zenoss

Service Impact and Analytics

Address IT issues before they impact your business. Uncover trends and patterns to help you increase service quality.

Business Challenge

Today's enterprise IT infrastructures are extremely complex environments — a mix of applications, servers, storage, networks, virtualization, converged infrastructure and cloud. The increase in multicloud and hybrid IT environments forces enterprises to adopt a more holistic IT infrastructure monitoring approach to gain visibility into their IT landscapes.

Given the dynamic nature of today's IT environment — where relationships between services and IT infrastructure are constantly changing — pinpointing the root cause of an issue is never easy. Service-centric IT organizations differentiate themselves by their ability to accelerate incident resolution, no matter what the organization's priorities may be, as they undertake critical transformation projects.

IT operations teams need complete visibility into the physical, virtual and cloud-based infrastructures that support critical services in modern IT environments in order to ensure service quality, optimize infrastructure and effectively plan for growth. You also need actionable business intelligence about service health and emerging trends so you can quickly identify performance and availability issues, reduce MTTR, prevent future outages, and continually improve the quality of the IT services you deliver to the business. Without a unified platform for collecting, normalizing and storing performance and availability data, you can't view your IT infrastructure and services holistically — all you can see is a mishmash of parts.

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.

By putting a service context to all of your infrastructure components, you can monitor your IT environment from a business perspective, clearly understand which devices support which services and how performance and availability degradation or failures impact IT service delivery, plan for future growth, and better meet SLAs and customer expectations.

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.

BENEFITS	DETAILS
Service-Centric View of Your IT Infrastructure	• Move beyond component-level monitoring to service-centric monitoring. Understand relationships between services and supporting IT infrastructure as relationships and dependencies change. • From a single dashboard, see the state of your IT services, regardless of whether services reside on physical, virtual, converged or cloud infrastructure. • Know when your IT services are meeting business requirements, when services are at risk, and when you need to take quick action to remediate issues and restore service quality.
Faster Incident Resolution Through Expedited Root-Cause Analysis	• Use a patent-pending confidence ranking algorithm to expedite root-cause analysis and view a list of probable causes ranked by confidence level. • Dynamically analyze the impact of a service outage or degradation on business service delivery, quickly assign priority to issues based on business needs, and reduce MTTR by quickly isolating and escalating issues to the right team for resolution.
Improved Productivity With Service Model Promotion	• Easily synchronize and reconcile service models across differing infrastructure as you push service models across different stages, from development to staging to production. • Significantly increase IT operations productivity by eliminating the need to recreate service models as a service moves from development to production.
In-Depth IT Operational Analytics	• Use the catalog of prepackaged reports to start generating reports and viewing information about the performance and availability of your infrastructure and IT services immediately. Easily customize prepackaged reports to meet specific needs. • Use on-demand, ad hoc reporting capabilities to quickly mine your data and create reports that represent your IT infrastructure and services in a meaningful, business-centric manner. • Analyze device performance and availability over time using detailed event and service impact reports to better understand the performance and availability of IT infrastructure devices and services. • Track resource utilization trends and predict future capacity utilization requirements based on historical usage data so you can comply with SLAs and effectively plan for and deploy additional capacity.