

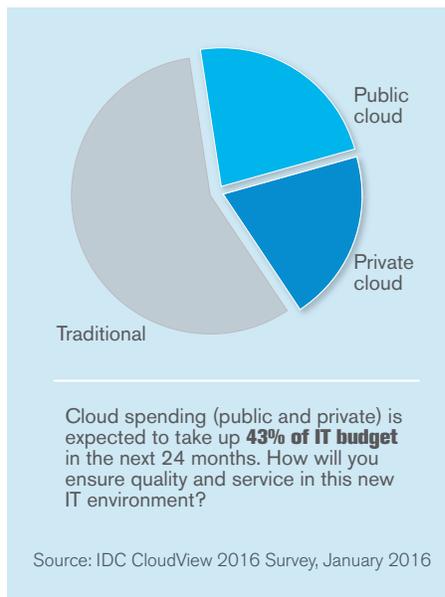
Monitoring Services From Inside Your Firewall and Out to the Cloud

Today's IT Environment Has Changed—Has Your Monitoring Solution Stepped Up to the Challenge?

Today's IT environment is vastly different than a decade ago. Not only do you have a diversified IT environment featuring Windows, Linux and UNIX operating systems running on physical or virtual machines—but you are also getting valuable services from the cloud. In fact, more and more businesses are spending IT budget to expand out to the cloud. Latest estimates show the percentage of cloud expense from traditional IT is growing significantly. Beyond cloud, IT environments are beginning to embrace converged infrastructure as well which combines traditional compute, storage and network stacks into single appliances. All of it impacts your monitoring strategy—or it should! **Given today's IT environments, how can you assure the state, health and quality of your IT services when they are being delivered through such a vast array of sources, some of which you don't even own? How can you monitor anything, from anywhere?**

The Challenge of IT Monitoring: Cloud Services, Converged Infrastructures, and Communications

Effective IT monitoring and ensuring effective IT service delivery has never been easy. However, it used to be easier in years past. In the past—IT infrastructure was usually divided into stacks delivering the compute, storage, and network functionality. And while virtualization has existed for decades—it was mainly the compute functionality that was being virtualized. Now—both network and storage is being



virtualized—which in itself, presents a challenge to many monitoring solutions. However—the wide transition of portions of IT infrastructure and application delivery to cloud-based solutions is presenting a challenge to a holistic IT monitoring and service delivery approach.



The major problem, of course—it is just difficult to monitor things you don't control. That's both the benefit and the hazard of cloud services. Sure, you don't have the associated cost of hardware when using cloud services, but it can also make monitoring your services a challenge. Many cloud services vendors offer monitoring tools—but such tools hardly ever integrate well into your existing monitoring solution.

Flash Point Paper



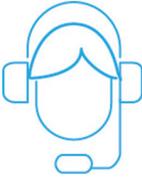
Questions to Ask Yourself About IT Monitoring:

- How easily can you troubleshoot service, system, and application problems?
- Can you confidently monitor the state of services delivered through the cloud?
- Are you aware of problems before they impact user satisfaction, particularly with UC/VoIP systems or cloud-based applications?
- Can you easily organize, visualize, and understand the impact of events generated by multiple application monitoring and systems management tools?

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Additionally, the growing trend of converged infrastructure means compute, storage and network resources are all integrated components, rather than stand-alone hardware stacks. For monitoring software, this can often present a challenge since the traditional data center model is to have each system separate.



The nature of communications is changing, particularly voice and video communications. While IT monitoring has typically not encompassed such areas—with the introduction of video and voice capabilities being delivered over IP—this increasingly falls into IT's domain. Many traditional monitoring cannot monitor the metrics needed to ensure quality of service when dealing with unified communications (UC) and Voice over IP (VoIP).

Your IT monitoring solution needs to be able to adapt to these changing conditions and deliver you clear visibility inside an increasingly complex and distributed IT environment. When approaching IT monitoring in this new environment, you should focus on taking particular steps to ensure you have a clear picture of company-wide IT service delivery. This picture should be delivered ideally through a single console in order to reduce monitoring gaps that can happen when multiple tools are used.

Steps to Take to Improve Your IT Monitoring Solution

In order to accommodate the changing nature of your IT environment, your IT monitoring strategy should take into account the following:

1. Cloud-based Applications. While many vendors of such services provide either tools or KPIs you should monitor, rarely is such data integrated into your own IT monitoring solutions. In order to have a complete picture of the state of your overall IT health—you need to be able to view the state of such common cloud-based applications like Office 365, Salesforce, Box, or Concur inside the same tools you use to monitor your infrastructure and the applications you run on it.

2. Hosted Applications in a Public/Hybrid Cloud. Without a doubt—hosted applications may give you stats about their health and performance—Cloud-providers hosting the application may also deliver such metrics (or provide a way to tie into such KPIs) about the state of the hosted application. However, integrating such information into a single, overall picture of IT's health can be challenging.

3. IaaS. Vendors of IaaS services like Amazon or vCloud Air provide critical information about the state of your cloud-based infrastructure. However, unless you have ways to pull such information into your traditional hardware/application monitoring solution—such information may remain isolated—leading to performance-impacting events. You need to monitor both the physical, virtual, and cloud-based infrastructure from a single dashboard.

4. UC/VoIP Infrastructure and Quality of Service (QoS). Knowing your network is dropping a few packets isn't the same as actually monitoring the jitter, lag, and quality of voice and video communications. Your monitoring solution should be able to monitor both traditional network traffic as well as your UC/VoIP solutions and give you user experience metrics on both.

5. Storage/SAN. Monitoring a Storage Area Network (SAN) is different than just an array of storage disks. Your monitoring solution needs to integrate both disks and network into a single picture of SAN health for effective IT monitoring.

Micro Focus® AppManager®, combined with Operations Center, can deliver robust visibility across typical IT hardware, virtual environments, databases, applications, SANs, cloud-based applications like Office 365, as well as your UC/VoIP solutions. With this powerful combination—you can get a complete picture of your IT service delivery from a single console, understand how individual IT events are affecting over all service delivery, and properly prioritize your response. In fact, the latest version of AppManager lowers your total cost of ownership, has enormous scalability, and allows you to monitor more for less—all from a single product.

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