

Hitachi IT Operations Analyzer and Mproof Clientele ITSM

Hitachi IT Operations Analyzer seamlessly integrates with Clientele ITSM from Mproof to give you a more complete and connected view of IT operations, from IT service management to IT operations management. The combined solution integrates the service desk with data center monitoring to support incident, change, configuration, problem and service-level management — all from a single interface.

Get More Insight to Resolve Issues Quickly and Proactively

Challenge

Your help desk is an essential part of data center operations. Event-to-problem resolution needs to be quick and proactive, and your help desk needs to be empowered with the real time information necessary to make better, faster decisions. For that to happen, service management cannot be separated from data center monitoring. Instead, you need a complete service management solution that includes a connected view of IT operations, upholds service levels and ensures that no incident goes unrecorded (see Figure 1).

Solution

IT Operations Analyzer seamlessly integrates with Clientele ITSM from Mproof to provide a complete, connected view of data center operations.

By integrating IT Operations Analyzer with Clientele ITSM, you can:

- Gain comprehensive visibility and knowledge of data center infrastructure
- Conduct incident, change and configuration monitoring as well as problem and service-level management
- Improve the level of IT service and make better decisions

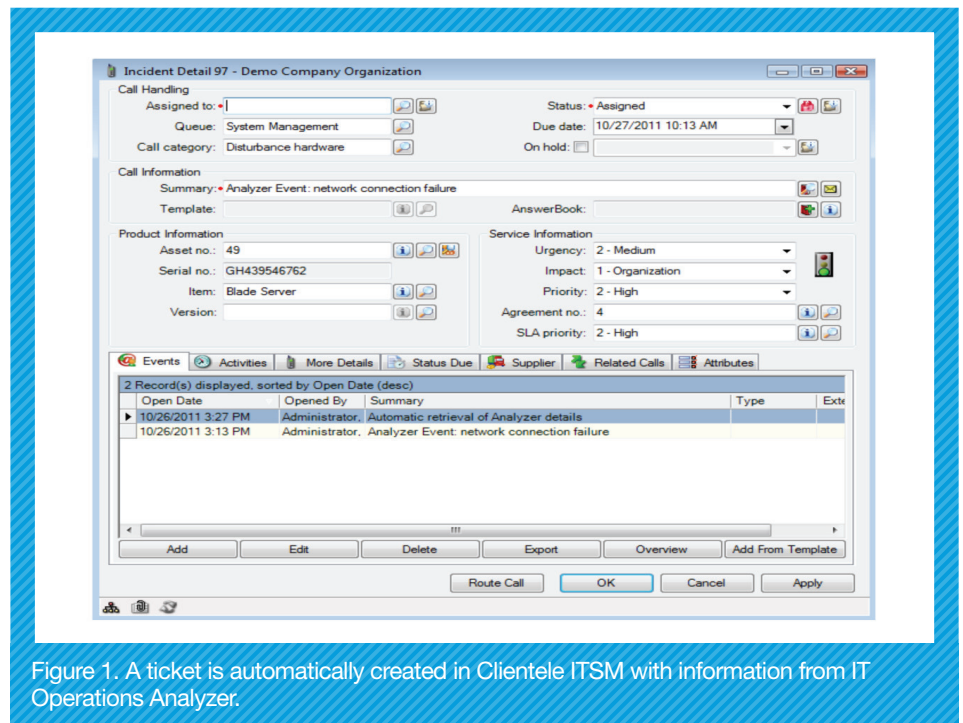


Figure 1. A ticket is automatically created in Clientele ITSM with information from IT Operations Analyzer.

Combined Performance

The many benefits of combining IT Operations Analyzer with Clientele ITSM include:

- Comprehensive visibility of IT infrastructure
- Proactive management of incidents and problems
- In-depth IT service management, monitoring, analysis and reporting
- Easy setup and installation, with seamless integration
- Root cause analysis (RCA) that reduces mean time to diagnose (MTTD) by up to 90%
- Proactive alerting, leading to improved uptime and greater customer satisfaction
- Virtual machine (VM) awareness and virtual server connectivity

Features: IT Operations Analyzer

IT Operations Analyzer is an award-winning IT systems availability and performance monitoring software solution. It enables data center staff to monitor and view the entire IT infrastructure from a single console.

