EMC SERVICE ASSURANCE SUITE

Providing visibility and insight into the software-defined data center

ENSURING DELIVERY OF BUSINESS SERVICES AND APPLICATIONS

Service providers and large enterprises continue to move to dynamic, software-defined cloud architectures to increase business agility, enhance IT efficiency, maintain choice, and control costs. However, these IT environments create new challenges for those who must ensure the availability and performance of services and applications delivered over these physical and virtual infrastructures. They need to:

- Ensure applications and IT services are delivered consistently and at the highest possible levels—because that's what the business and end users care most about.

- Fully understand and effectively manage the IT service delivery environment, so that service levels are met or exceeded, ongoing operational costs are minimized, and issues are resolved proactively and rapidly, before business impact occurs.

Factors such as the dynamic nature of the software-defined data center, the rapid pace of IT change, limited operational visibility – combined with ineffective, uncoordinated availability, performance, and configuration management – make service assurance a difficult goal for most to achieve. You need the ability to:

- Ensure applications and IT services are delivered consistently and at the highest possible levels

- Quickly identify root causes and risk conditions, and proactively resolve performance and configuration issues before the business is impacted

IT MANAGEMENT FOR SERVICE ASSURANCE

The EMC Service Assurance Suite provides the deep visibility and insight IT operations needs to ensure consistent service levels for applications and services delivered from software-defined data centers. These insights enable IT operations to visualize, analyze, and optimize availability, performance, and configurations of cross-domain physical and virtual environments, before business services are impacted.

ESSENTIALS

The EMC Service Assurance Suite is an integrated, extensible management platform that delivers value by enabling IT operations to:

- Ensure service levels

- Resolve problems faster

- Proactively address issues

- Eliminate IT service-delivery risk conditions

- Increase operational efficiency

- Decrease ongoing operational costs

"With the implementation of the EMC Service Assurance Suite, we have increased operational efficiency and accuracy, and we've also seen improvements in compliance and security—all while controlling costs. Our customer satisfaction levels have increased as well."

John Locke, Chief Technical Officer, Reliance Globalcom

> "With the holistic, integrated views provided by the EMC Service Assurance Suite, we see the status of all devices and resolve issues much more quickly."
>
> Michael Cruise, Managing Solution Director, CompuCom Systems

CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, contact your local representative or authorized reseller, visit www.emc.com, or explore and compare products in the EMC Store.

VISUALIZE

Gaining optimal value from the software-defined data center requires accurate, up-to-date, and detailed operational understanding of the IT environment. The Service Assurance Suite delivers the visibility you need to understand the complex, fast-changing relationships interconnecting physical networks, storage, and servers to virtualized servers, networks, and applications. This includes:

- Unparalleled line of sight into virtualized environments—including applications and processes, virtual networks, tenants, virtual machines (VMs), controllers—with full alignment to the physical infrastructure used
- Dynamic tracking of VM movement and virtual networks
- Understanding relationships and interdependencies—Virtual networks, overlay networks, virtual switches, vMotion® activity, VM impacts, virtualized applications, and all VMware-attached storage

ANALYZE

The Service Assurance Suite automatically discovers and models all parts of the IT service-delivery environments being monitored. This unique foundation enables it to analyze availability, performance, and configuration events, and quickly identify root causes, risk conditions, and SLA violations. It empowers you to efficiently and proactively resolve issues—before business impact occurs—by:

- Separating symptoms from the root cause of the problem, while also identifying what else is impacted
- Delivering the insights needed to take immediate action on issues with the highest business priority
- Integrating and unifying availability, performance, and configuration management, throughout the software-defined data center

OPTIMIZE

Ensuring service levels, maximizing resources, and controlling costs requires optimization of the IT environments used to deliver services and applications. The Service Assurance Suite presents the actionable information needed to make well-informed decisions about:

- Improving the quality of services delivered by measuring and reporting on SLAs
- Predicting future requirements and capital expenditures using historical performance trending and capacity reporting
- Automating reporting and configuration management processes increases IT staff productivity and efficiency, minimizes manual efforts, and virtually eliminates the possibility of human error causing a service-impacting issue

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