sP

Automic™

With Sysload You Can:

- **Monitor IT systems and business applications performance**

- **Automate problem detection and provide immediate alerts to IT Ops**

- **Troubleshoot and resolve issues, minimizing any negative business impact**

- **Optimize provisioning of data center and cloud resources**

- **Anticipate IT capacity needs with accurate forecasting and planning**
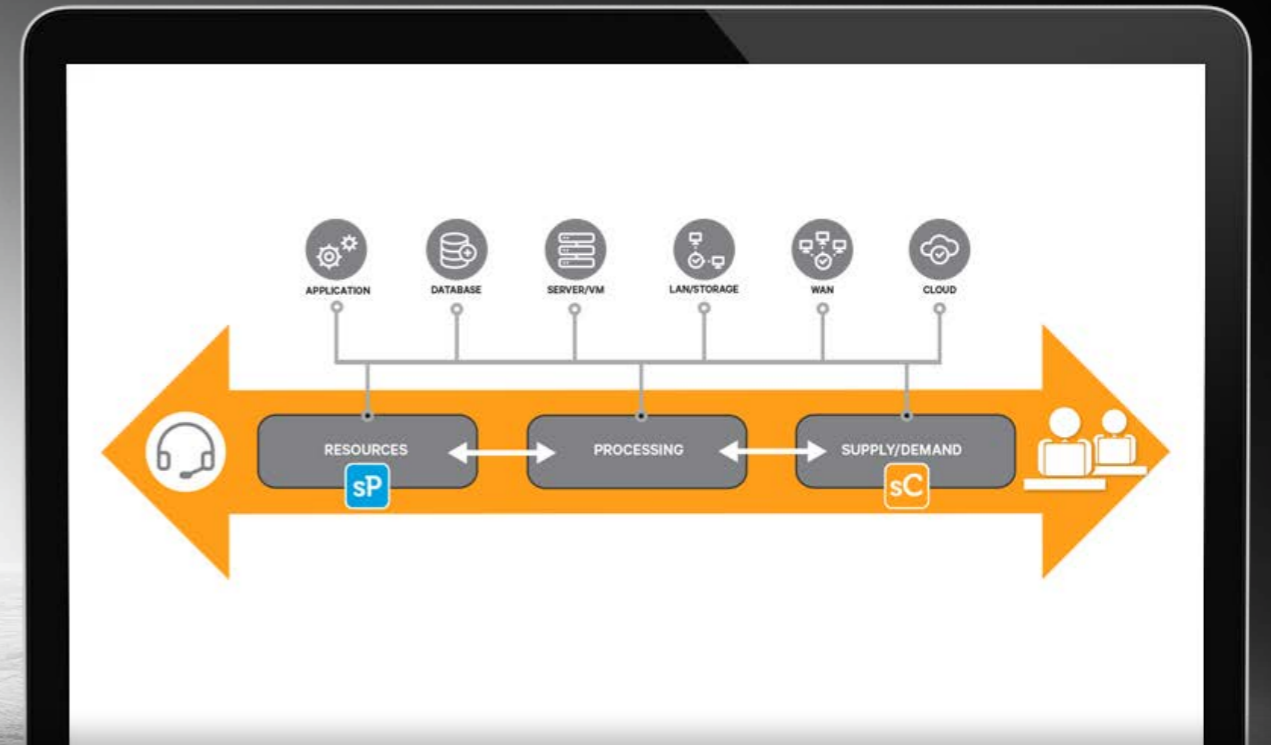
Create Time Everyday

A seismic shift is underway in the IT operations profession. Yesterday, companies viewed IT operations only as a cost center. Today, companies need IT operations software that accelerates service delivery, meets surge demands, and optimizes IT performance for the lowest Total Cost of Ownership.

Traditional IT operations software struggles to manage today's IT environments, which are increasingly hybrid and heterogeneous, with high volume processing requirements. Multiple tools are used to monitor the IT infrastructure and apps, but they fail to provide the big picture visibility you need to respond to business demands.

