



GSX Analyzer

Using Analyzer Profiles To Create Targeted Reports

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Authors: Eileen Fitzgerald – VP Product Management and Customer Service
Sebastien Giraud – VP Software Development

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Company Information

GSX Groupware Solutions has its registered office at 36 Boulevard Helvétique, 1207 Genève, Switzerland.



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1 About This Document

This section outlines the purpose and aim of the document, related documents, and any source materials or terminology used.

Please note that this document is regarded as confidential and is for customer use only.

Purpose

The purpose of this document is to provide information on Analyzer Profiles, and explain how Analyzer Profiles can be used to create targeted reports.

Related Documents

In addition to this guide, you can also refer to the following documents in the GSX Groupware Solutions documentation set for information:

- GSX Analyzer Environmental Health
- GSX Analyzer Trend Reports
- Database Monitoring and Reporting Capabilities of GSX Monitor
- Alerting Capabilities of GSX Monitor

Terminology

The following table contains a definition of the terms commonly used in the document:

Term	Definition
Server	The physical server (or VMWare slice) that is being monitored.
System	The system that resides on the server. For example, BES, Sametime, or Exchange.
Service	The system resides on the server to deliver a service to your customers.
Service Strategy	An ITIL term that describes the approach employed to ensure an IT service is delivered to the expected standard.



Term	Definition
Threshold	A customer defined point that generates an action and or event when reached.
Alerts	Alarms that are generated when a specific monitored Key Performance Indicator (KPI) has exceeded a predefined threshold.
Reminders	If an alert is generated and the condition generating this alert is not addressed within a predefined time frame, a reminder is sent to the original recipient.
Tags	In <i>GSX Monitor</i> you can add organizational and functional tags to the servers you are monitoring. These tags are then associated to the value that is returned from the component being monitored. The same tags are available in <i>GSX Analyzer</i> and can be used to create a profile for filtering the data displayed in the reports.
Analyzer Profile	In version 9.3 of <i>GSX Analyzer</i> , it is possible to build an Analyzer Profile that is used to filter the data displayed using organizational and functional tags. You can then associate user access with specific profiles so that information is structured and targeted specifically for the individual you are reporting to.



2 Overview

GSX Monitor is one of the most widely used monitoring tools on the market today and currently safeguards over 5 million email accounts. The software can simultaneously monitor IBM Lotus Domino and Sametime, Microsoft Exchange, Blackberry Enterprise Servers, LDAP and SMTP ports, and URLs.

GSX Analyzer is a powerful reporting tool that works seamlessly with **GSX Monitor**. **GSX Analyzer** automatically captures and records data about the monitored services, and includes a range of reports that can be configured and customized to suit each customer's specific needs.

This document provides a detailed description of **GSX Analyzer's** organisational profiles, explains what profiles are, and how they can be used to filter information and create targeted reports.



3 The GSX Approach

The GSX team have been developing monitoring, reporting, and alerting solutions for collaboration platforms for over 14 years. We work with global multinational customers and partners to ensure that our products are customer focused and new releases incorporate customers' requirements and suggestions.

GSX Monitor can be installed on any client machine on your network and enables the following:

Service and Server Monitoring

The GSX approach is unique and is tried and tested over the many years that we have been in business. Our competitors have tried to imitate this approach with very limited success.

As GSX software emulates a customer accessing the system we, uniquely, simulate the level of service that your customers are experiencing and provide quantifiable metrics on the level of service and Service Level Agreements (SLAs) that they are experiencing and expecting. For example, a server may be up and running, but if your customer cannot work with their data on the server then your service is unavailable. GSX software removes this risk by providing a real-time view of the health of your entire communications infrastructure.

Non Invasive Installation on Servers

As no installation on your servers is required, **GSX Monitor** software results in a low maintenance and management overhead. You can install the software on a client and monitor hundreds of servers from that one single installation.

Consistent Reporting Across Multiple Platforms

As **GSX Monitor** software tracks and gathers information, this information is consolidated into **GSX Analyzer**. Using the software's powerful and highly customizable report building capabilities, you can generate consistent reports across multiple platforms and/or metrics. This ensures you build the reports that you want to deliver.



