

Vendor Landscape: Systems Management

Today's complex data centers are driving more sophisticated systems management solutions.

Introduction

Systems Management can cover a wide range of functionality, from monitoring to incident management to capacity management/planning. Determine the right fit for your company's complexity and process maturity.

This Research Is Designed For:

- ✓ Enterprises seeking a solution for systems management, from centralized monitoring of servers/networks/storage to automated provisioning and capacity management.

Common scenarios include:

- Organizations seeking to improve process and efficiency through better monitoring and incident management.
- Mature organizations seeking to enforce process compliance and improve efficiency through highly automated systems management and advanced capacity planning.

This Research Will Help You:

- ✓ Evaluate solutions based on a wide range of features now available in the systems management market.
- ✓ Compare products based on functionality and price to find the right fit for your organization.
- ✓ Understand where the market is going and the major players in this space.

Executive Summary

Info-Tech evaluated 13 competitors in the systems management market, including the following notable performers:

Champions:

- **BMC Software** provides end-to-end systems management products with advanced functionality. The company is well established and focused on IT management solutions.
- **CA Technologies** has a long history in this space, supports non-commodity hardware, and continues to provide a comprehensive systems management suite.
- **IBM** provides extensive IT management solutions for complex environments through its Tivoli products. IBM is well-known for its reliability and extensive support channels.

Value Award:

- **ManageEngine** provides a comprehensive solution with monitoring, automated incident management, and automated provisioning functionality at an affordable price.

Trend Setter Award:

- **SolarWinds** enables custom components contributed by its very active community to be viewed, selected, and integrated into its dashboard from inside the SolarWinds interface.

Info-Tech Insight



- 1. The top-end of the market is growing:**
Large vendors such as Oracle and Microsoft are expanding their presence with recent new offerings, but they have a ways to go to challenge the top players.
- 2. Growth by acquisition will continue:**
Many of the vendors in this report made significant acquisitions in 2010 and 2011 to fill holes in their offerings. This trend will continue.
- 3. Smaller solutions are still in demand:**
Even large enterprises with high-end solutions often use less comprehensive products at the department level, or in conjunction with a broader solution.

Market Overview

How it got here

- Increasingly complex heterogeneous IT environments have created strong demand for solutions that can centralize and simplify systems management.
- That demand has sparked significant growth in this market. Many of the vendors in this report were either founded in the last decade or so, or they recently entered this market with new systems management product lines.
- Several vendors have also greatly expanded their product lines (assisted by vendor acquisitions) in an attempt to provide end-to-end solutions from systems monitoring to cloud management to advanced analytics.
- The net result is a growing market that is providing strong competition for the traditional “Big 4” (BMC, CA, HP, and IBM).

Where it's going

- The market is trending toward customizable and extendable solutions to meet customer-specific requirements. Expect vendors to add more open access, integration capabilities, and flexibility in their products.
- Even many of the larger vendors that are attempting to provide all-encompassing solutions have options to extend the product or integrate with other products in this space. Expect this trend to continue.
- Similarly, the market is demanding platform-agnostic solutions. Many vendors currently fall short in meeting this requirement, including two larger vendors that recently introduced new systems management products that are otherwise feature-rich. Expect these and other vendors to add support for more platforms to compete with the top players in this space.

Systems Management Vendors Included in this Vendor Landscape

- The market is still dominated by the traditional Big 4: IBM, CA, BMC, and HP, but they aren't the only vendors offering broad-based solutions. At the same time, vendors that focus on systems monitoring and incident management continue to be in demand by small and mid-sized enterprises, and even large enterprises that use a combination of products.
- For this Vendor Landscape, Info-Tech focused on those vendors that have a strong market presence and/or reputational presence among organizations seeking systems management solutions.

Included in the Vendor Landscape:

- **BMC Software.** A leader in this space with products covering service desk to cloud management.
- **CA Technologies.** CA has expanded its IT management offerings with the acquisition of Nimsoft and NetQoS.
- **HP.** HP's OpenView is now "Business Service Management" and also has a long history of leadership in this space.
- **IBM.** IBM's systems management suite (Tivoli) continues to grow and be a major player for large enterprises.
- **Kaseya.** Founded in 2000, it has over 10,000 customers worldwide, primarily in the mid-market.
- **ManageEngine.** A division of Zoho. Founded in 1996, it has a global client base of 50,000 customers.
- **Microsoft.** Its System Center suite offers monitoring and some provisioning features; typically included in EAs.
- **Nagios Enterprises.** Founded in 2007, but built on the open source Nagios software established in 1996.
- **NetIQ.** A division of Attachmate. A long history in this space, with its first product released in 1996.
- **Oracle.** Oracle Enterprise Manager offers advanced capabilities for managing the full Oracle stack.
- **SolarWinds.** Founded in 1999, it has over 100,000 customers worldwide, primarily in the mid-market.
- **uptime.** Founded in 2001. Focused primarily on the mid-market but with some large enterprise customers.
- **Zenoss.** Founded in 2005. Offers a commercial open-source solution for mid-market and large enterprises.