Automic Sysload enables IT to create time every day by delivering new levels of responsiveness, reclaiming computing power, and compressing time-to-repair. Sysload accelerates IT service delivery by optimizing the performance of your business systems. Organizations have reduced outbound support calls by 90% using Sysload. They have realized over $1 million in annual savings on hardware, power, and cooling costs by identifying and virtualizing 75% of their servers. They have slashed problem resolution times by a third, saving on IT operations department overtime, and reducing the business impact caused by IT delays and outages.

Automic Application Delivery Management

Sysload is an integral component of Automic's Application Delivery Management (ADM) solution. IT managers increasingly struggle to manage performance across the complete application delivery value chain – from the infrastructure layer to the end-user. They've often employed multiple tools that don't aggregate their knowledge, and Cloud services that further reduce visibility of their applications and systems. To address this critical need, Automic ADM integrates three solution components:

sC Streamcore manages and controls delivery of application services to the end-user

sP Sysload manages delivery of IT infrastructure services that support business applications

Automic ADM ensures that end-to-end service levels are met, with users benefiting from consistent response times, reduced turnaround times, increased availability and faster resolution of problems.

Automic Sysload Overview

Sysload analyzes and optimizes the performance of the IT systems that support your business – whether they execute on-premises, are virtualized, or in the Cloud. By integrating detailed performance metrics with real-time service level monitoring, Sysload ensures your business systems consistently deliver the responsiveness and availability your users rely on. Predictive capacity management enables optimal utilization of your current IT resources and anticipate future computing power needs. Sysload brings 360° visibility to IT performance and capacity management.

Applications Manager

Access to detailed performance metrics informs you of infrastructure issues that could degrade application response times. Visibility of server capacity consumption means you can realize operational efficiencies without putting service levels at risk -- safely hosting more than one application in a single virtual machine

System Administrator

An enterprise dashboard highlights latest status and alert information, simplifying IT performance management. Proactive monitoring of IT systems' thresholds allow you to anticipate problems before they affect users, while fine-tuning of alert thresholds optimizes resource utilization and increases business/IT alignment. Issues can be rapidly resolved using deep-dive diagnostic tools to access detailed performance data and to recreate problem scenarios with real-time replays.
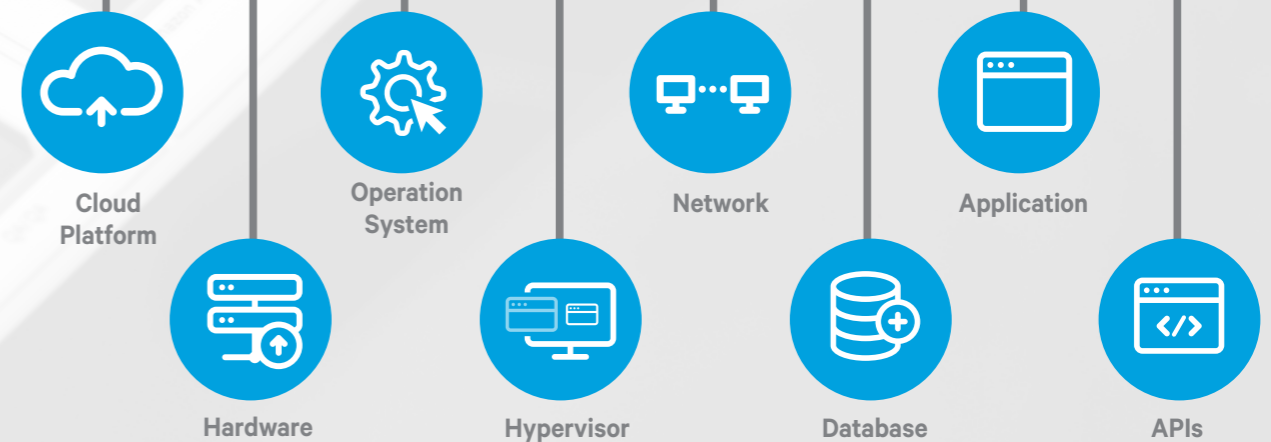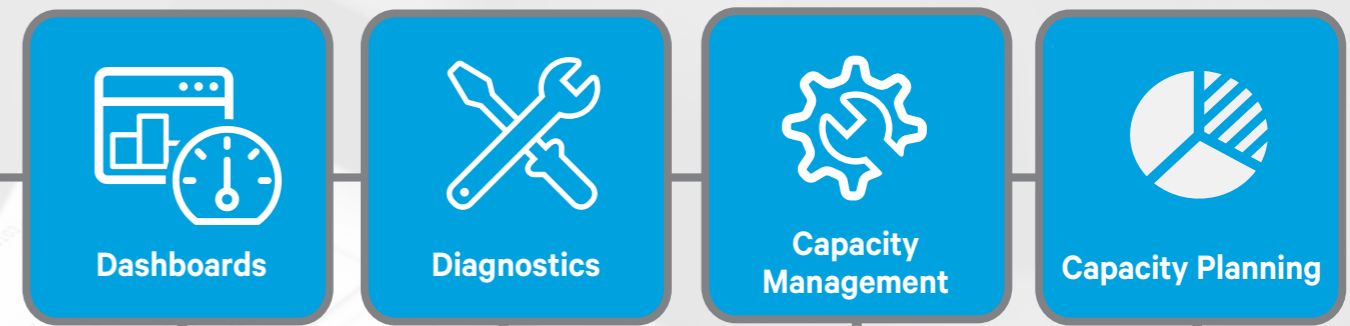
IT Operations Executive