4 What Is Your Service Strategy?

Service Strategy is an ITIL term that is based on the underlying assumption that you view IT as a service that is being delivered to your customers. As such, various discreet IT services are identified that the IT department delivers. To formalize your Service Strategy the following fundamental questions need to be addressed:

- What is the service being delivered?
- Who are you delivering it to?
- What does the service encompass?
- How do you measure the quantity of service delivery?
- How do you measure the quality of service delivery?
- How do you monitor service delivery?
- How do you manage service delivery?
- How do you plan for capacity requirements?

The answers to these questions form the basis of a service strategy.

How do you Measure and Report on your Service Strategy?

Let us assume that you have defined your service strategy. Now how do you report on it to your customers? How do you track and report on it internally? How do you anticipate issues, threats, and capacity requirements? All of these issues need to be addressed prior to delivering or purchasing a service. It is futile to define a service if you are unable to report on the quantity and the quality of the delivery of that service. To manage a service you must be able to measure it.

What is the Difference between a KPI and an SLA?

Service Level Agreements (SLAs) are formal agreements of the expected level of service delivery that are agreed between the customer of the service and the company, department, or individual delivering the service.

Key Performance Indicators (KPIs) are metrics that are used to quantify a service. KPIs are not usually components of the SLA, but they can be used to monitor performance and the ability to meet SLAs.

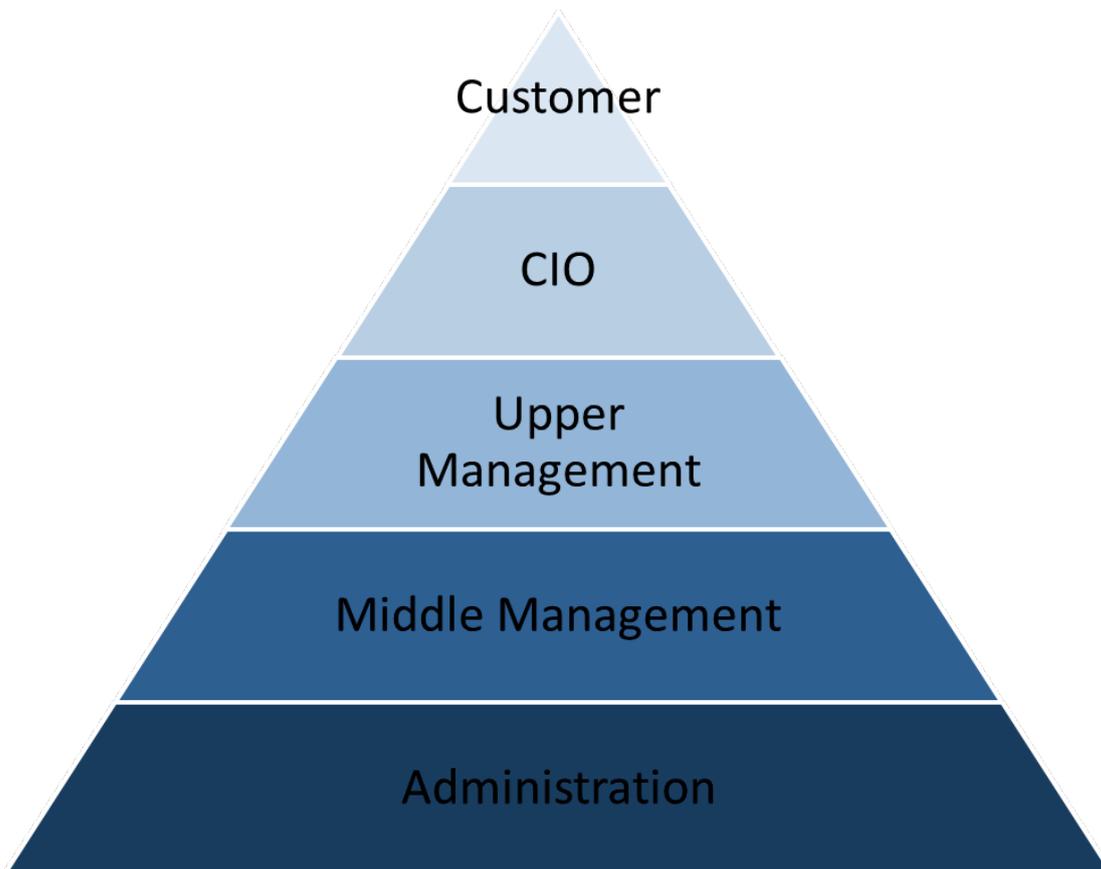
Let's take an example of an SLA and the KPIs that could threaten your SLA. Your SLA is: *All Emails are delivered within 10 minutes after being sent.* So, to monitor your SLA, you have set up a GSX mail probe to measure average delivery time. However you do not want to be in a situation where you are reacting to a broken SLA, you want to be in a situation where you can predict when an SLA is at risk and take proactive remedial action. The solution is to monitor the KPIs that could potentially threaten your SLA, so that you can be alerted to potential problems and resolve them before your SLA is broken. In this example, those KPIs include Dead Mail, Pending Mail, Mailbox Size, and so on.