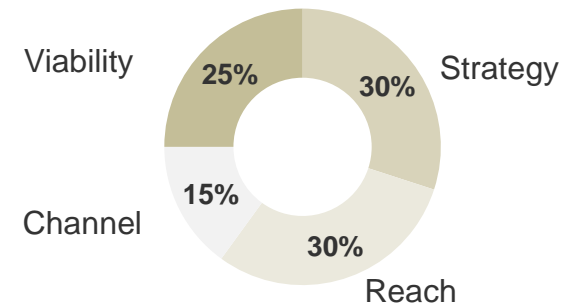
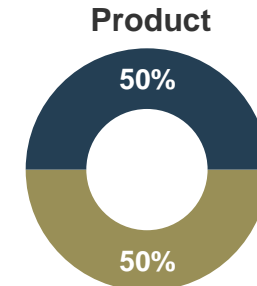
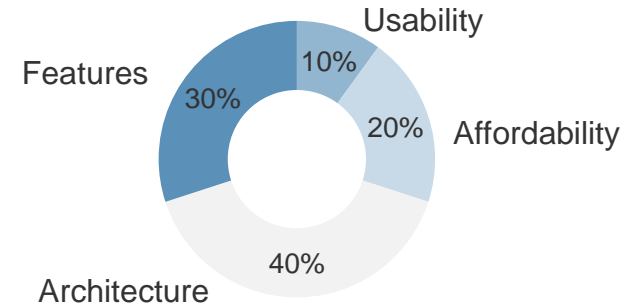
Systems Management Criteria & Weighting Factors

Product Evaluation

Features	The solution provides basic and advanced feature/functionality.
Affordability	The three year TCO of the solution is economical.
Usability	Topology diagrams, customizable dashboard, mobile-based administration.
Architecture	Multi-platform, multi-system support (servers, network, databases), and extendable.

Vendor Evaluation

Viability	Vendor is profitable, knowledgeable, and will be around for the long-term.
Strategy	Vendor is committed to the space and has a future product and portfolio roadmap.
Reach	Vendor offers global coverage and is able to sell and provide post-sales support.
Channel	Vendor channel strategy is appropriate and the channels themselves are strong.



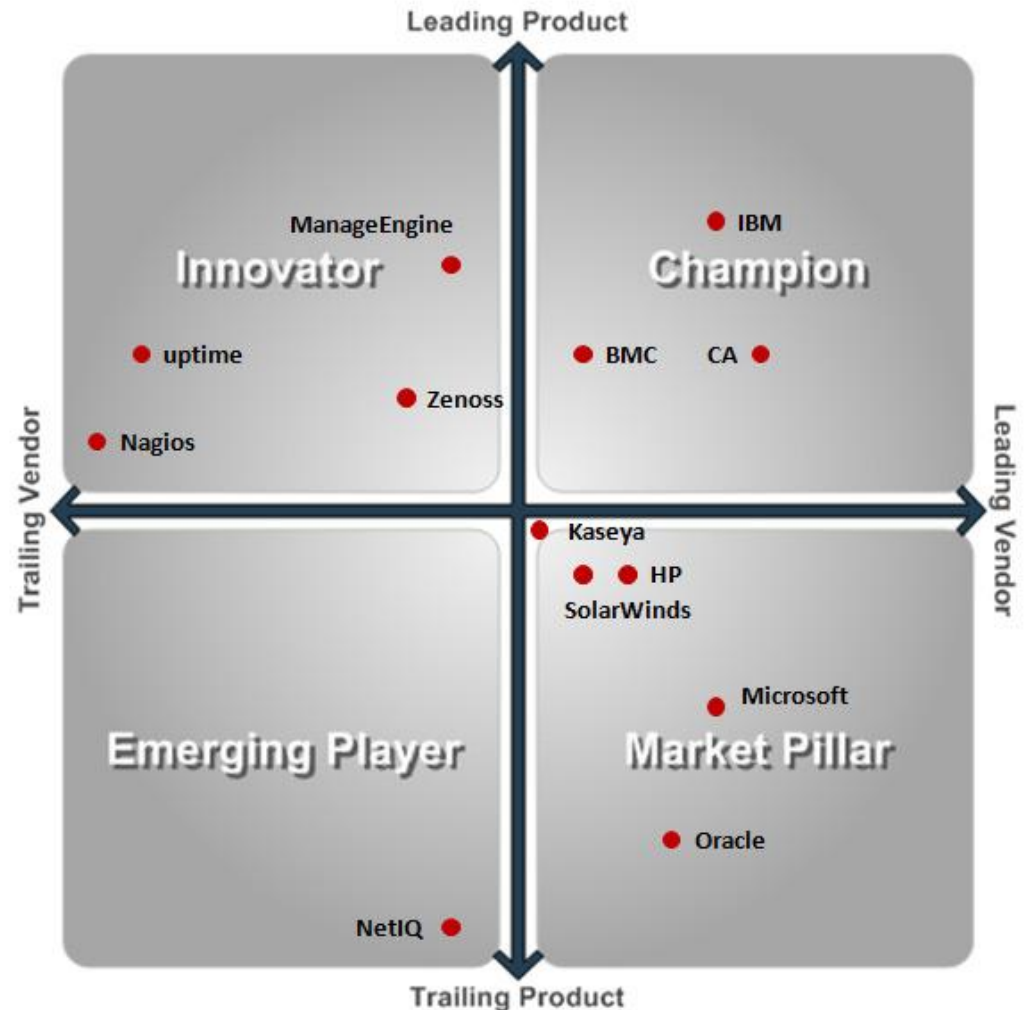
The Info-Tech Systems Management Vendor Landscape

Champions receive high scores for most evaluation criteria and offer excellent value. They have a strong market presence and are usually the trend setters for the industry.

Innovators have demonstrated innovative product strengths that act as their competitive advantage in appealing to niche segments of the market.

Market Pillars are established players with very strong vendor credentials, but with more average product scores.

Emerging Players are newer vendors who are starting to gain a foothold in the marketplace. They balance product and vendor attributes, though score lower relative to market Champions.



For an explanation of how the Info-Tech Vendor Landscape is created, please see the slide entitled "[Vendor Evaluation Methodology](#)" in the appendix.