The executive management portal offers a common platform for reporting and analysis of IT performance delivery across the enterprise. Summary dashboards that transform raw IT metrics into meaningful service-level information enable you to base resourcing decisions on facts. Measuring and costing IT performance allows you to quantify
the value of IT service delivery when making on-premises versus Cloud calculations, as well as when implementing chargeback programs.

Capacity Planner

Dashboard analysis and reporting of detailed data captured in Sysload's distributed performance metrics repository helps you make the right budget decisions when planning future computing needs. The dashboard also identifies trends that could impact current performance, and provides you with 'what-if' simulation tools and best practice recommendations on how to restructure workloads and IT resource provisioning.

Service Delivery Manager

Continuous monitoring of IT performance down to individual application level ensures your business users receive the quality-of-service they depend on. Granular analysis of historic usage combined with predictive modeling increases accuracy when forecasting on-premises and Cloud IT resource requirements to support future business systems initiatives and projects.

Dashboards

Diagnostics

Capacity Management

Capacity Planning

Real-Time Monitoring & Analytics

Integrated Data Management Services

Distributed Performance Metrics Repository

Cloud Platform

Operation System

Network

Application

Hardware

Hypervisor

Database

APIs

Performance Management

Sysload delivers unmatched visibility and control when monitoring and analyzing performance of systems running in today's high volume, heterogeneous, hybrid IT environments. Only Sysload gives you the agility to detect surge demands and respond in real-time, initiating the provisioning of extra on-premises or Cloud computing power needed to drive today's fast-paced business. With Sysload you get the breadth of visibility and depth of detailed information to help identify and resolve issues before they impact your users.