For proactive service management, it is essential to monitor not only your SLAs but also the KPIs that impact on your SLAs.

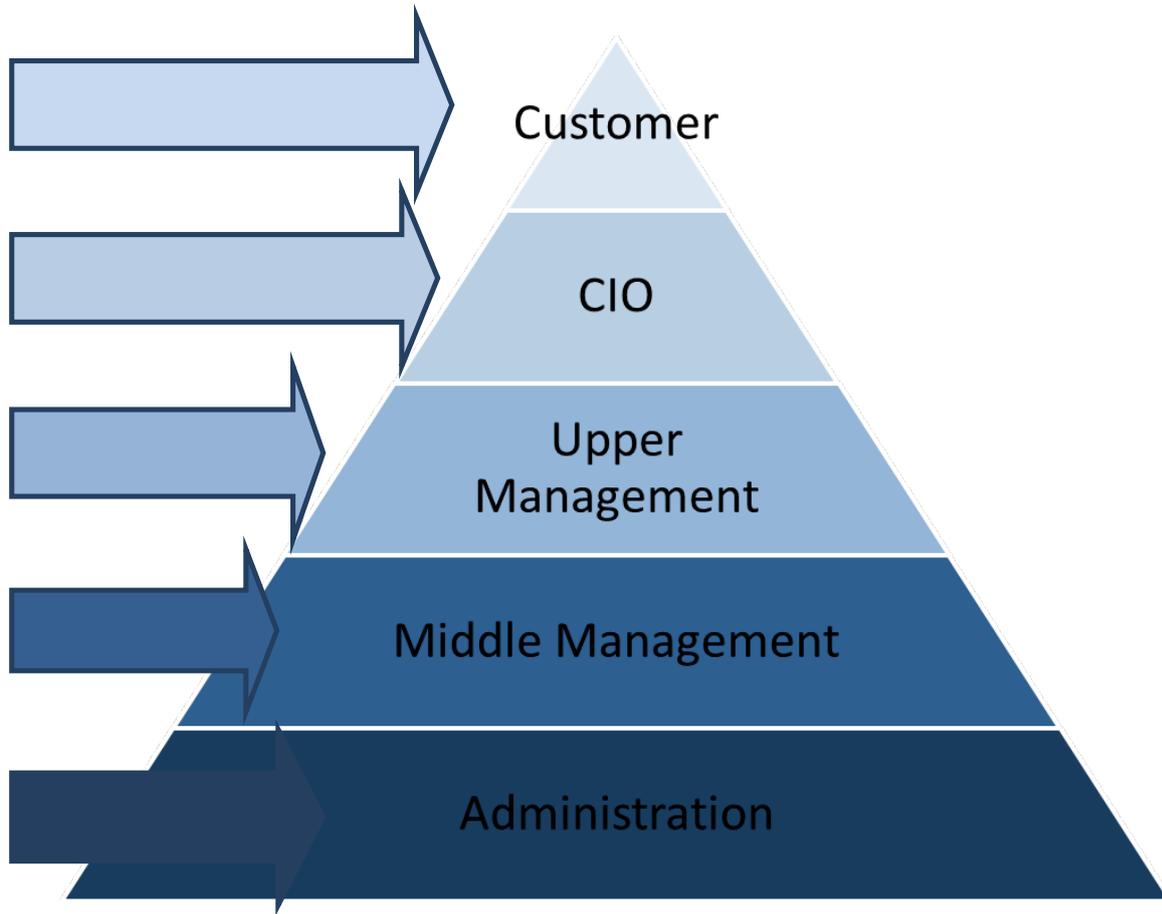
Who Should I Report What To?