Every vendor has its strengths & weaknesses; pick the one that works best for your organization

	Product					Vendor				
	Overall	Features	Usability	Affordability	Architecture	Overall	Viability	Strategy	Reach	Channel
BMC				*						
CA										
HP				*						
IBM										
Kaseya										
ManageEngine										

Legend = Exemplary = Good = Adequate = Inadequate = Poor

* Vendor declined to provide pricing information

For an explanation of how the Info-Tech Harvey Balls are calculated, please see the slide entitled "[Vendor Evaluation Methodology](#)" in the appendix.

Every vendor has its strengths & weaknesses; pick the one that works best for your organization (cont'd)

	Product					Vendor				
	Overall	Features	Usability	Affordability	Architecture	Overall	Viability	Strategy	Reach	Channel
Microsoft										
Nagios										
NetIQ				*						
Oracle				*						
SolarWinds										
uptime										
Zenoss										
Legend	=Exemplary		= Good		= Adequate		=Inadequate		= Poor	

* Vendor declined to provide pricing information

For an explanation of how the Info-Tech Harvey Balls are calculated, please see the slide entitled "[Vendor Evaluation Methodology](#)" in the appendix.

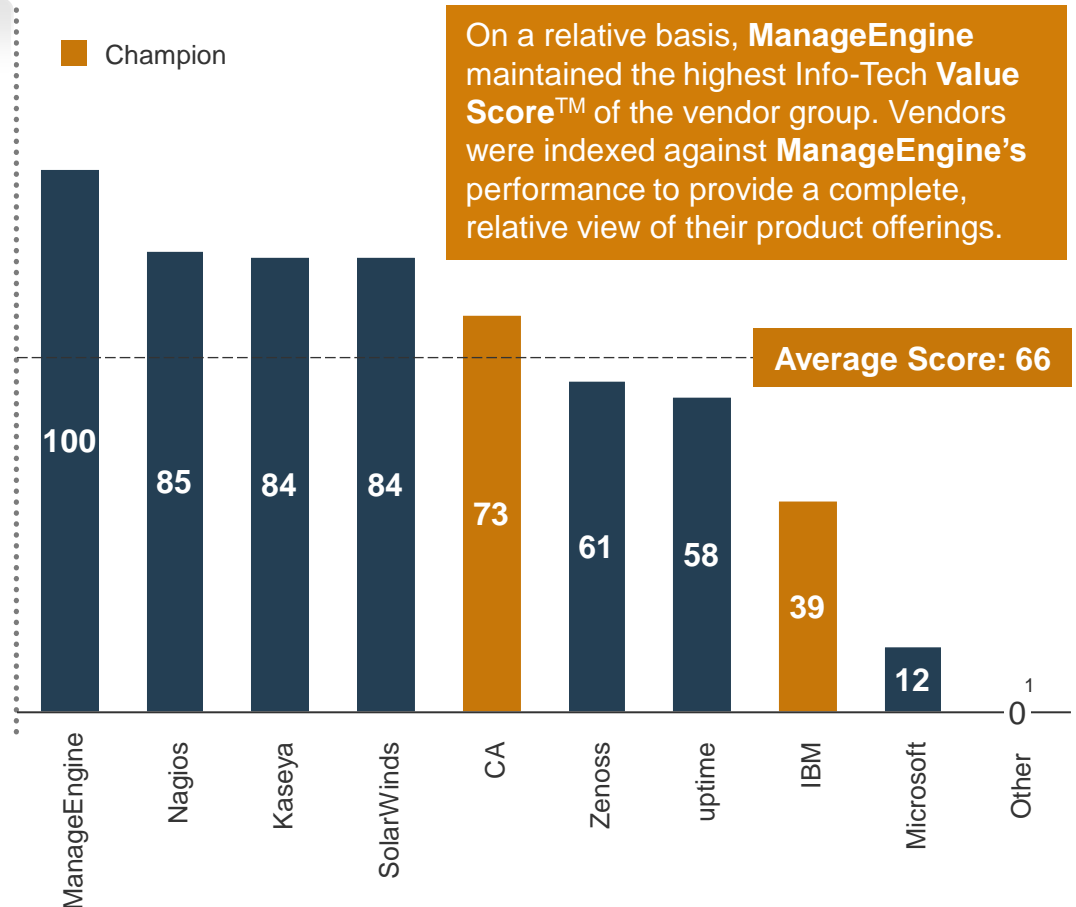
ManageEngine offers the best bang for your buck

What Is a Value Score?

The Value Score indexes each vendor's product offering and business strength **relative to its price point**. It **does not** indicate vendor ranking.

Vendors that score high offer more **bang for the buck** (e.g. features, usability, stability, etc.) than the average vendor, while the inverse is true for those that score lower.

Price-conscious enterprises may wish to give the Value Score more consideration than those who are more focused on specific vendor/product attributes.



¹ BMC, HP, NetIQ, and Oracle declined to provide pricing information.

For an explanation of how the Info-Tech Value Index is calculated, please see the slide entitled "[Value Index Ranking Methodology](#)" in the appendix.

For an explanation of how normalized pricing is determined, please see the slide entitled "[Product Pricing Scenario & Methodology](#)" in the appendix.

Table Stakes represent the minimum standard; without these a product doesn't even get reviewed

The Table Stakes

Feature	Description
Automated Discovery	Automatically detect devices on your network.
Unified Monitoring	Provide single-pane-of-glass monitoring for servers, databases, networks, and storage.
Centralized Monitoring	Monitor multiple data centers from a single location.
At least basic Incident Management	Integration with help desk systems and troubleshooting capability. (Advanced solutions add automated remediation.)
Reporting/Multiple Export Formats	Capabilities vary, but all vendors offer some form of reporting capability.