- **Distributed Performance Metrics Repository**
  Ultra-lightweight agents deployed for each monitored resource ensure that highly granular metrics are captured and available for more than 300 data sources -- at high frequency.
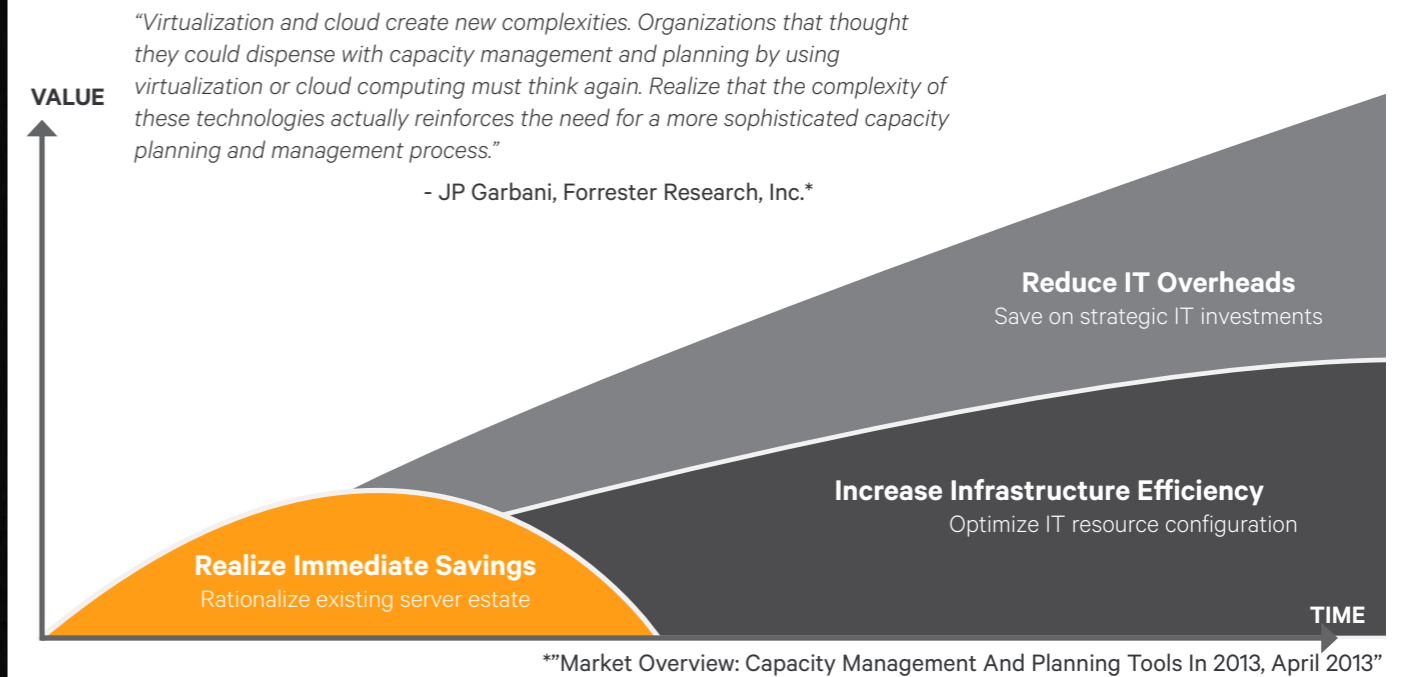
- **Advanced Threshold Controls**
  Corrective actions, alerts, events, and notifications can be initiated when any combination of issues such as threshold breaches, non-responsive systems or patterns occur.

- **Diagnostic Tools**
  Rapid access to detailed root cause analysis data, combined with powerful, deep-dive troubleshooting tools help you pinpoint the source of incidents -- reducing time to repair.

- **Application Views**
  Monitoring activity at the application-level provides you with unique insights that can be used to more efficiently manage workload placement, reclaim under-utilized IT resources, and relieve overloaded servers.

"Virtualization and cloud create new complexities. Organizations that thought they could dispense with capacity management and planning by using virtualization or cloud computing must think again. Realize that the complexity of these technologies actually reinforces the need for a more sophisticated capacity planning and management process."

- JP Garbani, Forrester Research, Inc.*

VALUE

Reduce IT Overheads
Save on strategic IT investments

Increase Infrastructure Efficiency
Optimize IT resource configuration

Realize Immediate Savings
Rationalize existing server estate

TIME

*"Market Overview: Capacity Management And Planning Tools In 2013, April 2013"

Capacity Management

Sysload provides unparalleled levels of control when optimizing utilization of IT resources – on-premises, virtualized, as well as Cloud-sourced. With Sysload you can enhance the performance of your current applications and lower ownership costs through increased accuracy when forecasting the computing power you will need to fulfill future business demands. Optimal utilization and provisioning of IT resources to execute your business systems is crucial to the company's bottom line, growth potential, and risk profile.

