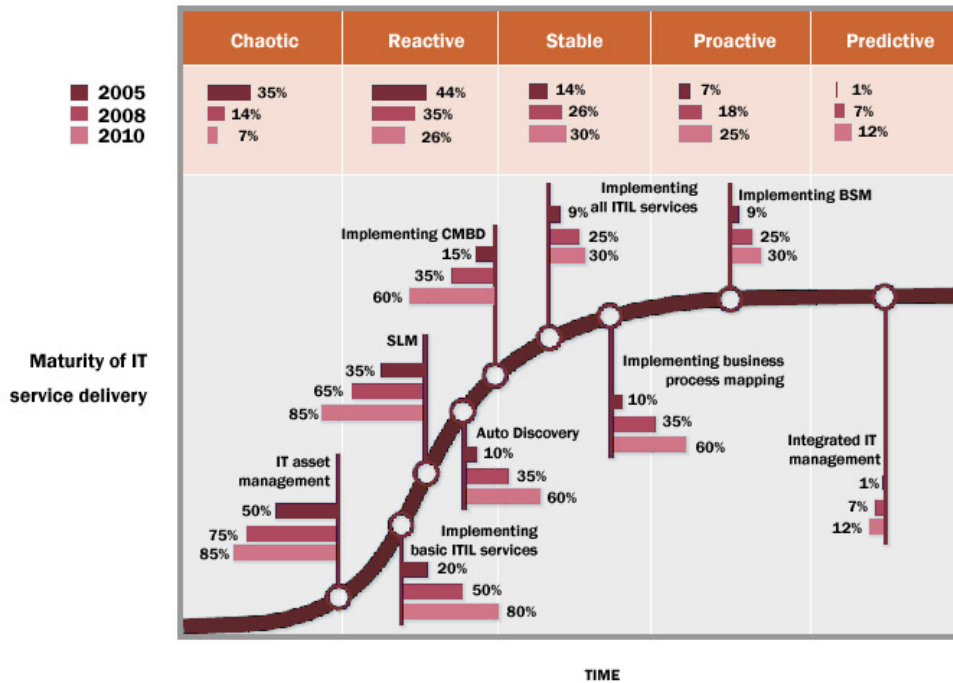
There is a tremendous pressure on enterprise IT operations professionals to align their services with business processes and goals, help to cut additional costs, boost operating efficiency, and increase productivity and innovation. Generally companies are not always able to facilitate effective business-IT communication. Even the general trend seems to be moving toward service-oriented alignment, enterprises are not yet confident about automation, proactive problem-solving, consolidation etc.

IT is now a fundamental support of business activities — which means the greatest IT operations issues are an unpredictable user experience and a failure to reduce overall service delivery costs. The resulting quest to improve productivity and the predictability of IT results has led to the creation of business service management (BSM) and the configuration management database (CMDB) as the two central pillars of the new wave of IT management software tools. As IT finally enters the industrialized era, industry sees a new way of managing IT emerge, creating a renewed interest in refining existing implementations and creating a new wave of solutions.

An IT management software comprises the product that help monitor, detect, and identify any abnormal behavior of the IT infrastructure, as well as aimed at better controlling the infrastructure (asset management change and configuration management), the production flow (job scheduling and workflow management), and the communication flow (service desk, service level management, and business service management). The IT infrastructure that this management software controls is composed of all the platforms (clients, servers, and operating systems), middleware, and applications — all tied together through a network. 'Summit' gives insight into the performance of company's software and hardware assets, so that they can optimize them to ensure peak efficiency.

2.2 Estimated BSM Adoption Rate

Estimated BSM Adoption Rates In \$1 Billion-Plus Companies, 2005 To 2010



3.0 Technical Specification

3.1 Software Architecture

At the front-end there are User Interface and Business Logic. SQL 2k is used as Back-End, Business Logic handles all database related operations. Data collection scripts are scheduled using windows Task scheduler. Stored procedures are created to copy the summary data into summary tables and are scheduled using SQL server Jobs.