What Does This Mean?

The products assessed in this Vendor Landscape™ meet, at the very least, the requirements outlined as Table Stakes.

Many of the vendors go above and beyond the outlined Table Stakes, some even do so in multiple categories. This section aims to highlight the product's capabilities **in excess** of the criteria listed here.

Info-Tech Insight

If Table Stakes are all you need from your systems management solution, the only true differentiator for the organization is price. Otherwise, dig deeper to find the best solution for your needs.

Advanced Features are the market differentiators that make or break a product

Scoring Methodology

Info-Tech scored each vendor's features offering as a summation of their individual scores across the listed advanced features. Vendors were given one point for each feature the product inherently provided. Some categories were scored on a more granular scale with vendors receiving partial scores for meeting some of the feature requirements.

Advanced Features

Feature	What We Looked For
Monitoring Environmental Metrics	Ability to monitor at least server temperature and power usage.
Monitoring Cloud-Based Services	Measure up/down status as well as metrics such as response time.
SLA Management and Business Views	Monitor SLA compliance and provide business services views of infrastructure.
Advanced Incident Management	Automated root cause analysis and remediation/self-healing.
Automated Provisioning/Config	Server, network, database, and storage provisioning and patch management.
Automated Capacity Management	Dynamically re-provision/shift resources to meet ups and downs in demand.
Advanced Capacity Planning	Data center forecasting and scenario modeling.
Financial Management	Chargeback functionality plus asset management functionality/integration.

Each vendor offers a different feature set; concentrate on what your organization needs

Evaluated Advanced Features								
	Monitor Power & Temp	Monitor Cloud Services	SLA Mgmt/ Business View	Advanced Incident Mgmt	Automated Provision/ Config	Automated Capacity Mgmt	Advanced Capacity Planning	Financial Mgmt
BMC	●	●	●	●	●	●	●	●
CA	●	●	●	●	●	●	●	●
HP	●	●	●	●	●	●	●	●
IBM	●	●	●	●	●	●	●	●
Kaseya	●	●	●	●	●	●	●	●
ManageEngine	●	●	●	●	●	●	●	●
Legend	● = Feature fully present			● = Feature partially present / pending			● = Feature absent	

Each vendor offers a different feature set; concentrate on what your organization needs (cont'd)

Evaluated Advanced Features								
	Monitor Power & Temp	Monitor Cloud Services	SLA Mgmt/ Business View	Advanced Incident Mgmt	Automated Provision/ Config	Automated Capacity Mgmt	Advanced Capacity Planning	Financial Mgmt
Microsoft	●	●	●	●	●	●	●	●
Nagios	●	●	●	●	●	●	●	●
NetIQ	●	●	●	●	●	●	●	●
Oracle	●	●	●	●	●	●	●	●
SolarWinds	●	●	●	●	●	●	●	●
uptime	●	●	●	●	●	●	●	●
Zenoss	●	●	●	●	●	●	●	●
Legend	● = Feature fully present		● = Feature partially present / pending			● = Feature absent		

BMC's predictive analysis functionality supports strong capacity management and capacity planning capabilities

Champion

Product: Multiple Products
Employees: 6,000
Headquarters: Houston, TX
Website: bmc.com/solutions/bsm
Founded: 1980
Presence: NASDAQ: BMC
FY11 Revenue: \$2.1B



Overview

- BMC meets a wide range of requirements from monitoring to capacity planning. The key suites for systems management are ProactiveNet, BladeLogic Automation, and IT Business Management.

Strengths

- Predictive analysis enables anticipation of future risks (e.g. demand spikes), and more effective event filtering.
- Extensive data center modeling capabilities.
- Broad platform support for monitoring and provisioning.
- Integration with BMC's mainframe monitoring solutions.

Challenges

- Complex solution involving multiple suites means longer installation & configuration time and more complex licensing.

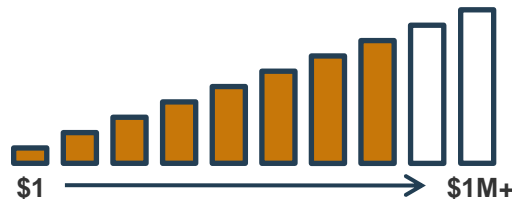
Info-Tech Recommends:

BMC's advanced capacity management and planning features make it a good fit for large enterprises with highly complex environments.

CA Technologies offers comprehensive IT management solutions for large enterprises

Champion

Product: Multiple Products
Employees: 13,200
Headquarters: Islandia, NY
Website: ca.com/service-assurance
Founded: 1976
Presence: NASDAQ: CA
FY10 Revenue: \$4.4B



3 Year TCO between \$250,000 and \$500,000

Overview

- CA Technologies provides extensive IT management solutions. The key suites for systems management are Service Assurance, Service Automation, Service Manager.

Strengths

- Dynamically re-provisions physical and virtual server resources to meet fluctuating demand.
- Supports a wide range of web, OS, and database platforms for both monitoring and automated provisioning.
- Monitors power usage and server temperature in addition to traditional performance metrics.

Challenges

- While CA enables organizations to view past trends over time, it does not yet offer automated forecasting or data center modeling functionality.
- Complex solution involving multiple suites means longer installation & configuration time and more complex licensing.

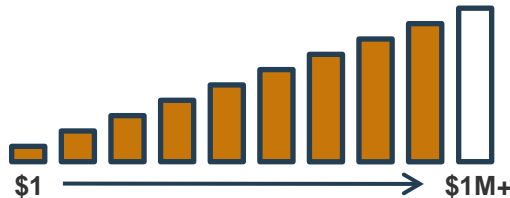
Info-Tech Recommends:

CA provides a wide range of functionality but falls short compared to other top players when it comes to capacity planning functionality such as data center modeling.