- **Integrated Data Management Services**
  Detailed historic performance metrics can be normalized, correlated, and summarized to guide your capacity management and capacity planning decisions.

- **Risk Mitigation**
  Dashboard views of IT resource usage help identify saturation points to reduce risk while shared visibility of enterprise performance increases business/IT alignment.

- **Predictive Forecasting**
  Standard and customized reports provide you with consolidated views, as well as baseline and trending projections that can be referenced when forecasting IT resource requirements.

- **Virtual Infrastructure Optimization**
  In addition to reducing micro-saturation caused by intermittent spikes in virtual machine activity, Sysload uses highly granular VM metrics to right size the allocation of physical resources across your virtualized landscape.
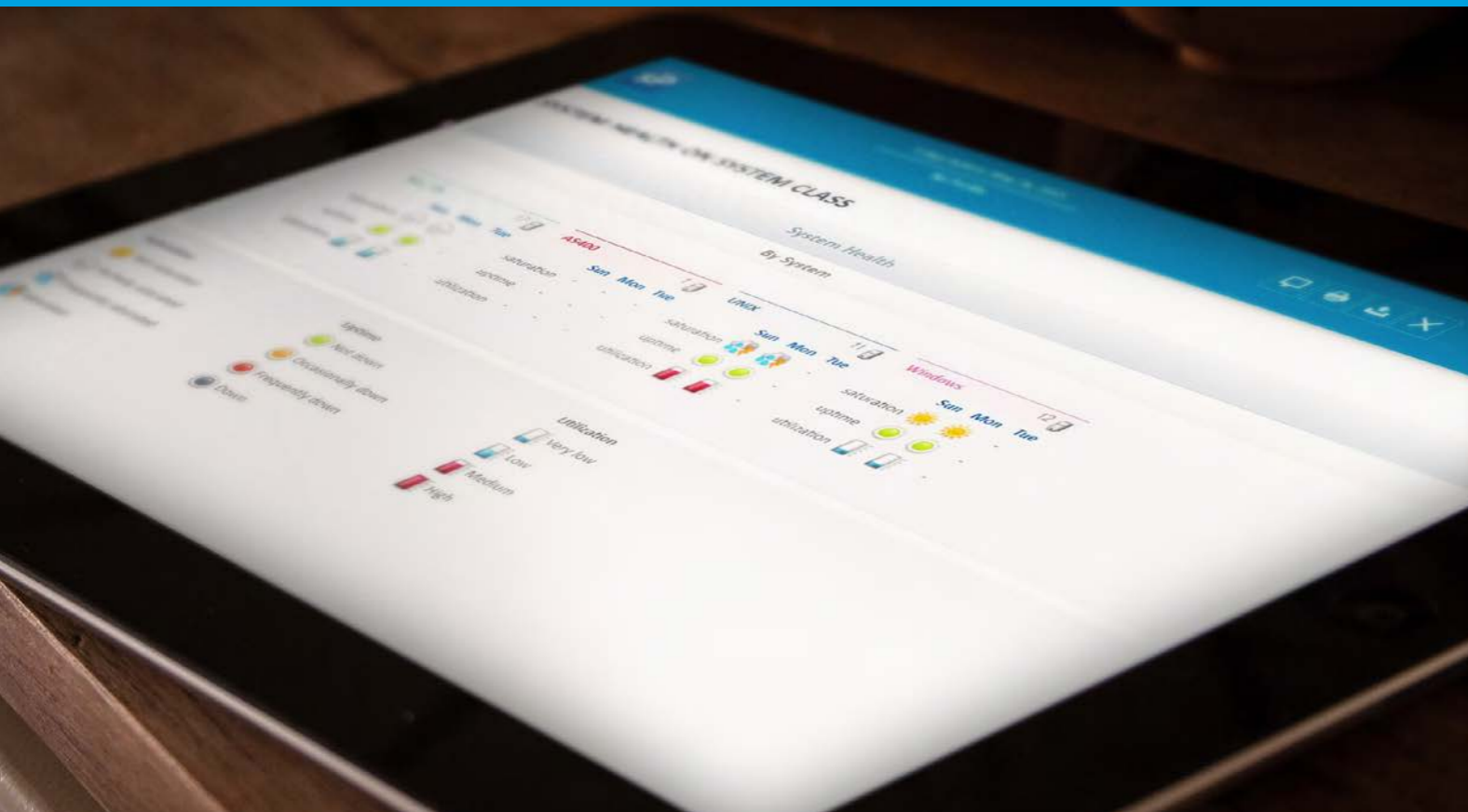
Infrastructure Integration

