The Road to Integrated IT Management

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Vice President, Product Management
ManageEngine
It’s people, people and people...

- Leaders
- Followers
- Detractors
Agenda

• ManageEngine Philosophy
• Challenges in Enterprise IT today
• How does IT360 solve the problems
ManageEngine Philosophy

- There is a better way to do IT Management
- Bring Efficiency, Productivity & Best practices to IT Teams

- Broad portfolio, feature-rich IT Management Products
- Easy to Implement
- Can Scale for the Future
- Affordable Priced

- 15 Years of building Network Management products
- R&D Culture: Bring Innovative Technology to products
- Culture of Openness, Flexibility & Customer Focus
ManageEngine Portfolio

Comprehensive Enterprise IT Management Suite

<table>
<thead>
<tr>
<th>Network</th>
<th>Servers &amp; Applications</th>
<th>Desktop</th>
<th>ServiceDesk</th>
<th>Windows Infrastructure</th>
<th>Event Log &amp; Compliance</th>
<th>Security</th>
<th>MSP Solutions</th>
<th>On-Demand Solution</th>
<th>Integrated IT Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Monitoring</td>
<td>Server Monitoring</td>
<td>Desktop Management</td>
<td>Helpdesk</td>
<td>Active Directory</td>
<td>Windows Event Logs</td>
<td>Vulnerability Analysis</td>
<td>Integrated MSP Platform</td>
<td>Helpdesk</td>
<td>IT360</td>
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<td>Netflow Analysis</td>
<td>Application Perf Monitoring</td>
<td>Asset Management</td>
<td>ITIL Service Desk</td>
<td>SQL Server</td>
<td>Syslog Management</td>
<td>Patch Management</td>
<td>MSP Helpdesk</td>
<td>Applications Monitoring</td>
<td>MSP Desktop Mgmt</td>
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<td>Network Config Mgmt</td>
<td>End User Experience</td>
<td>Remote Control</td>
<td>Software License Tracking</td>
<td>Exchange Server</td>
<td>Firewall Log Analyzer</td>
<td>Password Management</td>
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Used by 55,000 customers: 3 out of every 5 Fortune 500 companies
### Focus on Point Products

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Our Customers said…

We want…

- Server & Apps Monitoring
- OpManager
- Applications Manager
- ITIL Helpdesk
- ServiceDesk Plus
- Network Traffic Forensics
- Netflow Analyzer
- A-Ha!

All In One System!
Proactively monitor performance across IT

Services
- Business Service Dashboard
- IT Service Management
- SLM
- Trend Analysis

Application
- End-user Experience
- APM
- Synthetic Transactions

Infrastructure
- Network, Servers, Database, Middleware
- Fault, Performance, Capacity
  - Physical / Virtual
  - Pvt Datacenter / Public Cloud
IT360 Key Highlights

- Unified IT Management Portal
  - Unified views of IT Operations (Network, Servers, Apps, Database)
  - Integration between IT Operations and IT Service Management
  - Business Service Views

- Proactive Monitoring & Reporting
  - Real-time alerting and Flexible Reporting
  - Proactive SLA actions for service level monitoring
  - Multi-protocol, Multi-vendor support

- Secure
  - Authorization: Role based access control, Privilege based views
  - Authentication: Strong Encryption & secure key management

- Scalability & Robustness
  - Distributed Probe-Server Architecture for higher scalability
  - High availability & Redundancy for robustness & reliability

- Ease of Use and Faster Learning curve
IT360 Components – Operations Monitoring

- Integrated WAN Traffic Analysis
- Performance
- Availability / Performance/Capacity Management
- SLA Management
- Web / J2EE Transactions, SOA
- Automated Incident
- Event Mgmt
- Network Monitoring
- Systems Management (DB, Servers, Applications, Middleware)
- ITIL ServiceDesk & CMDB
- End User Experience Management
- Availability / Performance/Capacity Management
- SLA Management
- Web / J2EE Transactions, SOA
IT360 Components – IT Service Management

- Business Rules
- Self Service Portal
- User Survey
- Reports

- Incident
- Change
- Problem

- CMDB
- Contract
- Purchase

- Manage Solutions
- Easy to Use
- Improve Workflows
CHALLENGES IN ENTERPRISE IT MANAGEMENT & HOW IT360 SOLVES IT
Evolving IT Architecture