IBM's Tivoli provides advanced functionality for complex large enterprise environments

Champion

Product: Tivoli (Multiple Products)
Employees: 426,751
Headquarters: Armonk, NY
Website: ibm.com/software/tivoli
Founded: 1911
Presence: NASDAQ: IBM
FY10 Revenue: \$99.9B



Overview

- IBM's Tivoli offerings continue to improve and grow through both vendor acquisitions (e.g. Intelliden & BigFix in 2010, and Q1 Labs in 2011) and product development.

Strengths

- Dynamic thresholds that can vary by the hour account for expected fluctuations in resource demands.
- System z mainframe and Power Systems monitoring capability complements broad non-IBM platform support.
- High scalability – can manage 250,000 endpoint devices per server, and can scale to over 500,000 devices.

Challenges

- Complex solution involving multiple suites means longer installation & configuration time and more complex licensing.

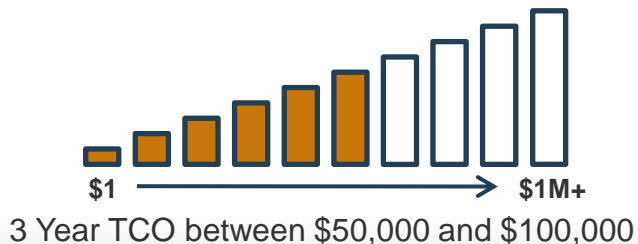
Info-Tech Recommends:

Tivoli is a higher cost, complex offering that is appropriate for large enterprises that require a wide range of advanced functionality and a highly scalable solution.

ManageEngine features customizable monitoring, automated incident management, and server provisioning

Innovator

Product: Multiple Products
Employees: 1,500
Headquarters: Pleasanton, CA
Website: manageengine.com/it360
Founded: 1996
Presence: Privately Held



Overview

- ManageEngine is the IT management software division of Zoho, and has over 50,000 customers. The key products for systems management are IT360, OpManager, Applications Manager & Desktop Central (for server/desktop provisioning).

Strengths

- Creates custom dashboard components (e.g. monitor mainframes via custom monitoring).
- Automated root cause analysis and remediation/self-healing.
- Monitors and provisions a wide-range of app/web server platforms (e.g. Weblogic, Apache) and operating systems (including AIX, HP-Unix, Solaris).

Challenges

- Capacity management and planning functionality lacks advanced features such as forecasting, data center modeling, and automated data center optimization.
- Multiple products required, although installation and configuration time is not extensive (e.g. a few hours to 2 days for Applications Manager).

Info-Tech Recommends:

ManageEngine provides extensive monitoring and management capabilities, and is a solid option for organizations that require support for less-common platforms (e.g. AIX, HP-Unix, Solaris).

Nagios Enterprises offers a highly customizable monitoring solution built on the open source Nagios software

Innovator

Product: Nagios XI
Employees: 12
Headquarters: Minneapolis/Saint Paul, MN
Website: nagios.com
Founded: 2007
Presence: Privately Held

Nagios®



Overview

- Nagios Enterprises is customer driven, and supported by an active open source community (over 1,000,000+ users).

Strengths

- Customizable dashboards (drag & drop; add components).
- An extensive supply of add-ons available via the Nagios community.
- Automated root cause analysis and remediation/self-healing.
- Highly scalable at low cost (e.g. combine 1 licensed Nagios XI server with several Nagios open source servers to scale up).

Challenges

- Nagios does not provide automated provisioning or capacity management functionality.

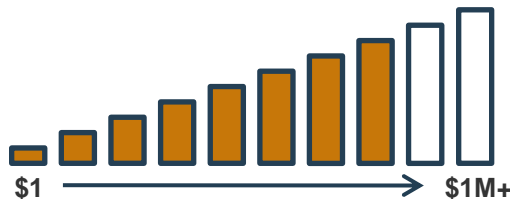
Info-Tech Recommends:

Nagios XI is an inexpensive highly-scalable solution ideal for organizations comfortable with open source and which do not require integrated auto-provisioning/capacity management functionality.

uptime provides an excellent systems monitoring solution that also includes VMware capacity management features

Innovator

Product: up.time
Employees: 50
Headquarters: Toronto, ON, CAN
Website: uptimesoftware.com
Founded: 2001
Presence: Privately Held



3 Year TCO between \$250,000 and \$500,000

Overview

- uptime is a privately held company that offers systems monitoring solutions primarily geared to the mid-market, but the product (up.time) is often used by large enterprises in conjunction with other solutions.

Strengths

- VMware integration provides automated capacity management and sprawl control for virtual servers.
- Automated root cause analysis and remediation/self-healing.
- Easy to maintain (does not typically require dedicated full-time staff to maintain up.time).
- Single-product solution.

Challenges

- Automated capacity management is limited to VMware servers.

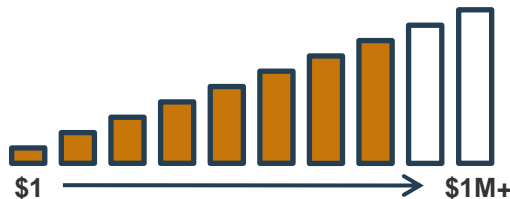
Info-Tech Recommends:

uptime is a good fit for organizations that are looking for an easy-to-use strong systems monitoring solution and capacity management for VMware servers.

