

EMC Ionix Adapter for InfoVista

Part of Ionix IT Operations Intelligence

Delivering a comprehensive, proactive, and cost-effective solution for service assurance

The Big Picture

- Deliver and manage IT services more effectively
- Align IT to the business with cross-silo, service-to-resource visibility
- Monitor, predict, isolate, and troubleshoot IT infrastructure problems
- Create an integrated fault and performance management value chain
- Ensure optimal quality of service and meet service-level requirements
- Increase operational effectiveness
- Predict, identify, and resolve service-level problems proactively—before events impact the business
- Lower cost and risk by using best-in-class fault and performance management solutions
- Manage IT end to end—across multiple tools, domains, and silos—in alignment with your business
- Achieve true interoperability across EMC Ionix and InfoVista solutions without the typical cost and risk of complex software integration

Understanding and managing the delivery of increasingly complex IT services

In today's complex IT environments, enterprises and service providers need to deliver services more efficiently and effectively. To do so, they must be able to monitor, predict, isolate, and solve problems so they can reliably and cost-effectively deliver IT services. In short, they need an integrated fault and performance management value chain that reduces operational complexity and provides superior monitoring, alerting, and reporting to stakeholders at all levels.

Working together to meet this need, EMC® Ionix™ and InfoVista offer an integrated and efficient IT service management solution that combines the intelligent, automated fault management and patented root-cause analysis capabilities of Ionix IT Operations Intelligence with the pre-emptive and service-centric performance management capabilities of InfoVista. This joint offering—which leverages the complementary strengths of each company's products—enables enterprises and service providers to proactively assure delivery of IT services efficiently and cost effectively.

EMC Ionix IT Operations Intelligence and InfoVista deliver value together

This combined discovery, fault, and performance management solution provides enterprises and service providers with powerful capabilities, including:

- Insightful, actionable, service-level reporting
- Automatic pinpointing of the root cause of problems
- End-to-end, service-level management
- Ability to adapt to dynamically changing environments
- Predictive performance and capacity alerts
- Quick and accurate discovery and modeling of the IT infrastructure's elements—as well as their relationships
- Realtime, historical, and forward-looking visibility

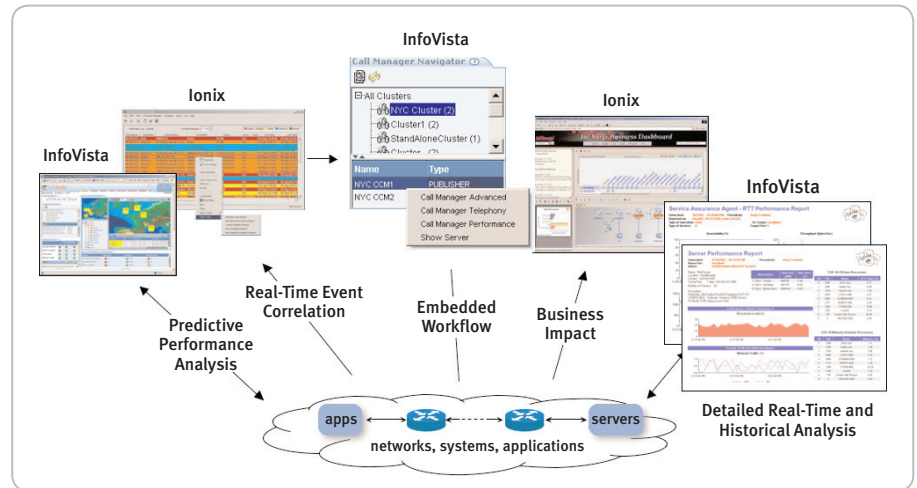
In addition, enterprises and service providers can proactively conduct capacity planning, receive early warnings of performance problems, and gain powerful insight to prevent potential violations of service-level agreements.

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This joint solution uses Ionix IT Operations Intelligence discovery and topology capabilities to govern performance-monitoring configurations within the InfoVista applications suite. As InfoVista proactively detects impending performance problems, realtime alerts are sent to and integrated with Ionix IT Operations Intelligence systems so that they can be centrally managed and rapidly addressed before users are affected.

