



# UNIFIED SERVICE ASSURANCE FROM ZENOSS

Improve Operational Efficiencies, Reduce Cost,  
and Ensure Service Health

*White Paper* **July 2017**

# BUSINESS CHALLENGES

Technology advancements like virtualization, converged infrastructure, containers and multiple cloud platforms are helping IT operations teams bring new services to market faster than ever before. However, while these technologies increase the speed of service delivery, they also add to the overall complexity and dynamic nature of IT environments. Using legacy monitoring solutions to maintain system availability and performance in the midst of this complexity has become difficult and costly, undermining service quality and driving up your operational expenses.

## LEGACY MONITORING: Closed, Inflexible and Fragmented

Legacy monitoring solutions – whether you use expensive “Big 4” frameworks comprised of disjointed, acquired technologies or a bevy of individual point products – cannot meet the demands of today’s complex IT infrastructures. There are simply too many tools involved. Your administrators have to jump from UI to UI, which eats away at productivity and provides a disjointed view of overall service availability and performance.

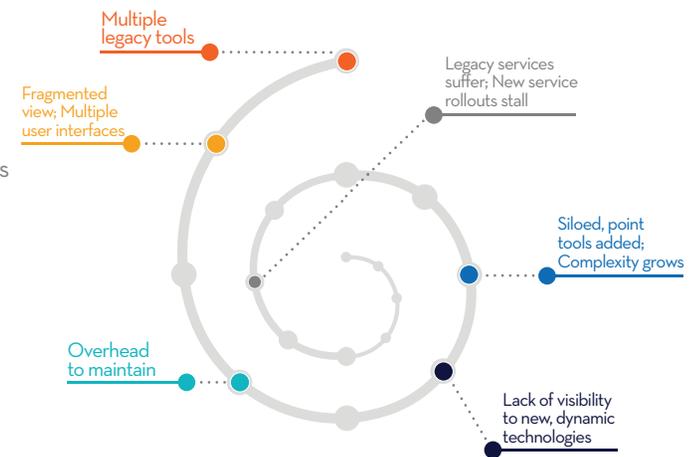
To gain better insight into infrastructure operations, organizations end up investing heavily in lengthy and expensive custom integration work – trying to pull together disparate data repositories and user interfaces from these various tools into a more centralized view. Attempts to maintain custom integrations between tools during infrastructure updates or upgrade cycles introduces significant cost burdens and often yields only a fraction of the visibility IT teams really need to accurately pinpoint the source of service degradations or outages.

To reach areas of the network that can’t be seen with patched-together legacy solutions, it becomes tempting to turn to yet another set of tools to fill in the gaps. However, this causes inefficiencies to spiral even further out of control.

With corporate revenue, productivity and reputation all tied to service quality, it is essential to have a unified view of the availability and performance of your entire IT infrastructure – whether physical, virtual or cloud-based – to efficiently maintain service reliability.

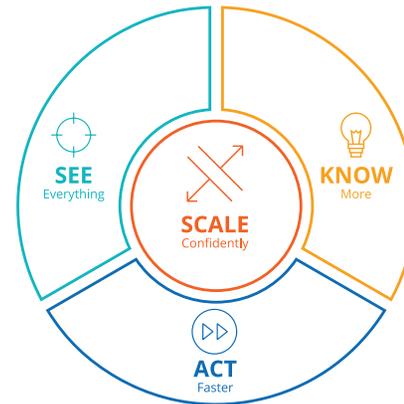
## SPIRALING INEFFICIENCY OF LEGACY MONITORING

- Prohibitive software licensing costs
- Lengthy service outages
- Lowered IT operational efficiency
- Costly impact to organizational productivity and revenue



# UNIFIED SERVICE ASSURANCE

Zenoss Service Dynamics is an enterprise-class solution designed from the ground up for today's dynamic physical, virtual, cloud and converged infrastructure environments. It utilizes a single code base, a single user interface, and agentless data collection – making it easy to deploy and operate. Unlike legacy monitoring frameworks or siloed point monitoring products, Zenoss provides unified service assurance by monitoring all of the application and infrastructure components that support service delivery from a single dashboard – helping to improve service quality and reduce operational costs.



#### UNIFIED MONITORING AND EVENT MANAGEMENT:

Unify and automate monitoring and event management across physical, virtual and cloud-based infrastructures.



#### SERVICE IMPACT AND ANALYTICS:

Know which services are impacted by issues or outages, and quickly identify the root cause. Observe trends and patterns to help increase service quality.



#### ALERTING, REMEDIATION AND INTEGRATION:

Automatically notify appropriate resources and remediate service-impacting events. Integrate with other management systems across your IT environment.



#### ENTERPRISE SCALABILITY:

Easily scale horizontally and vertically to meet the size, volume and complexity of any enterprise. Rapidly extend or customize monitoring to any resource with prebuilt or custom ZenPacks.