Sysload enables IT Operations to shift from managing components to delivering services. Integration with leading infrastructure tools ensures you benefit from maximum visibility and control of your IT Operations while minimizing ownership costs. In addition to monitoring systems and resolving problems in real-time across a hybrid computing landscape, Sysload combines with other best-of-breed infrastructure technologies that you rely on to optimize end-user service delivery.

- **In-depth Server Visibility**
  Dedicated agents monitoring physical, cloud, hypervisor, VM, and operating systems—Unix, Windows, Linux, VMware, Hyper-V, IBM Power—give you a transparent picture of systems performance.
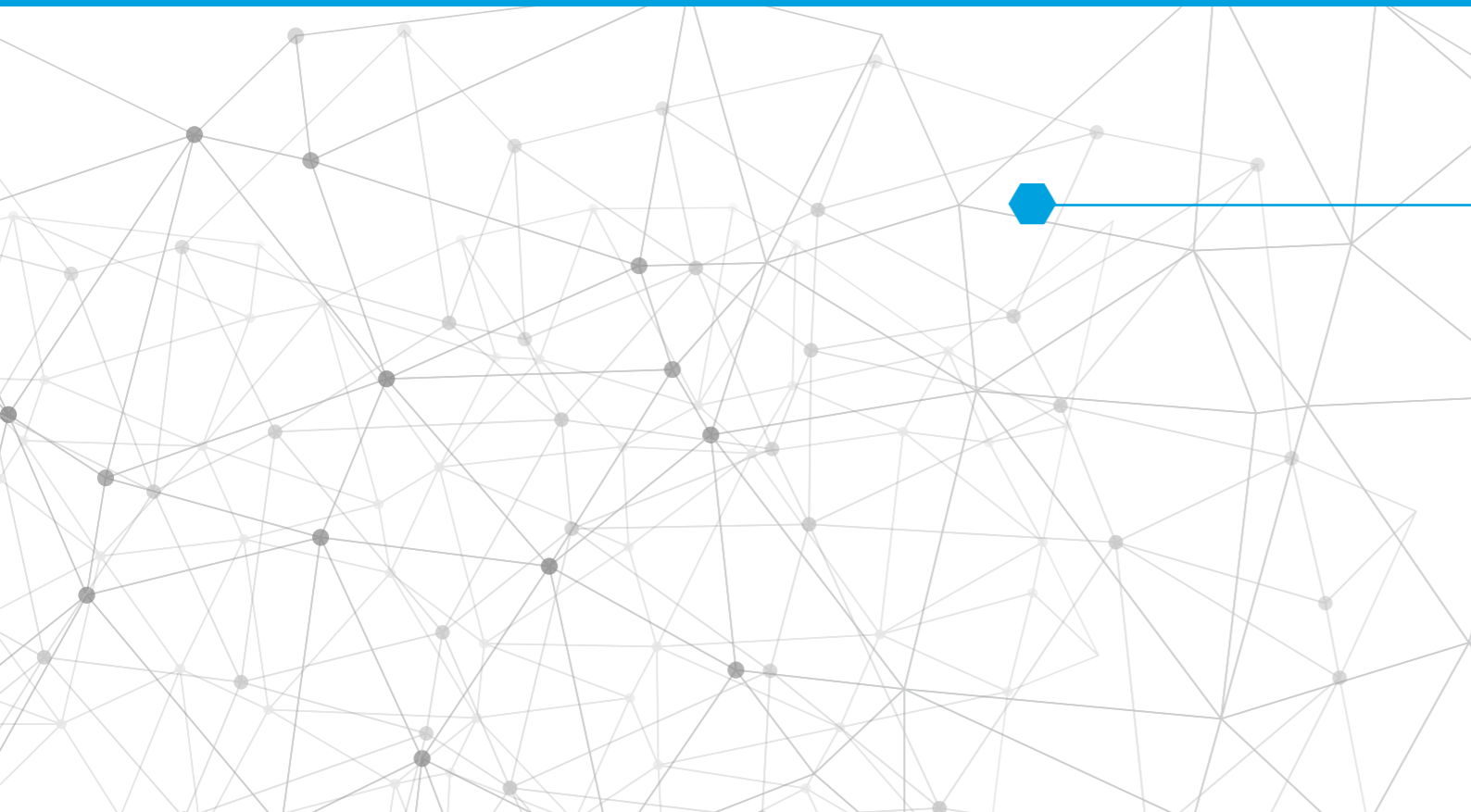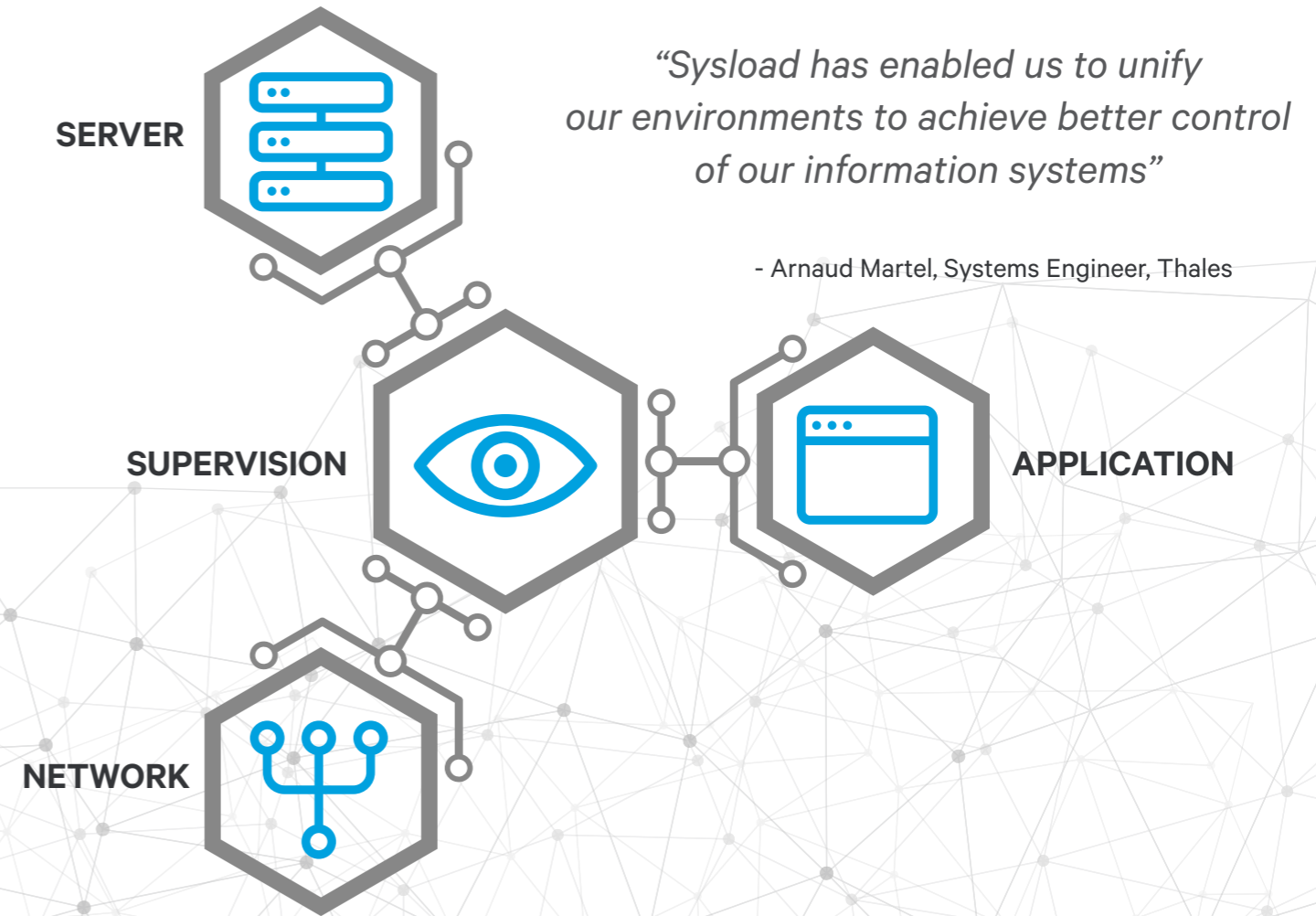
- **Network Coverage**
  Capture key network performance indicators for all SNMP devices and interfaces ensure cloud-based and on-premises services are monitored.