Zenoss provides a customizable monitoring and incident management Commercial Open Source solution

Innovator

Product: Service Dynamics
Employees: 70
Headquarters: Annapolis, MD
Website: zenoss.com
Founded: 2005
Presence: Privately Held



3 Year TCO between \$250,000 and \$500,000

Overview

- Zenoss was founded in 2005 but has over 35,000 users and 350+ commercial customers. Zenoss provides a commercial open source solution, giving companies the flexibility to extend the product as needed.

Strengths

- Automated root cause analysis and remediation/self-healing.
- Broad platform support for servers (including IBM Power Systems) and databases.
- Advanced data analytics capabilities.
- Commercial Open Source platform gives customers the option of customizing the product to meet specific requirements.

Challenges

- Does not include automated provisioning or capacity management functionality.
- Does not yet provide mobile administration, although this is planned for 2012.

Info-Tech Recommends:

Zenoss is a good fit for organizations that are running a wide range of platforms but don't require automated provisioning or capacity management capabilities.

HP provides solutions for monitoring, automation, and asset management

Market Pillar

Product: Multiple Products
Employees: 324,000
Headquarters: Palo Alto, CA
Website: hp.com
Founded: 1939
Presence: NASDAQ: HPQ
FY11 Revenue: \$127.2B



Overview

- HP has a long history in this space with its OpenView product, now called Business Service Management. The other key suites for systems management are Data Center Automation and Asset Manager.

Strengths

- Run-time Service Model provides real-time, updated view of your infrastructure.
- Advanced capacity planning features include predictive analysis and data center modeling capabilities.
- Automated root cause analysis and remediation/self-healing.
- Open access includes support for Nagios.

Challenges

- Automated capacity management is limited to virtualized environment.
- Dashboards are not easily customizable.
- Complex solution involving multiple suites means longer installation & configuration time and more complex licensing.

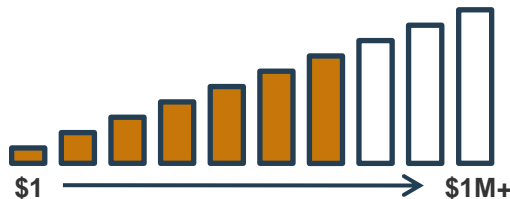
Info-Tech Recommends:

HP has made significant strides in automated remediation and predictive analysis/capacity planning. Ease of dashboard customization could be improved.

Kaseya provides monitoring and management for common platforms (Windows, Linux, Oracle, SQL Server)

Market Pillar

Product: Kaseya
Employees: 400
Headquarters: Lausanne, CH
Website: kaseya.com
Founded: 2000
Presence: Privately Held



3 Year TCO between \$100,000 and \$250,000

Overview

- Kaseya is a privately held global IT management company with offices in over 20 countries. The Kaseya product is available as a SaaS offering, on-premise, or via MSPs.

Strengths

- Out-of-the-box compliance reporting (e.g. for ITIL and SOX) in addition to internal SLA management capabilities.
- Automated root cause analysis and remediation/self-healing.
- Automated provisioning for Windows and Linux servers.
- Single-product solution.

Challenges

- Automation capabilities are limited to Windows and Linux platforms.
- Automated capacity management (e.g. dynamic re-provisioning/data center optimization) and virtualization management are not yet part of this offering.

Info-Tech Recommends:

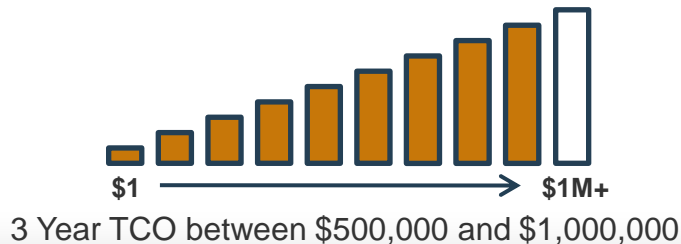
Kaseya is a good fit for organizations looking for core systems management capability to work alongside existing virtualization management solutions.

Microsoft's System Center provides extensive monitoring but limited capacity management & auto-provisioning capabilities

Market Pillar

Product: Multiple Products
Employees: 92,000
Headquarters: Redmond, WA
Website: microsoft.com ([Product Link](#))
Founded: 1975
Presence: NASDAQ: MSFT
FY11 Revenue: \$69.9B

Microsoft[®]



Overview

- Microsoft's System Center provides a wide range of products for IT management. The key products for systems management are Operations Manager, Configurations Manager, and Virtual Machine Manager.

Strengths

- Monitors a wide-range of server and database platforms.
- Extensive SLA management features.
- Automated capacity management for VMware and Hyper-V environments.

Challenges

- Automated capacity management is limited to VMware and Hyper-V virtual servers.
- Automated provisioning does not include support for databases and web server platforms.
- Lacks automated root cause analysis and remediation.

Info-Tech Recommends:

Microsoft's System Center needs better incident management and broader capacity management and provision capabilities to compete with the top players in this space.

Oracle Enterprise Manager is geared primarily to managing Oracle environments

Market Pillar

Product: Enterprise Manager
Employees: 108,000
Headquarters: Redwood Shores, CA
Website: oracle.com/enterprise-manager
Founded: 1977
Presence: NASDAQ: ORCL
FY11 Revenue: \$36B

ORACLE



Overview

- Oracle's Enterprise Manager provides advanced capabilities for managing complex Oracle environments, with more basic monitoring capabilities for non-Oracle platforms.

Strengths

- Dashboards are highly customizable, with drag and drop regions where you can add predefined or customized content.
- Strong support for Oracle products include automated provisioning and capacity management.
- A chargeback calculator and asset management functionality support IT financial management.

Challenges

- Automated provisioning capabilities are limited to Oracle products. To compete with other large enterprise vendors in this space, Oracle will need to expand its support for non-Oracle platforms.

