SYMPHONY SUMMITAI

BE THE CHANGE

GAIN INTELLIGENT CONTROL OF EVENTS & ALERTS FROM NETWORK & INFRASTRUCTURE

THE SUMMITAI OPERATIONS MANAGER IS HERE TO HELP

Today's IT environment consists of multi-tiered infrastructure and applications that need to be up and running constantly to support critical business services. All these IT assets generate myriad of exceptions and information events all the time.

It is likely that your organization has deployed multiple monitoring solutions that track the performance and availability of these infrastructure components. These monitoring systems are also generating their own events for failure or performance alerts.

Taken all together, this deluge of events and alerts are likely to flood your L2 and L3 responders' queues. In this situation, knowing which event to respond to first is a challenge. Consequently, there is every possibility that a highly critical alert somehow gets overlooked. In short, you are suffering from events overload!

SummitAI Operations Management solution, tightly coupled with the industry leading SummitAI IT Service Management solution, can help you take back control of your IT infrastructure.

MONITOR

Capture events from critical IT assets within the organization

SummitAI IT Operations Manager uses the Monitor of Monitor concept. You can either utilize your own infrastructure and application monitoring solution – such as SolarWinds, SCOM, Nagios, or you can use Summit's full featured Network and Events monitoring system, capturing events directly from infrastructure elements such as databases, servers, network devices and application software. Supported protocols include SNMP Syslog and Windows events. Summit proxies will forward all events to the central correlator, that will normalize your events and alerts and store it for processing.

REDUCE NOISE

Prioritize alerts based on asset and events priority

SummitAI ITOps Events Correlator utilizes a well-developed correlation and events suppression mechanism, inline with the events and alerts stream, that reduces unnecessary noise by as much as 80-90%, thus leaving you with only those events that need your immediate attention. SummitAI utilizes Asset priority information and Service Mapping information stored in the Summit Service Management Configuration Management Database, in order to intelligently prioritize events that are business critical.

🔍 INVESTIGATE

Perform Root Cause Analysis with up-to-date and pointed AI-driven contextual information

SummitAI IT Operations Management integrates seamlessly with SummitAI Incident and Problem Management modules. CINDE, the decisioning engine in SummitAI can quickly find and relate events and alerts in service dependent infrastructure to the Incident under investigation and presents the information in a comprehensive manner to the Analyst. Armed with contextually laid out information, you can quickly pin point the root cause of these critical incidents and initiate remedial actions. In this aspect, close coordination of the IT Operations Management solution with SummitAI's Problem and Change Management modules, help in smoothly tracking these processes to closure, in an integrated, controlled, ITIL conformant manner.

🧠 INTELLIGENT REMEDIATION AND CLOSE LOOP

Invoke remediation orchestration automatically

Once the root cause is identified, you need to move quickly to remediate the situation. Here, SummitAI provides Orchestration libraries that can be armed with pre-tested and pre-canned configuration changes scripts, that can safely bring an incident to closure. SummitAI can identify the IT orchestrations that need to be invoked based on historic incident linkage, and, if configured, can invoke such remedial orchestrations automatically.

Meanwhile, IT Operations Manager, continues to monitor the alerts related to the incident. Once it determines that the alert is rectified, SummitAI automatically resolves the corresponding Incident, and also informs any downstream tools about its status.

SummitAI also brings comprehensive reporting capabilities, that help you measure important operational metrices across your organizational infrastructure and responding teams, and optimize on resourcing and risk.

IT OPERATION MONITORING SYSTEM DETAILS

SYSTEMS SUPPORTED

Server
- Windows - 100 Plus performance metrics • Non-Windows - Most non-windows servers including AIX, Solaris, HP-UX, Linux (RHEL, CentOS, Ubuntu, Fedora, open SUSE, etc.) • Health monitoring

Application & Database
- Active Directory, Exchange, IIS • ASP.NET • Apache Tomca • Citrix XenApp And XenDesktop

Database
- MS SQL Server, Oracle • PostgreSQL, MySQL, IBM DB2

Virtualization
- VMWare • Hyper-V

Storage
- Supports multi-vendor performance and capacity monitoring for Storage

Cloud
- Azure VM, App Service, App Server • AWS – EC2, EBS, RD's, S3

Monitoring system integration
- SolarWinds

NETWORK, SECURITY DEVICES, AND LINK MONITORING DETAILS

Supports SNMP v1, v2c, v3

Performance and Health
Monitors CPU, Memory for Network and Security Devices
Customized SNMP monitoring for devices by loading MIBs/OID to summit

Bandwidth
Discovers and Monitor Link and Interfaces (Bandwidth In/Out, Errors, etc.)
Topology map from the information captured from infra like CDP Interface details, Interfaces, Dot1Bridge and Net2Media

IPSLA
Monitors Round-trip time, Latency, Jitter, Packet Loss, Voice Score MOS, Voice Score ICPIF

Netflow/ sFlow

Get in touch with us to bring a change with Symphony SummitAI.