Today, Zenoss helps IT organizations worldwide improve operational efficiency, service reliability, and IT responsiveness by providing service assurance for their critical business applications. With Zenoss Service Dynamics in place, organizations can:

- **Eliminate firefighting and finger-pointing**
- **Consolidate monitoring tools to reduce licensing costs**
- **Identify service risks before they become outages**
- **Prioritize and automate remediation efforts**
- **Maximize resource utilization**
- **Monitor new services quickly and easily**

## SOLUTION COMPONENTS

Zenoss Service Dynamics is made up of three components: Resource Manager, Service Impact and Analytics. Together, these components provide insight into how infrastructure availability and performance relates to overall service quality. The combined capabilities of these three elements – unified monitoring and event management, service-centric visualizations, analytics, system integration, automated remediation, and enterprise scalability – make it possible to provide unified service assurance in a way that not only improves service levels but also increases productivity and cost savings.

## UNIFIED MONITORING

Resource Manager streamlines the identification and resolution of service issues by eliminating siloed views of server, network, storage and application resources. A single user interface makes it easy to perform discovery, configuration, and performance and availability monitoring across physical, virtual and cloud-based environments.

Resource Manager automatically discovers resources in your infrastructure and uses that data to build a real-time model of your entire environment. Unlike a traditional CMDB, the Zenoss model provides an inventory of systems, components and configurations, as well as their relationships and dependencies. The model is regularly updated to ensure you have a complete, accurate view of your infrastructure at all times.

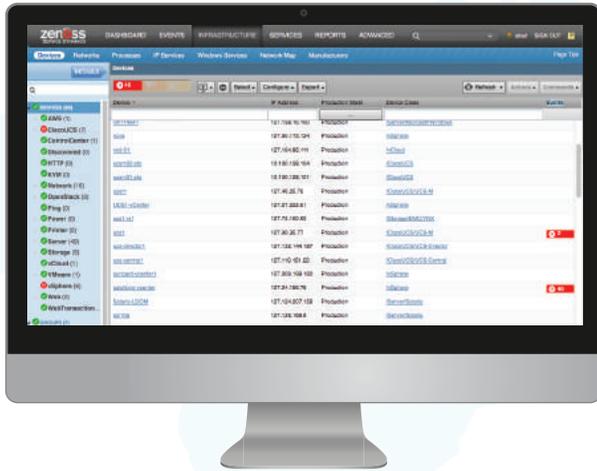
There are hundreds of ZenPacks available to help you monitor common applications, servers, network devices, databases, storage systems and cloud platforms. In addition, Zenoss makes it easy to build custom ZenPacks to monitor nearly any other type of device or application not already available and then share that ZenPack across our vast Zenoss developer community.



You can easily extend these monitoring capabilities to any resource in your service delivery infrastructure with ZenPacks. 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.

## EVENT MANAGEMENT

Resource Manager allows you to maintain a single unified view of events across your entire IT ecosystem. By maintaining an up-to-date model of resource relationships and dependencies, it can parse through thousands of events in seconds to determine which events are most likely to cause service degradation or failure.



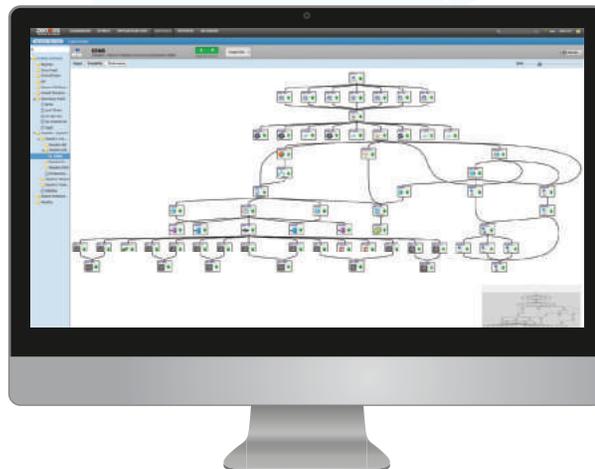
Event aggregation, deduplication and masking all occur automatically — giving you a triaged list of events that require attention. Pairing this with the patented root-cause analysis and confidence-ranking capabilities in Service Impact, you have an incredibly powerful tool for quickly and efficiently tackling the events most likely to impact overall service health.

## SERVICE IMPACT

Service Impact tells you exactly which critical business services are at risk when events occur on, or changes are made to, infrastructure and systems within your IT ecosystem — allowing you to triage and prioritize issues based on their severity or business impact and eliminate system “noise” and alert redundancy. This insight allows you to manage your IT systems and infrastructure as a portfolio of services rather than as a collection of individual applications, components and devices.

With Service Impact, you can take full advantage of software-defined infrastructure environments like Cisco converged infrastructure (Cisco UCS, Cisco Nexus and ACI, VMware, NetApp, and EMC) or public cloud environments like Amazon, Microsoft, Google and OpenStack. Service Impact service models stay synchronized with software-driven configuration changes by dynamically mapping and maintaining dependencies between services and the underlying infrastructure they rely on.

When disruptions occur, Service Impact leverages a patented confidence-ranking engine that enables fast and precise root-cause analysis. This allows you to quickly identify, isolate and address the root cause of the issue, restore service faster, and minimize end-user impact.