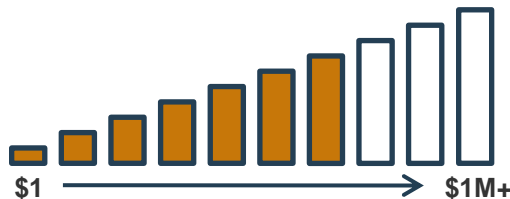
Info-Tech Recommends:

Oracle Enterprise Manager is a highly advanced solution for monitoring and managing the full Oracle stack, but provides limited management capabilities for non-Oracle platforms.

SolarWinds provides monitoring, virtualization management, and network management solutions

Market Pillar

Product: Multiple Products
Employees: 400+
Headquarters: Austin, TX
Website: solarwinds.com
Founded: 1999
Presence: NASDAQ: SWI
FY10 Revenue: \$0.15B



3 Year TCO between \$100,000 and \$250,000

Overview

- SolarWinds has an active community and a large customer base (over 100,000). The key products for systems management are Server & Application Monitor, Virtualization Manager, Storage Manager, Network Configuration Manager.

Strengths

- Custom components from an active community are integrated into the product (e.g. view and select community contributed templates from within the product interface).
- Virtualization Manager adds advanced capacity management/planning functionality for VMware environments.
- Extensive network management capability.

Challenges

- Capacity management and planning are not available for the overall infrastructure, and server monitoring is limited to Windows and Linux platforms.

Info-Tech Recommends:

SolarWinds is a good fit for the typical core requirements of mid-market enterprises such as virtualization management, Windows/Linux server monitoring, and network management.

NetIQ provides a strong monitoring and incident management solution

Emerging Player

Product: Multiple Products
Employees: 1,000
Headquarters: Houston, TX
Website: netiq.com/products/am
Founded: 1995
Presence: Privately Held



Overview

- NetIQ is a division of Attachmate. The 2011 Novell acquisition by Attachmate has expanded NetIQ's coverage. The key products for systems management are AppManager, Operations Center, and PlateSpin Recon.

Strengths

- Provides a business-focused perspective (e.g. groups components by the overriding business system).
- Publishes customized reports to service owners via SharePoint to provide real-time status updates of the IT health of specific services.
- Automated root-cause analysis.

Challenges

- Lacks auto-provisioning capabilities as well as more advanced capacity planning/management features (e.g. forecasting, data center modeling, and automated capacity management).
- Complex solution involving multiple suites means longer installation & configuration time and more complex licensing.

Info-Tech Recommends:

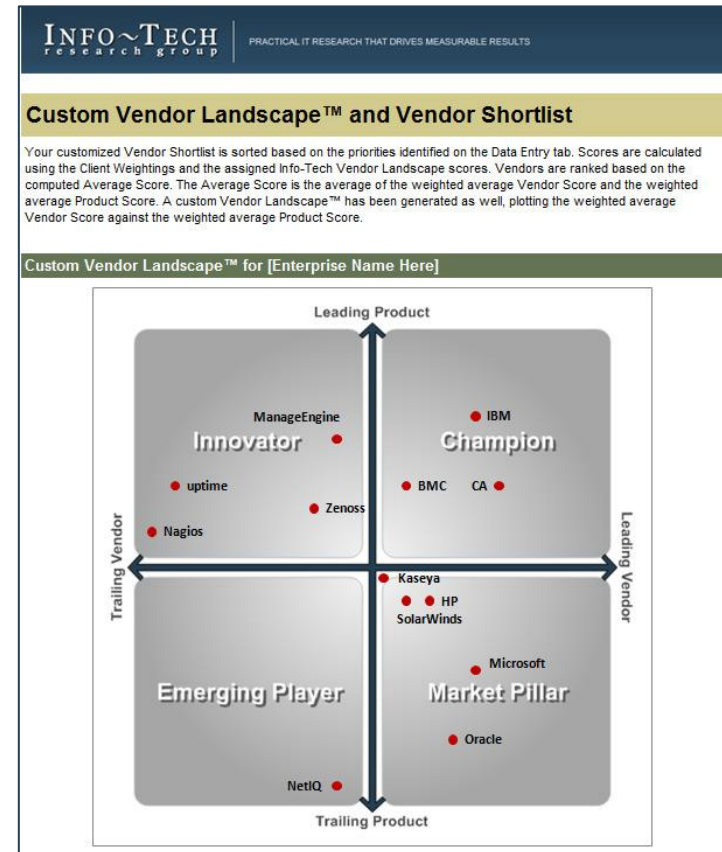
NetIQ meets core monitoring requirements (e.g. platform agnostic, except for mid-range and mainframe computers), but it lacks auto-provisioning capabilities.

Identify leading candidates with the *Systems Management Vendor Shortlist Tool*

The Info-Tech [Systems Management Vendor Shortlist Tool](#) is designed to generate a customized shortlist of vendors based on *your* key priorities.

This tool offers the ability to modify:

- Top-level weighting of product vs. vendor criteria
- Individual product criteria weightings:
 - ✓ Features
 - ✓ Usability
 - ✓ Affordability
 - ✓ Architecture
- Individual vendor criteria weightings:
 - ✓ Viability
 - ✓ Strategy
 - ✓ Reach
 - ✓ Channel



Mature process-oriented organizations with complex environments require comprehensive solutions

Organizations seeking to enforce process compliance and improve efficiency require automated provisioning and capacity management.

1 Comprehensive systems management and broad platform support

Exemplary Performers



2 Advanced monitoring, incident management, and broad platform support

Viable Performers



3 Feature/price balance

Adequate Performers



Note: Vendors that provide monitoring but not automated provisioning and automated capacity management were excluded as they did not meet the criteria for this scenario.