It is important to ensure that the relevant information is targeted at the correct individual. For instance your customer (be they internal or external) is only interested in the SLAs; Have you met your agreed contract? While your IT team are more interested in technical information to help them manage their KPIs.





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5 Analyzer Profiles

GSX Analyzer is a database application that works in tandem with **GSX Monitor**. It provides advanced reporting capabilities that provide insight into the usage and performance of your messaging servers. It can help to identify weaknesses in your infrastructure before any problems are experienced by customers. The integrated reports can be customized and are ideal for Service Level Agreement (SLA) reporting.

This section describes **GSX Analyzer's** Profiles in detail. It explains what an Analyzer Profile is, why Analyzer Profiles are needed, and provides step-by-step instructions on how to create a new Analyzer Profile.

- [What is an Analyzer Profile?](#)
- [How Do Analyzer Profiles Work?](#)
- [Accessing Profiles in GSX Analyzer](#)
- [Adding a New Analyzer Profile](#)

What is an Analyzer Profile?

In today's IT organizations, the collaborative infrastructure frequently consists of a portfolio of solutions such as email, wireless solutions, and group collaboration platforms. The disparity of information required to manage these solutions can be overwhelming. Added to the complexity of managing this information is the obligation to communicate information to a wide variety of stakeholders with different information requirements, including administrators, IT managers, and business customers.

GSX Analyzer Profiles are designed to assist administrators and managers to filter, organize, manage, and distribute information, and ensure that relevant information is shared with the appropriate individuals in a secure and structured manner.

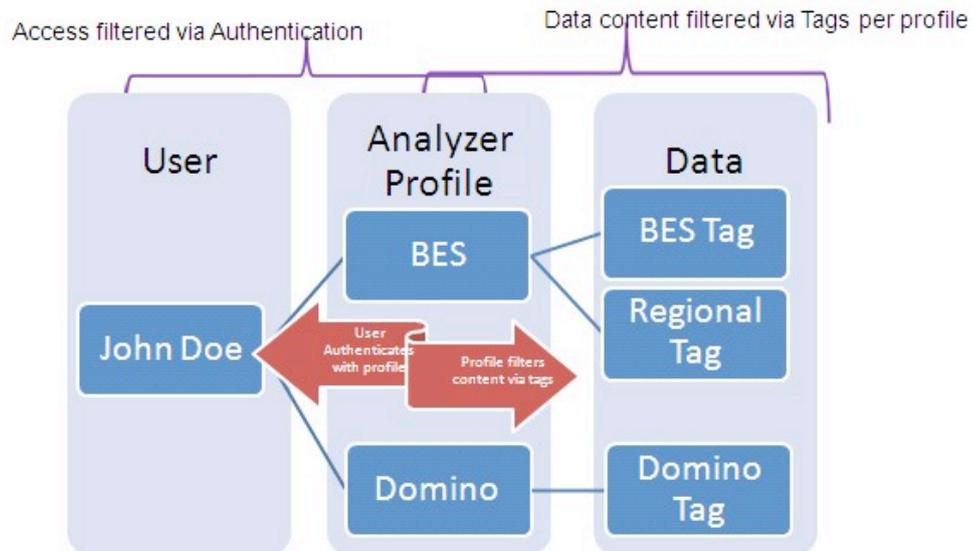
How Do Analyzer Profiles Work?

Analyzer Profiles filter data based on "tags". The tags are created in **GSX Monitor** and are completely user defined. For example, tags could correspond to the type of server ("Domino", "BES", and "Sametime") or a location ("US", "France", and "UK"). Each server can then be assigned one or more tags (for example "Domino" and "US").