## ANALYTICS

Analytics uncovers trends and patterns to help you optimize IT resources, plan capacity more effectively, and ensure service quality. It provides a holistic, contextual view of your IT infrastructure by combining rich KPI, event and service model information into a single service-oriented dashboard.

An efficient, flexible reporting engine gives you current and accurate intelligence to make smarter decisions about how to optimize your IT operational environment and plan for future growth. Analytical data also helps identify over- or underutilized resources, allowing you to allocate capacity with confidence.



## ALERTING, REMEDIATION AND INTEGRATION

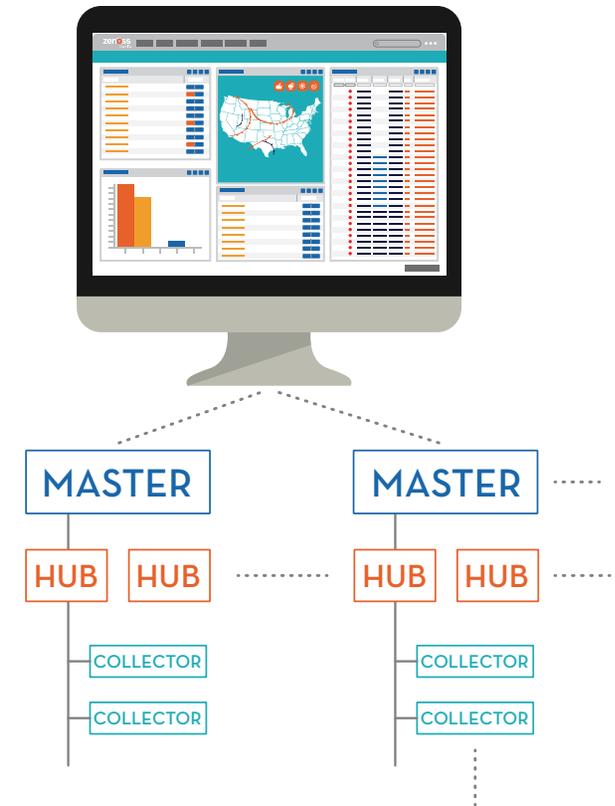
Zenoss provides standard features for alert notifications, systems integration and automated remediation such as targeted email and pager notifications. Events in Zenoss can also trigger remediation scripts that execute a command on a monitoring system, automatically run diagnostic tasks, or call on an external orchestration system to start a complex recovery workflow.

Zenoss can support integrations with numerous provisioning systems, service desk applications, CMDBs or orchestration toolsets. This helps you provide faster, more accurate IT operations processes for today's modern digital applications. Service integrations for common CMDB and incident management platforms like ServiceNow or BMC Remedy can be connected through Zenoss with infrastructure management systems like Cisco UCS Director or VMware vSphere to create true automation across your IT service processes.



## SCALABLE ARCHITECTURE

Zenoss deploys easily across geographies and multiple management domains with the ability to scale up and down to meet the demands of dynamic virtualized or cloud-based environments. Designed from the ground up to be flexible and scalable, Zenoss has been deployed in some of the largest organizations in the world. The architecture scales at every level – data collection, hub management, master server and interface – to ensure it conforms to your specific infrastructure requirements. For large, distributed organizations, Zenoss global operations management capabilities allow IT operations teams to manage events across 10 or more Zenoss instances from a single user interface.



## WHO USES ZENOSS?

Zenoss helps some of the largest enterprises, online businesses, service providers and public sector organizations in the world replace legacy solutions with unified end-to-end monitoring. Our solution is flexible enough to benefit any environment. Don't take our word for it – here's what our customers are saying:

“ We were able to eliminate the maintenance costs from 12 individual monitoring tools that we decommissioned after deploying Zenoss. ”

- Midwestern Regional Bank

“ We use Zenoss to monitor everything. What took months before now takes hours or days. ”

- VMware

“ It's all about minimizing performance degradation and downtime, and Zenoss does a great job of that. ”

- Rackspace

“ Zenoss continues to demonstrate that it is capable of delivering unparalleled levels of enterprise scalability and breadth in a single affordable, yet simple, operations management product. ”

- Telindus-ISIT



## LEARN MORE

[Read customer success stories across verticals](#)

[Learn more about the Zenoss Service Dynamics architecture](#)

[See how Zenoss helps IT operations](#)

[Request a demo of Zenoss Service Dynamics](#)

## ABOUT ZENOSS

Zenoss works with the world's largest organizations to ensure their IT services and applications are always on. As the global leader in hybrid IT monitoring and analytics software, Zenoss provides complete visibility for cloud, virtual and physical IT environments. Zenoss customers gain IT performance and risk insights into their unique IT ecosystems through real-time analytics that adapt to the ever-evolving data center and cloud, enabling them to eliminate disruptions and accelerate business. <https://www.zenoss.com>

## TALK TO US ABOUT HOW YOU CAN USE ZENOSS IN YOUR ENVIRONMENT:

Contact us!



To learn more, visit our website at [www.zenoss.com](http://www.zenoss.com)

ZENOSS IS THE GLOBAL LEADER IN HYBRID IT MONITORING AND ANALYTICS SOFTWARE