Organizations seeking to improve process and efficiency should start with monitoring and incident management

All-encompassing solutions are overkill for companies without mature processes. Monitoring is the first step to improved process and efficiency.

1 Comprehensive systems management and broad platform support

2 Advanced monitoring, incident management, and broad platform support

3 Feature/price balance

Exemplary Performers



Viable Performers



Adequate Performers



Organizations that require comprehensive solutions but at a more affordable price have a growing list of options

Several products provide the majority of monitoring, incident management, and automated provisioning features available in higher-end solutions.

1 Comprehensive systems management and broad platform support

Exemplary Performers



2 Advanced monitoring, incident management, and broad platform support

Viable Performers



3 Feature/price balance

Adequate Performers



Note: BMC, HP, NetIQ, and Oracle declined to provide pricing information and therefore were excluded from this scenario.

Appendix

1. Vendor Evaluation Methodology
2. Value Index Ranking Methodology
3. Product Pricing Scenario & Methodology

Vendor Evaluation Methodology

Info-Tech Research Group's Vendor Landscape market evaluations are part of a larger program of vendor evaluations which includes Solution Sets that provide both Vendor Landscapes and broader Selection Advice.

From the domain experience of our analysts as well as through consultation with our clients, a vendor/product shortlist is established. Product briefings are requested from each of these vendors, asking for information on the company, products, technology, customers, partners, sales models, and pricing.

Our analysts then score each vendor and product across a variety of categories, on a scale of 0-10 points. The raw scores for each vendor are then normalized to the other vendors' scores to provide a sufficient degree of separation for a meaningful comparison. These scores are then weighted according to weighting factors that our analysts believe represent the weight that an average client should apply to each criteria. The weighted scores are then averaged for each of two high level categories: vendor score and product score. A plot of these two resulting scores is generated to place vendors in one of four categories: Champion, Innovator, Market Pillar, and Emerging Player.

For a more granular category by category comparison, analysts convert the individual scores (absolute, non-normalized) for each vendor/product in each evaluated category to a scale of zero to four whereby exceptional performance receives a score of four and poor performance receives a score of zero. These scores are represented with "Harvey Balls," ranging from an open circle for a score of zero to a filled in circle for a score of four. Harvey Ball scores are indicative of absolute performance by category but are not an exact correlation to overall performance.

Individual scorecards are then sent to the vendors for factual review, and to ensure no information is under embargo. We will make corrections where factual errors exist (e.g. pricing, features, technical specifications). We will consider suggestions concerning benefits, functional quality, value, etc.; however, these suggestions must be validated by feedback from our customers. We do not accept changes that are not corroborated by actual client experience or wording changes that are purely part of a vendor's market messaging or positioning. Any resulting changes to final scores are then made as needed, before publishing the results to Info-Tech clients.

Vendor Landscapes are refreshed every 12 to 24 months, depending upon the dynamics of each individual market.

Value Index Ranking Methodology

Info-Tech Research Group's Value Index is part of a larger program of vendor evaluations which includes Solution Sets that provide both Vendor Landscapes and broader Selection Advice.

The Value Index is an indexed ranking of value per dollar as determined by the raw scores given to each vendor by analysts. To perform the calculation, Affordability is removed from the Product score and the entire Product category is reweighted to represent the same proportions. The Product and Vendor scores are then summed, and multiplied by the Affordability raw score to come up with Value Score. Vendors are then indexed to the highest performing vendor by dividing their score into that of the highest scorer, resulting in an indexed ranking with a top score of 100 assigned to the leading vendor.

The Value Index calculation is then repeated on the raw score of each category against Affordability, creating a series of indexes for Features, Usability, Viability, Strategy, and Support, with each being indexed against the highest score in that category. The results for each vendor are displayed in tandem with the average score in each category to provide an idea of over and under performance.

The Value Index, where applicable, is refreshed every 12 to 24 months, depending upon the dynamics of each individual market.

Product Pricing Scenario & Methodology

Info-Tech Research Group provided each vendor with a common pricing scenario to enable normalized scoring of Affordability, calculation of Value Index rankings, and identification of the appropriate solution pricing tier as displayed on each vendor scorecard.

Vendors were asked to provide *list* costs for systems management solutions to address the needs of a reference organization described in the pricing scenario. For non-appliance solutions (*i.e.* software-only and virtual appliance architectures), physical or virtual hardware requirements were requested in support of comparing as-installed costs.

Additional consulting, deployment, and training services were explicitly out of scope of the pricing request, as was the cost of *enhanced* support options, though vendors were encouraged to highlight any such items included with the base product acquisition. The annual software/hardware maintenance rate was also requested, along with clarity on whether or not the first year of maintenance was included in the quoted appliance/software costs, allowing a three-year total acquisition cost to be calculated for each vendor's solution. This three-year total acquisition cost is the basis of the solution pricing tier indicated for each vendor.

Finally, the vendors' three-year total acquisition costs were normalized to produce the Affordability raw scores and calculate Value Index ratings for each solution.

Key elements of the common pricing scenario provided to systems management vendors included:

- A three-site organization with the following number of servers, databases, and storage systems:
 - 1,000 physical servers plus VMs
 - 3 SANs (1 per location)
 - 1 Oracle instance, 10 SQL Server instances
- The following features were listed as requirements (not all vendors could provide all of the following functionality):
 - Unified Monitoring – for servers (including VMs), network, databases, storage
 - Automated Provisioning/Configuration - for servers (including VMs), network, databases, storage
 - Incident Management – including automated remediation
 - Capacity Management – including dynamic re-provisioning to meet fluctuations in demand
 - Capacity Planning – including data center modeling/"what if" scenarios