Network architecture: few decades ago

- Head Office
- Branch Office 1
- Branch Office 2
- Branch Office 3
- Branch Office 4

Network architecture: TODAY

- Branch Office 1
- Branch Office 2
- Branch Office 3
- DATA CENTER

Transforming Network Architecture
Silo-based IT Operations

Challenge: Need a “single pane of glass” for monitoring IT assets AND key business processes
Accountability & Visibility

Dependency between Networks, Server, Applications

User-reports application problem

Service Desk unable to determine who to assign

Everyone is dragged into troubleshooting

Challenge: Where is the problem? Is it the Network, the Server or the Application?
IT360 – Brings 2 worlds together

manage IT as one

IT OPERATIONS + IT SERVICE MANAGEMENT
‘Single Pane of Glass’ across IT

Greater Accountability & Visibility – **Break the Silos**

- Automatic Incident logging
- Visibility into impact on business service
- Pin-points root cause
- Right Person works on the problem
Operations Bridge

“Physical location where IT Services and IT Infrastructure are monitored and managed.”

- Using IT360 as the Operations Bridge
  - All actionable IT events and Incidents are logged as tickets in IT360 Service Desk
  - Visibility for Service Desk & NOC Teams for faster resolution

Gartner says: “The integration of availability and performance management tools with the service desk will go up by 60%. It promises increased IT operations efficiencies, resulting in
  - reduced IT downtime and
  - improvement in service quality and support to the end user.”
<table>
<thead>
<tr>
<th>Name</th>
<th>Availability</th>
<th>Health</th>
<th>Monitors Status</th>
<th>Today’s Availability</th>
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</thead>
<tbody>
<tr>
<td>IT360</td>
<td>☰</td>
<td>☰</td>
<td>0/6 in error</td>
<td>100.0%</td>
</tr>
<tr>
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<td>☰</td>
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<tr>
<td>Printer Group</td>
<td>☰</td>
<td>☰</td>
<td>0/3 in error</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Server responded in 93 milliseconds

Server System Time: Mar 5, 2010 3:17:46 PM
Are Business Priorities driving IT?

1) IT metrics (Server or Application downtime) do not convey business impacts
2) Business metrics can help drive IT prioritization

**Challenge:** Visibility into **Business Metrics**, Not Just IT Metrics
Business Service Performance

Model dependent IT Assets into Business Service Groups

Monitor Health / Availability per Business Group, instead of individual components
Visibility into Business Metrics, Not just IT metrics
Emergence of Cloud – Physical & Virtual Worlds

Private Cloud Infrastructure
- Corporate Data Centre

Public Cloud Infrastructure
- Amazon AWS
- Rackspace

Managing Applications in the Cloud?
Emergence of ‘Real-Time Technologies’

- “always on” mobile, social and collaboration technologies
- How to deliver real-time services to organizations that are operating at an ever-increasing pace
Real-Time Technologies: Good or Bad?

**Business Opportunities**
- Exciting new technology is making its way into business
- The cloud, smartphones, tablets, Twitter and Facebook are game changers
- IT can dramatically improve productivity and transform business

**Technology Challenges**
- How to incorporate new technologies into our infrastructure
- How to manage new technologies for the enterprise?
- How to make the most of new technologies for IT?
Mobile Initiatives – Mobile Apps

HelpDesk Software

Monitoring Software
The IT360 iPad interface
SLA Violated requests by Department

Generated by Administrator on: 25-08-2009 15:59
Total records: 1
Due by Time: From 24-08-2009 00:00 To 30-08-2009 23:59

<table>
<thead>
<tr>
<th>Request ID</th>
<th>Requester</th>
<th>Technician</th>
<th>Due by Time</th>
<th>Completed Time</th>
<th>Subject</th>
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</thead>
<tbody>
<tr>
<td>609</td>
<td>Mike</td>
<td>Administrator</td>
<td>24-08-2009 10:00</td>
<td>24-08-2009 10:05</td>
<td>alesac</td>
</tr>
</tbody>
</table>

Not Available = 1
Challenges in today's Complex Enterprise IT

Some Solutions – ManageEngine IT360

- Single Pane of Glass
- Integrated IT Management
- Business Service Management
- Smart Operations Bridge
- Mobile Initiatives
- Real-time Technology
Thank You !...
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