

BMC ProactiveNet Analytics

Solve a new class of problems in end-to-end performance monitoring

KEY BENEFITS

- > Obtain early warning of service degradation through real-time performance analytics
- > Generate intelligent events
 - o Reduce volume of events to a manageable few
 - o Automate the gap between problem detection and resolution processes
- > Reduce operational costs associated with threshold and correlation rule management
- > Realize value in days
 - o Benefit from a solution that gets “smart” within two to four weeks
 - o Adapt to change in performance behaviors automatically

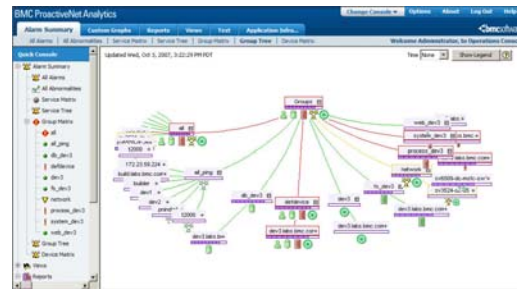
BMC ProactiveNet Analytics detects performance abnormalities in IT environments, providing an early warning of impending performance problems and reducing the time from problem detection to problem resolution. BMC ProactiveNet Analytics delivers quantifiable value by enabling your IT operations to quickly identify and resolve developing performance issues before impacting your business-critical applications, service level objectives (SLOs), or end users.

INTELLIGENT EVENTS: THE KEY TO BECOMING PROACTIVE

As you turn to Business Service Management (BSM) as the most effective approach for managing IT from the perspective of the business, you must continue to find innovative ways to automatically adapt to the environment you are managing. As a result of needing to be in synch with the business you support, you and your IT operations groups are forced to address a new class of problems that are common to today’s complex, multi-tiered environments. These problems include:

- > Lack of enterprisewide visibility into how business processes are impacted by performance of the underlying IT infrastructure
- > Insufficient warning when IT infrastructure performance trends may result in an adverse effect on business service delivery and end users
- > Brown-outs that occur when the service is still up and available, but inexplicably becomes slow or degrades gradually
- > Intermittent problems, which are hard to diagnose and often correct themselves by the time they are noticed, yet still continue to impact service, users, and service level compliance
- > Console clutter that often develops when a service begins to degrade, preventing efficient and timely problem identification and resolution

Traditional monitoring tools do not have automated self-learning capabilities designed into their architecture, and therefore, require continuous manual customization to deliver the most basic BSM analysis and diagnostic capabilities. BMC ProactiveNet Analytics, on the other hand, provides the ability to automatically adapt and learn, and as a result, helps you to solve this new class of problems more quickly.



BMC ProactiveNet Analytics “operations tree” represents an end-to-end status of IT operations.

ACHIEVE RAPID TIME TO VALUE THROUGH INTELLIGENT EVENTS

BMC ProactiveNet Analytics delivers key capabilities that increase the quality and effectiveness of BSM service delivery. The more you know about your IT performance, the better you can harness and direct that performance to meet your business objectives. BMC ProactiveNet Analytics is built to ensure rapid time to value and cost effectiveness.

Identify probable root cause through end-to-end correlation

Unlike other solutions that use performance baselining, BMC ProactiveNet Analytics correlates thousands of “raw” data points and events — not only for each resource it directly manages, but also for every monitored device or custom metric across the infrastructure. As a result, you get a clear picture of performance and availability of the IT infrastructure. Further, the solution’s process for identifying probable root cause uses a variety of filtering and statistical correlation methods to sift through every metric to determine their relevance to the issue being researched. Therefore, you get a clearly prioritized and ranked list of actionable events that are the most probable cause of the degraded performance.