'Summit' is used to monitor the health, performance and availability of an organization's network devices (router, network switch, firewall, printer, etc.) Linux, UNIX and Windows servers and associated applications and desktop computers. 'Summit' can be installed on any system on the network and it uses a SQL Server database to store network devices and network configurations. There are two user interfaces: The 'Summit' Console is a Windows application through which

users can configure and manage 'Summit' and the database it uses, and the Web interface which provides access to 'Summit' functionality from a web browser.

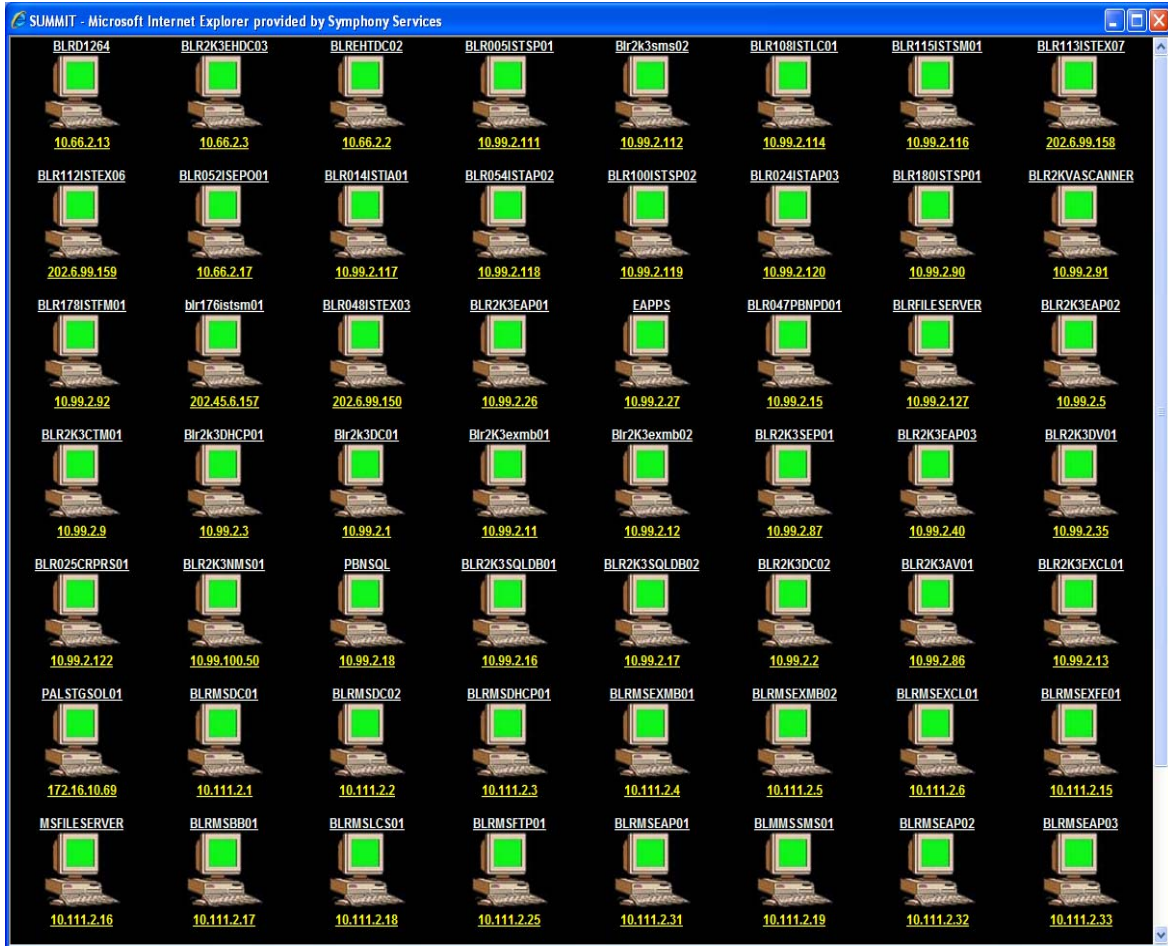
'Summit' generates a broad array of reports based on network and device activity logs. It gathers real-time and trending network information across all mapped devices for technical and business reporting.

