EMC IT OPERATIONS ANALYTICS SERVICES

Use Big Data Analytics to Proactively Resolve Problems with Complex Mission Critical Services

ESSENTIALS

- Provide effective monitoring for complex mission critical services built from multiple application components
- Detect anomalous behavior and failures in application components
- Gain the insight to proactively resolve problems before they impact critical business processes
- Use the power of data science techniques without employing data scientists
- Deploy a big data IT operations analytics solution with greater confidence and lower risk with the help of EMC service professionals

CHALLENGE

Enterprise IT organizations are finding it increasingly difficult to provide effective monitoring for complex, mission critical services. These services include multiple interdependent components and applications, which must all function effectively as a system to deliver the service. IT leaders struggle to monitor an overall service because traditional monitoring tools focus on individual components rather than composite services.

In complex applications, it is often unclear if or how a component issue will impact a service. For example, a failure in the email system may impact the accounts receivable workflow, or a failure in a web server may prevent the CRM system from being updated. Traditional monitoring tools do not have the intelligence to determine the interdependencies of system components and monitor from the standpoint of the overall service. This requires advanced telemetry and big data analytics to interpret patterns across multiple data sets and extract insights into the health of the mission critical services.

This problem is compounded because component monitoring occurs in the IT siloes. Applications are monitored by application teams, storage by storage teams, and networks by network teams. Because each group uses its own monitoring platforms, it is difficult to get a holistic, cross-enterprise view of critical services.

SOLUTION DESCRIPTION

The IT Operations Analytics solution is a big data platform that leverages Pivotal analytics to ingest and store application data while applying data science to the monitoring problem. It collects logs, events and performance information from component applications and infrastructure and uses statistical modeling to provide a single, real-time health-score for your mission critical services. This gives your IT operations team the insight they need to find and fix problems before they impact the service, and to identify why a service is not operating optimally. The solution can be deployed on the EMC Data Compute Appliance, or on the EMC Data Lake for expanded functionality and the most complex analytics.

SERVICE OVERVIEW
EMC Global Services simplifies deployment and accelerates time-to-value with services delivered in two phases:

- **Technology Onboarding.** For customers that purchase the IT Operations Analytics solution, the Technology Onboarding service, delivered by EMC Global Services, includes implementation of the solution on the EMC Data Compute Appliance or alternatively, the Federation Data Lake platform, in your environment. In both cases, this involves installation of the Data Compute Appliance and the Pivotal analytics software stack. During installation, you’ll receive on-site guidance to get your team ready to operate the solution.

- **Proof of Value.** During this phase, EMC Global Services will demonstrate how you can monitor complex mission critical services in your environment. We’ll begin by gathering data about the service, to understand the applications and infrastructure that it uses. We also leverage data from existing monitoring sources. We implement the anomaly detection capability and monitor telemetry to develop models of system behavior. Using your existing archive of monitoring data, or after acquiring several weeks of data, we build a health-scoring model for the service that considers the behavior of the individual components. We configure real-time capture of data and begin monitoring the service. Finally, we integrate with your alert management solution to deliver alerts to your operations teams and provide visualization to see the health-score and component details in real time.

**SUMMARY OF BENEFITS**

The IT Operations Analytics solution provides a means to monitor mission critical services so your operations professionals can act before your customers are impacted, improving customer satisfaction with the IT team. Your operations staff can be alerted if a health score indicates an impending failure, which can significantly reduce time to restoration or enable proactive avoidance of the failure altogether. Integration with enterprise alert management ensures that your operations teams have comprehensive awareness of the overall service, and its individual components, which enables them to act quickly and communicate status with executives and enterprise users. EMC's Technology Onboarding and Proof of Value services simplify deployment of the solution and accelerate your time to value.

**EMC GLOBAL SERVICES DELIVERS RESULTS**

EMC Global Services provides the strategic guidance and technology expertise that organizations need to address business and information infrastructure challenges and realize maximum value from their information assets and investments. We are committed to exceptional total customer experience through service excellence. Our 16,000+ professional- and support-service experts worldwide—plus a global network of alliances and partners—leverage proven methodologies, industry best practices experience, and knowledge derived from EMC's information-centric heritage to address the full spectrum of customer needs across the information lifecycle: strategize, advise, architect, implement, manage, and support.

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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—or visit us at www.EMC.com.

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