INTELLIGENT EVENTS:

- > **Proactive:** Generate events from proven abnormalities far earlier in the event cycle
- > **Trusted:** Filter out false positives and aggregate related metrics across domains
- > **Actionable:** Accelerate problem isolation through accurate analysis of probable cause
- > **Self-Learning:** Dynamically calculate normal operating range for each element
- > **Cost-effective:** Reduce administration costs by minimizing manual threshold management
- > **Accurate:** Eliminate threshold guesswork by minimizing false alarms and reducing errors
- > **Fast:** Accelerate problem resolution by reducing mean-time-to-repair (MTTR) with accurate probable cause analysis

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.



To learn more about how BMC can help activate your business, visit www.bmc.com or call (800) 841-2031

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. IBM and Tivoli are registered trademarks of International Business Machines Corporation. All other trademarks or registered trademarks are the property of their respective owners. © 2007 BMC Software, Inc. All rights reserved.

"Learn" IT behavior through dynamic baselining

BMC ProactiveNet Analytics automatically identifies abnormal behavior without requiring any scripting effort on your part. Upon installation, BMC ProactiveNet Analytics starts collecting data and automatically establishes a band of normal operation for every one of the tens of thousands of tracked attributes. Different bands can be established for each hour of the day, day of the week, and week of the month. Over time, BMC ProactiveNet Analytics generates performance baselines and continually updates and refines these normal operational bands, automatically adapting to changes in your infrastructure.

Accelerate problem resolution through intelligent alarm management

Intelligent alarm management includes automated alarm suppression, alarm reduction, and alarm notification capabilities. BMC ProactiveNet Analytics virtually eliminates irrelevant and secondary alarms, including false positives that get propagated throughout the infrastructure from a single device failure. This intelligent alarm management system also automates many tasks that typically require dedicated IT resources from your staff to continuously update and maintain scripts and other mechanisms that depend on changes in the IT environment. The BMC ProactiveNet Analytics system is highly configurable, extremely intuitive, and delivers only actionable alarms related to the most probable cause of the performance issue to management consoles.

FEATURES

- > Reduces manual customization efforts and speeds problem identification and resolution of your IT performance anomalies with intelligent events
- > Provides built-in event and data preprocessing capabilities with alarm suppression, reduction, and notification
- > Delivers self-learning capabilities to virtually eliminate the ongoing costs of manual threshold, rule, and script maintenance
- > Identifies potential problems and jump-starts preemptive actions with minimal customization, acting as an early warning system before users and services are impacted
- > Integrates with third-party event solutions (such as CA Unicenter, HP Business Availability Center, IBM Tivoli, etc.), adding early warning and cross-domain correlation capabilities, while leveraging your existing investments

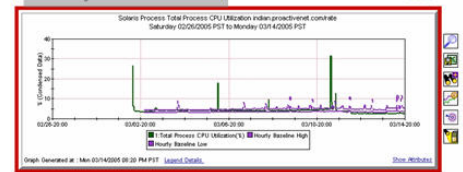
EXTEND THE VALUE OF BSM

BMC ProactiveNet Analytics is an integral part of the BMC Event Management solution. Through integration with other BMC products, BMC ProactiveNet Analytics helps further the value of your BSM approach. For example, BMC ProactiveNet Analytics leverages BMC Performance Manager data-collection capabilities and generates intelligent events for critical domains. It also ties monitored end-user and business transactions from BMC Transaction Management Application Response Time with related infrastructure data to generate intelligent events based on business and customer relevance. Finally, BMC ProactiveNet Analytics delivers these intelligent events to BMC Event Manager, reducing rule complexity, while also enhancing the focus on event routing, lifecycle, isolation, and resolution.

The ability to generate intelligent events drives the BSM service model proactively through BMC Service Impact Manager, allowing business impact and precise probable cause to be determined before your customers and service delivery are affected. In combination with BMC Event Manager and BMC Service Impact Manager, BMC ProactiveNet Analytics generates proactive, intelligent incidents for the service support function.

To learn more about BMC ProactiveNet Analytics, please visit www.bmc.com/bmcpactiveanalytcs.

Hourly Baseline



Daily Baseline



Weekly Baseline



BMC ProactiveNet Analytics automatically learns normal operating behavior, calculates baselines, and dynamically adjusts to changes in your environment.