3.2 Service Support options

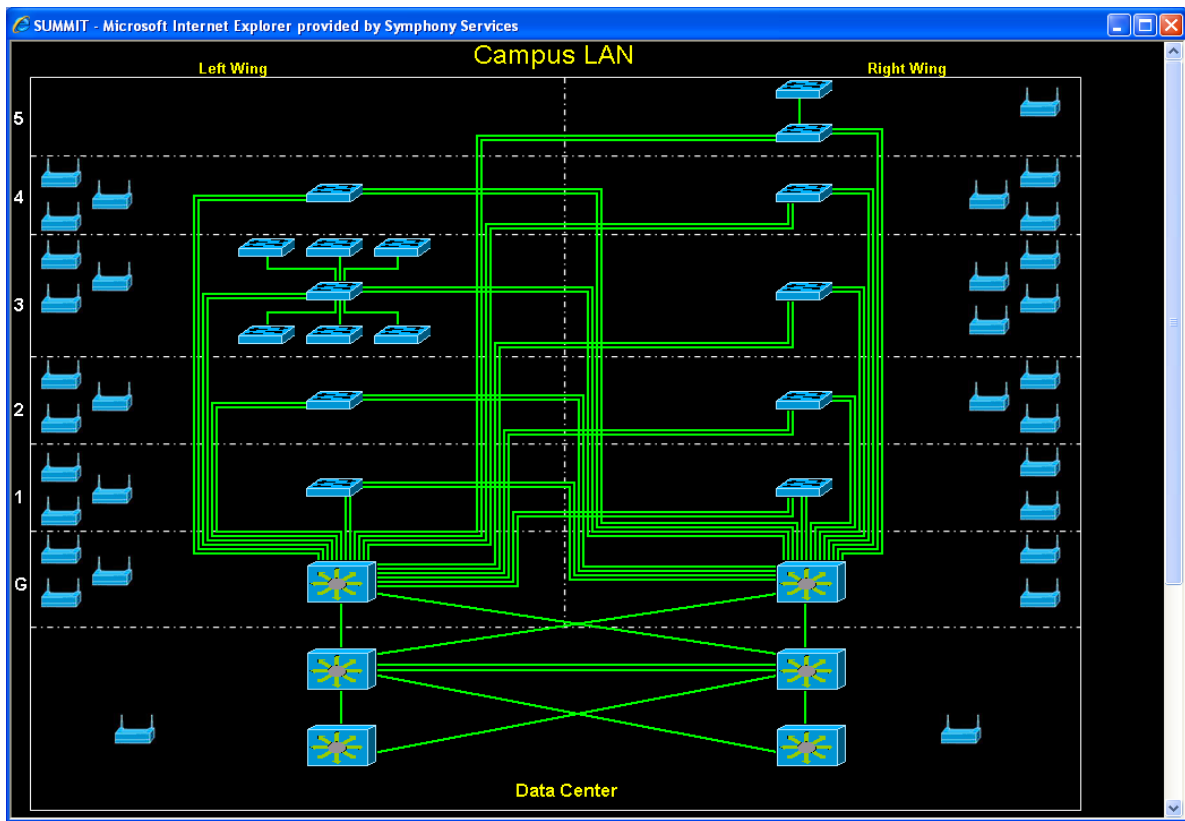


3.3 Server Management

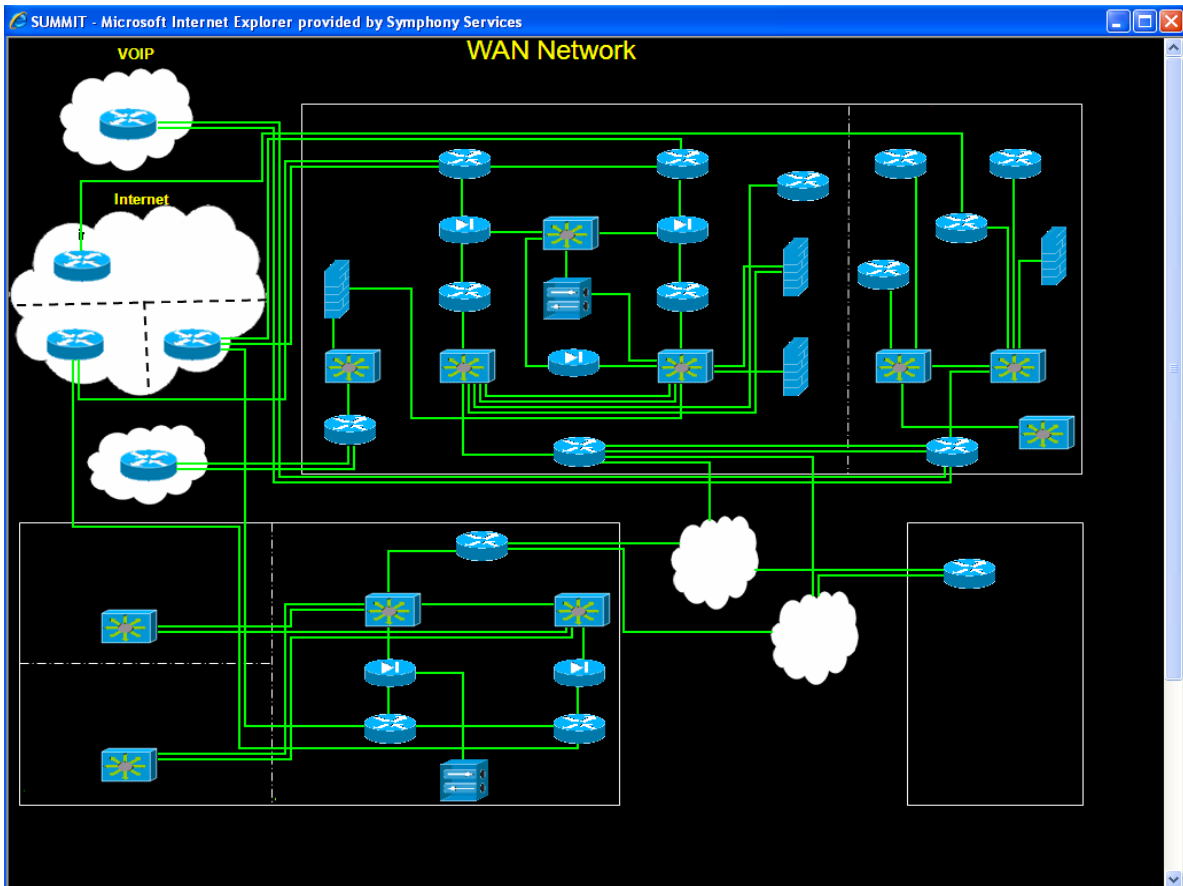
Summit provides a complete solution to monitor any number of customer networks from a single central site. IP services, various server infrastructure, firewalls, routers and WANs can be monitored from a single secure console.