- **Business Application Coverage**
  In addition to capturing metrics for database, storage, applications, and other resources, create and deploy customized monitors for all components in your IT landscape.

- **Enterprise Supervision Tools**
  Proven integration with third party enterprise management consoles, complex event processing, and business intelligence tools extend visibility and control of your existing and future IT infrastructure.

SERVER

SUPERVISION

APPLICATION

NETWORK

"Sysload has enabled us to unify our environments to achieve better control of our information systems"

- Arnaud Martel, Systems Engineer, Thales

IBM

Spotlight on IBM Power

A multinational enterprise deployed IBM POWER Systems across all their major processing centers. They were experiencing difficulties pinpointing application errors and delays that impacted end-user service. And they were unable to quantify the consumption of application resources. The result was inefficient allocation of IBM POWER resources to match application demands, and an inability to accurately forecast capacity requirements.

Using Sysload they can now rapidly identify the root cause when investigating problems. Analysis of VIOS server performance has reduced contention for disk and network resources. By aggregating performance data captured from HMC, LPAR and WPAR servers, they know how much total capacity applications are consuming. And they are able to make informed capacity management decisions using enterprise-wide views to drill down from multiple physical frames to individual WPARs.

Automic is Your Performance & Capacity Management Partner

With a singular focus throughout its history on automating and optimizing the performance of business systems, Automic is committed to ensuring that your workload automation solution meets your needs—and exceeds your expectations. Automic's leading position in the IT Operations community is validated by:

- 97% customer retention
- Hundreds of ITOM-certified staff across 10 regional centers world-wide
- Multi-lingual 24x7 global support service
- Industry's only 'Customer-First' committed resolution service guarantee

From phased implementations to turnkey deployments, our Professional Services and Education teams are there to assist you all the way. Automic is committed to becoming the indispensable partner to the IT Operations profession.

Capacity Optimization Assessment

Optimize your infrastructure investments with Automic's Capacity Optimization Assessment. Allow Sysload to monitor all your server activity for a five-week period then have Automic Labs analyze the collected data. We'll compile the findings into a set of fact-based recommendations that you can act on immediately to help reconfigure your virtualized server estate and begin realizing direct savings on hardware and energy bills.

> *"Running Sysload is very quick and the intuitive GUI of the product saves us a lot of time"*
>
> - Jean Luc Rousseau, Performance Management Operations, EADS Airbus

Automic.com