By integrating Ionix IT Operations Intelligence and InfoVista software, a powerful new set of capabilities for comprehensive IT service management becomes available and includes:

- Exporting of topology data from the EMC Ionix Service Assurance Manager and EMC Ionix IP Availability Manager into InfoVista applications to create a synchronized and shared inventory
- Receiving and displaying InfoVista performance-related alerts within the EMC Ionix Global Console
- Accessing InfoVista performance reports from within the Global Console



The integrated fault and performance management capabilities delivered by EMC Ionix and InfoVista accelerate problem resolution.

Enhancing flexibility, scalability, and maintainability through InfoVista

The InfoVista suite of service-centric performance management solutions is built upon a highly adaptive and realtime software platform—VistaFoundation. This platform enables analysis of data at the point of collection, making all realtime and historical performance information available on demand. Interoperability with other IT management systems provides coordinated provisioning of analytics and report configurations as the environment changes.

A highly scalable and extensible platform, the VistaFoundation supports the service-centric management of today's IT services. Its unique capabilities include:

- Pre-emptive, realtime alerting that identifies service-level problems and impending performance degradations in advance of outages
- Patented, object-model technology that enables easy customization of all aspects of the VistaFoundation

InfoVista's Vistalnsight family of service-centric solutions are built on the VistaFoundation's tightly integrated suite of products, and are delivered with bundled sets of preconfigured analytics, solution-specific key performance indicators (KPIs), prepackaged reports, and embedded best-practice workflows. The solutions share common metrics and a centralized report inventory architecture that inherently collects, analyzes, and correlates information efficiently. These capabilities minimize the impact on the infrastructure while maximizing the efficiency of operations management.

Vistalnsight solutions deliver coverage across networks, servers, and IP telephony domains.

Key capabilities of InfoVista solutions include:

- Collecting data from the largest and most complex IT infrastructures
- Processing analytics and generating reports in real time
- Consolidating service and resource key quality indicators (KQIs) and KPIs
- Automating discovery, inventory, and configuration management
- Presenting actionable information on IT service performance within a dynamic portal environment

Ensuring top-level IT infrastructure management with EMC Ionix

The integrated suite of EMC Ionix solutions enables you to align IT management with your business objectives by managing the IT environment across infrastructure, applications, and business services. With Ionix software, you gain unprecedented business insight into how technology supports services and customers.

Service Assurance Manager represents the cornerstone of the Ionix IT Operations Intelligence management suite and is the industry's smartest manager of managers. It integrates and correlates topology, events, and analysis from multiple sources, and works with the Global Console or EMC Ionix Business Dashboard to provide a realtime, end-to-end perspective on your business-critical IT environment, its health, and its impact on your business. With Service Assurance Manager as the foundation, you choose the EMC Ionix and third-party products that meet your management needs and integrate these offerings into an end-to-end solution.

IP Availability Manager automates realtime root-cause analysis of Layer 2 and Layer 3 network faults, and determines the impact of these problems on the rest of the infrastructure. Instant, accurate, and totally automated diagnosis of service-affecting Authentic Problems™ lets you act based on fact to protect business-critical services. A core component of the Ionix IT Operations Intelligence suite, IP Availability Manager integrates seamlessly with other Ionix IT Operations Intelligence solutions to provide end-to-end management of your complex distributed infrastructure.

About InfoVista

InfoVista is the service-centric performance management software company that ensures the optimal delivery of business-critical IT services. Driven by a uniquely adaptive and realtime technology foundation, InfoVista solutions improve business effectiveness, reduce operating risk, lower cost of operations, increase agility, and create competitive advantage. Eighty percent of the world's largest service providers as ranked by Fortune®—as well as leading Global 2000 enterprises—rely on InfoVista to enhance the business value of their technology assets. For more information about the company, please visit www.infovista.com.

About EMC

EMC Corporation is the world's leading developer and provider of information infrastructure technology and solutions. EMC creates complete information environments that are reliable, efficient, and secure for organizations around the world, in every industry, and of every size, from startups to the Fortune Global 500. Our differentiated value comes from our sustained and substantial investment in R&D; the industry's broadest portfolio of systems, software, and services; our ability to create total integrated solutions; and our commitment to delivering the best Total Customer Experience in this or any industry. Learn more at www.EMC.com.



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