3.4 LAN Management



3.5 WAN Management



4.0 Unique Value Propositions

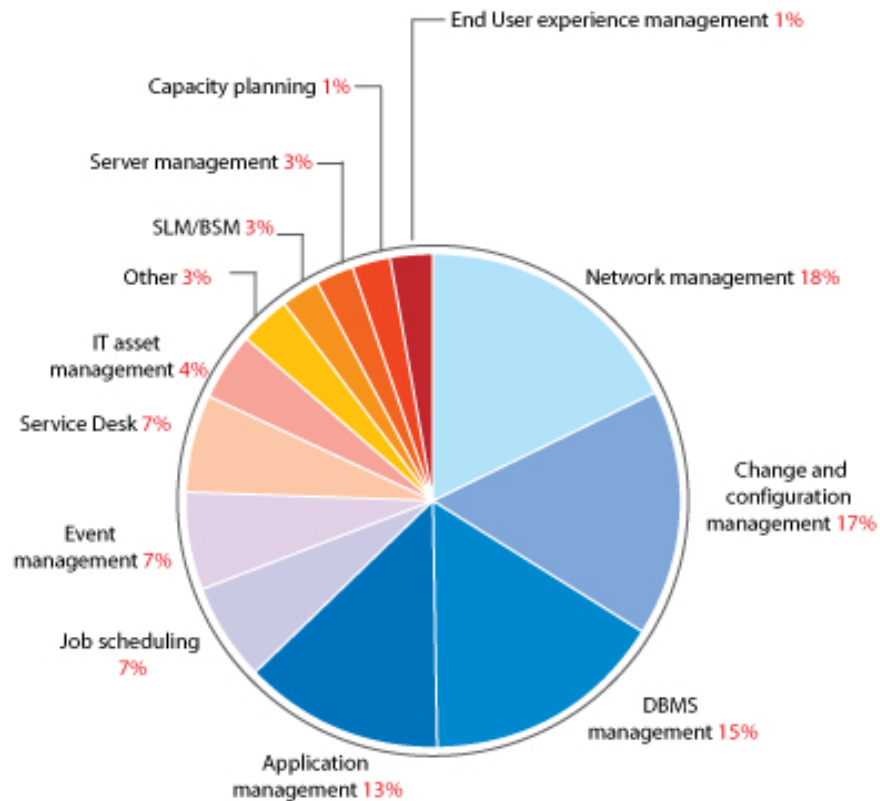
Below capabilities make 'Summit' ahead of all competitors:

- 'Summit' has the ability to support both SNMP and WMI. It can monitor Non- SNMP enabled devices also with Custom Scripting.
- Secured Access via Integrated Authentication and form based authentication including various 'Role based' access also.
- Integrated with Incident Management to capture Link failure & Threshold violation.
- It functions as 'Agentless', so less overhead in entire operation.
- Customizable to the needs of company's enterprise management, also very Easy to setup.
- It offers exceptional value and comprehensive capabilities without an inflated price.
- Strong & feature rich 'Web interface' can be deployed to the system administrators so they can see views/edit options/configure features from their own perspective.
- Automatically Saving Configuration of all Networking Devices into VSS server
- It supports URL monitoring providing 'website Availability management'.
- Customized reporting
- Supports Printer management.
- Licensing is very economical compared to other product available in the market
- It supports the Network devices integrated with 'NetFlow'.
- Minimal IT Infrastructure needed to implement it compared to other products
- It is ITSM complaint software covering - Incident Mgmt, Availability Mgmt, Security Mgmt, Infrastructure Mgmt, Server Mgmt etc.
- It pulls the data from the network devices and produce graphs providing a live, up to date graph to the administrators in the enterprise
- The intuitive interface, world-class maps and diagrams, and ease of use make 'Summit' preferred by many.

- Ability to scale within a single solution as number of clients increase. The dashboard can handle a virtually unlimited number of locations and network components.
- Audio Alerts and Email / SMS alerts on link / device failure. 'Summit' provides immediate alerts whenever an issue arises, whether it's a threshold being reached or a full-blown crash or failure.
- 'Summit' establishes a centralized network operations center (NOC), outfitted with a dashboard display that clearly maps out the network assets of each and every client.

