Zenoss Service Dynamics
AI-Driven Full-Stack Monitoring

DIGITAL TRANSFORMATION REQUIRES A SOFTWARE-DEFINED APPROACH

Enterprise IT has evolved from a traditional cost center into a source of continuous innovation for businesses. However, at the heart of this change is often a complex mix of legacy and modern technologies that must be managed as a single, cohesive environment. While many legacy vendors have tried to cobble together groups of disparate monitoring tools to create the illusion of coverage, none of them offer a holistic approach for managing IT services. This same challenge has also led some companies to procure disparate tools for individual technologies, creating silos with in their IT practices. However, the high cost and inefficiency of both of these approaches are no longer viable for companies seeking true digital transformation. A dynamic IT ecosystem requires a modern approach that spans the entire IT service chain — an approach that is unified, architecturally extensible, and based on real-time, end-to-end visibility and system analytics.

"Zenoss strategy emphasizes simplifying integration across multiple IT data sources and corporate analytics systems … Customers that have large volumes of disparate data sources and need a highly scalable solution should consider Zenoss."

FORRESTER®

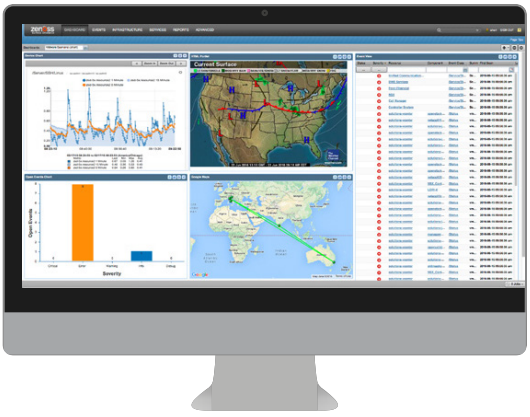
THE ZENOSS SOLUTION

Zenoss Service Dynamics (ZSD) is a software-defined IT operations platform that provides unparalleled holistic health and deep performance insights to optimize any IT environment by building the most granular and intelligent infrastructure relationship models possible. Delivered as on-premises software or as a Zenoss-hosted service (ZaaS), ZSD and ZaaS are unified, agentless platforms architected to provide service assurance for the largest IT environments in the world.

By combining a highly flexible user interface with deeply enriched technology connections, customers can enjoy:

Immediate Root-Cause Analysis

- Use real-time modeling to gain awareness of end-to-end infrastructure-related risks
- Isolate problems immediately to improve MTTR and eliminate service outage losses
- Gain total visibility of overall IT service health with intelligent dashboards and reports
- Collaborate across teams to coordinate investigation and problem-solving



Prevention of IT Disruptions

- Leverage high-cardinality data to ensure continuous reliability of ephemeral systems
- Leverage AI and machine learning for predictive analytics
- Evolve from availability and performance to capacity and optimization
- Eliminate risk associated with digital transformation

Optimized Infrastructure Performance

- View performance and anomalies across all on-premises and cloud infrastructures
- Get AIOps insights to predict service health and performance issues
- Apply consistent monitoring policies across all cloud and on-premises systems
- Deliver management as a service for DevOps teams

Intelligent Automation

- Share key data and insights with other ITOM tools to automate a rapid resolution
- Future-proof your monitoring platform to run at any scale and accelerate digital transformation
- Enable agile IT while eliminating employee fatigue by reducing alerts by 99.9975%

ZENOSS ZENPACKS

ZenPacks are extensions that help you monitor just about anything in your environment. We make it easy for you to unify, enhance and extend your monitoring without the need to replace any existing tools. ZenPacks are plug-ins that use standard APIs and protocols, including SNMP, WinRM and SSH, and allow you to collect configuration information and monitor specific elements, devices or systems without agents. Our commercial ZenPacks allow customers to collect data from all kinds of data center resources, including servers, storage, networking, hyperconverged systems, containers and public cloud resources. If we don't have a ZenPack, you can easily build your own to monitor your custom equipment and applications using the no-charge ZenPack SDK.

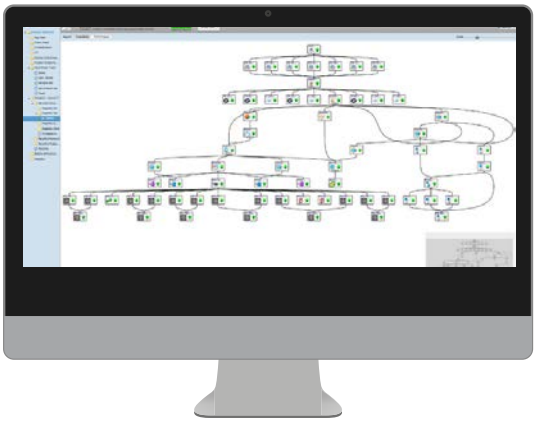
SERVICE IMPACT AND ANALYTICS

Zenoss Service Impact and Analytics provides unified service insight and takes the guesswork out of knowing when an infrastructure event, such as a drive failure, puts critical business services at risk.

With Service Impact and Analytics, you can manage your environment as a portfolio of IT services instead of as a collection of individual components or devices. Stay ahead of the curve by uncovering patterns, trends or unknown dependencies that might affect other services in the future in order to plan capacity more effectively.

AN ADVANCED PARADIGM

Zenoss elevates your focus so you can manage your IT infrastructure as a portfolio of services instead of as a collection of individual devices. Using patented service impact models, you can automatically maintain accurate service maps for all of the components that support a given service. Faster identification and deeper understanding of events helps you troubleshoot the highest-priority issues immediately. Leveraging state-of-the-art technologies, including Docker, Elastic search, and a big data Apache HBase back end, Zenoss enables high-fidelity monitoring, ultimate scalability and reduced management overhead.
In addition, analytics capabilities provide in-depth operational reporting based on a centralized, regulated data warehouse. Use the trends and patterns you discover to optimize IT resources, plan capacity more effectively, and ensure service quality scales with your business.



KEY FEATURES

Real-Time Service Model - Patented graphical next-generation service impact model helps you understand the relationships and interdependencies between your constantly changing infrastructure and the IT services you are responsible for delivering.

Root-Cause Analysis - A patent-pending confidence ranking algorithm expedites root-cause analysis of performance and availability issues for services, reducing event storms to a prioritized list of most likely events.

Operational Analytics - In-depth operational analytics reporting based on a centralized, normalized data store.

View historical performance and event management trends month over month, quarter over quarter and year over year using one of the many provided out-of-box reports or through your own custom report.

Predictive Reporting - Predictive reporting and projections for capacity planning. Use nth percentile calculations to filter out insignificant outliers, then generate projections that help you proactively manage future capacity requirements based on historical usage data.

To learn more visit our website at www.zenoss.com.

ZENOSS IS THE GLOBAL LEADER IN AI-DRIVEN FULL-STACK MONITORING