Root Cause Analysis

IT Operations Analyzer's proprietary RCA engine runs automatically, constantly looking for any event that may trigger an availability or performance problem (see Figure 2). With RCA, you can:

- Reduce MTTD issues up to 90%
- Quickly determine the root cause of the problem using built-in intelligence
- Automatically perform bottleneck analysis
- Analyze a large number of event alerts in just a few minutes
- Provide probability levels as to which devices are creating the issues

Monitor, Track Configuration Changes

IT Operations Analyzer can monitor change to help avoid service degradation or downtime.

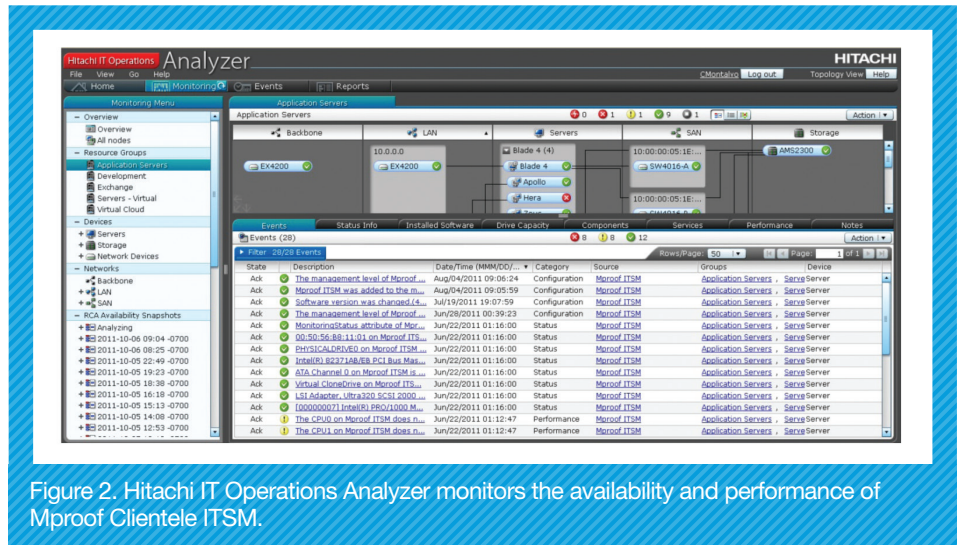


Figure 2. Hitachi IT Operations Analyzer monitors the availability and performance of Mproof Clientele ITSM.

Administrators can:

- Track configuration changes; reduce MTTD
- Clearly display changes for a specified time range in the topology view
- Gain end-to-end visibility of configuration changes, devices and applications impacted across the entire IT Infrastructure

Proactive Alerting

Proactive alerting provides visibility into potential availability and performance issues on data center devices, including servers, IP and Fibre Channel switches, storage and more, before they upset end users or create outages. It helps administrators take action to prevent performance bottlenecks.

Insight into Virtual Machines

IT Operations Analyzer provides deep insight into VMs running in data centers.

- Quickly assess VM locations to efficiently consolidate or deploy VMs
- View application, operating system, server chassis metrics and more
- View connectivity to upstream and downstream components

Features: Clientele ITSM

- Clientele ITSM is an out-of-the-box, pre-configured service management solution that supports ITIL best practices. Clientele ITSM provides expert IT services with a complete, 100% web-based solution. The solution makes it possible to manage incidents, problems, changes and client requests effectively, at the required service level, and allows for customizations without concern for future upgrades.
- Clientele ITSM collects event information from IT Operations Analyzer, raises the incident into the ITSM application and directly links the issue to the affected device. The event can also be assigned automatically to a specified group of people, depending on the type of event.

Learn More

To learn more about the integration of Hitachi IT Operations Analyzer with Clientele ITSM solutions from Mproof, please visit www.itoperations.com/partners.



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