5.0 Target Market

5.1 ITMS Revenues Percentage



5.2 ITMS Revenues Growth

IT management software revenues and growth by category, 2005 to 2007

Category	2005 \$M	Percent change	2006 \$M	Percent change	2007 \$M
Network management	\$2,356	10%	\$2,592	11%	\$2,877
Server management	\$384	2%	\$392	3%	\$404
DBMS management	\$2,278	2%	\$2,324	3%	\$2,394
Application management	\$1,869	3%	\$1,925	9%	\$2,098
Change and configuration management*	\$1,764	19%	\$2,099	28%	\$2,687
Job scheduling	\$988	5%	\$1,037	7%	\$1,110
Event management	\$944	5%	\$991	8%	\$1,070
Service desk	\$891	8%	\$962	9%	\$1,049
IT asset management	\$433	20%	\$519	26%	\$654
End user experience management	\$105	10%	\$115	20%	\$138
SLM/BSM	\$332	15%	\$382	23%	\$470
Capacity planning	\$177	10%	\$195	12%	\$218
Other	\$475	5%	\$499	3%	\$514
Total (\$ millions)	\$12,996	8%	\$14,032	12%	\$15,682

*including client configuration management

6.0 Case Study

6.1 Case Study#1:

Business Challenge:

The organization needed an easy to use network monitoring product that was intuitive, price competitive and scalable across locations in that region.

Outcome:

They selected 'Summit' to ensure their production environment was constantly being monitored for device, network and connectivity issues that, left unattended, could directly result in lost revenue.

Details:

The organization houses a business-critical data center that is utilized globally. Using a network sniffer previously, they were not receiving messages from its devices. After the company recognized its mistakes, they decided to manage network administration internally, leading to a search of network monitoring tools.

They looked at HP OpenView/IBM Tivoli, which is an expensive solution and already had CiscoWorks—which is fine for Cisco switches but not for much else. After doing much research they decided for 'Summit'.

The visibility into the network was a big thing for them. Previously, they were getting reports from the external company, but only on a quarterly basis. They didn't have the ability to actively pull reports, which was necessary because they wanted to see the heartbeat of what's going on. With 'Summit' they can get a baseline for what's happening not only by looking at things when they're going bad but when they're going right as well. They are in a much more proactive mode than where they were before—which was entirely reactive. Ease of use was another important factor for selecting 'Summit'. Because 'Summit' works with existing software and network devices, there's no need to install, maintain or update any software agents in order to monitor the network. 'Summit' includes full SNMP and WMI monitoring out of the box.

A central theme in customers' comments about the 'Summit' product has been that its robust nature is matched by its flexibility to be customized to a company's specific needs. 'Summit' is much more than pinging devices or up/down monitoring. A small investment of time will allow customers to maximize its value and get better ROI.

6.2 Case Study#2:

Business Challenge:

The company needed a way to monitor bandwidth and devices and to validate data collected across multiple sites throughout the region.

Outcome:

The company selected 'Summit' to create customized views of various network devices including Servers, LAN, WAN, Firewall, Routers, Switches etc and to monitor them.

Details:

When the organization was preparing to implement a large IT project that would allow them to better understand network usage, they began to examine the network monitoring tools available in the market and finally selected 'Summit'.

When something went wrong previously, the proper people were notified days later.

Today – depending on the level of the problem – it takes much less time for notification.

The company needed to know what the usage would be after they connected disparate servers around the country to the main office servers. They also needed something to monitor the bandwidth during the implementation so they could take action if something happened. They are using the WMI for Application Monitoring feature as well as the improved polling features. They say that the reports are particularly helpful, all the reports are great – there's a great deal of flexibility there.

6.3 Case Study#3

Business Challenge & Outcome :

One of our client's enterprise IT environment contained diversified infrastructure containing different vendor's Hardware/Software resources. Various enterprise management tools used by them performed mainly some specific tasks for some specific equipments and had limited or no scope for customization. In order to overcome the above mentioned limitations and to have single monitoring/management system, they implemented 'Summit' Software. It helped them to meet the above needs and enabled them to achieve service level goals, improve processes and quality of service, reduce costs and become more responsive to the business.

7.0 **Conclusion**

Your IT infrastructure is your business. Network management helps you to stay in business. The more you know, the more you can maximize performance and availability. 'Summit' is a solution that has the features and capabilities you need, and also respects your budget. In particular, it is a solution that lets you see real-time status on a dashboard, enables secure, role-based, remote access to the system, has configurable alerts, offers full reporting features, and supports both SNMP and WMI.



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