In **GSX Analyzer** administrators can define profiles based on the tags, so that only data for servers assigned those tags is available in the profile. One user can belong to more than one profile, but the user must select which profile they wish to use when they log on to **GSX Analyzer**. In summary, a profile defines a subset of data and only users assigned to the profile can view that data.



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Accessing Profiles in GSX Analyzer

To create, edit, or delete organizational profiles, select the Access Control tab on the **GSX Analyzer** Tools screen and click Profiles:



The Profiles section of the Access Control screen lists all your existing profiles. You can filter the list of profiles by organization by choosing an organization from the drop down list in the top left corner. The drop down list initially defaults to All.



Adding a New Analyzer Profile

To add a new profile click the Add button. The screen shown below appears:



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Enter a name and description for the new profile and then configure the access control options for the profile.

The profile is now created.

Clicking on Advanced will enable you to select the set of data that you wish included in the profile. You can further filter the data displayed by selecting only data with specific tags or from specific servers.

Profile

Profile Name:

Profile Description:

Access Level | **Advanced** | **Users**

Selected tags

<input type="checkbox"/>	Department
<input checked="" type="checkbox"/>	DEV
<input checked="" type="checkbox"/>	Marketing

Select servers:

	Server name
<input checked="" type="checkbox"/>	GSXLNTEST/GSX
<input checked="" type="checkbox"/>	GSXLNTEST/GSX

You are then ready to add users to your new profile. Click on Users and the screen shown below appears:



Profile

Profile Name: GSX FR BES

Profile Description: BES Data for GSX FR

Access Level **Advanced** **Users**

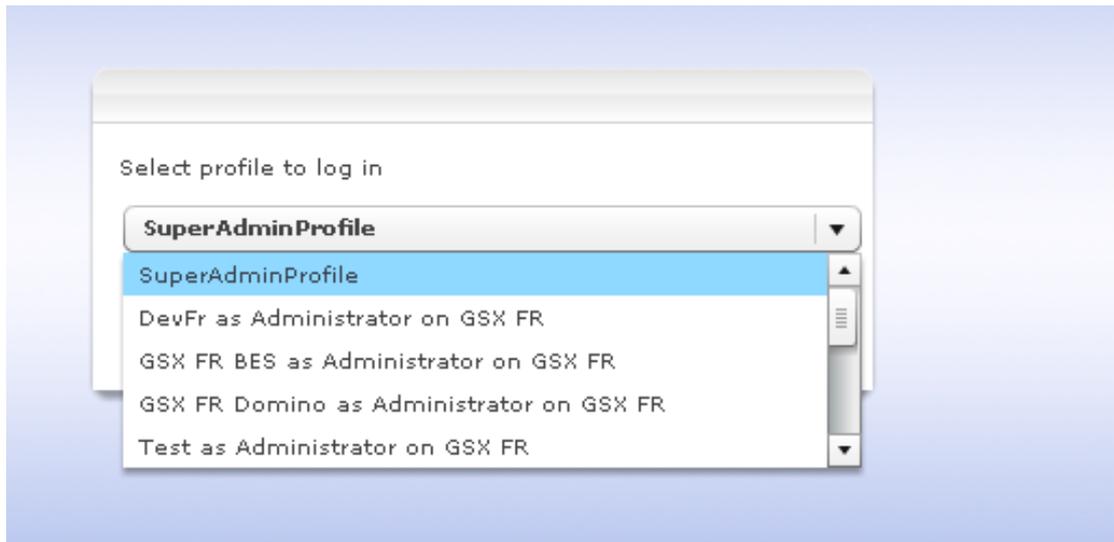
Login	First name
johnny	Johnny
a	a
pmurphy	Paddy

Change the users' list

Remember, each user can have access to more than one profile. Users who have access to multiple profiles are prompted to choose a profile when they log in, as shown below:



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6 Summary

When generating reports it is critically important to ensure that the information presented is clear and relevant to the target audience. In an IT organization different individuals require different types of data. Generating and sorting the sheer volume of data that is relevant to the collaborative environment can be a daunting task with high levels of overhead involved.

Using **GSX Analyzer** it is simple to create targeted and relevant reports with Analyzer Profiles. Analyzer Profiles are used to structure and filter the data, by company, by customer, by data type, or by any other user-defined “tag”. The data can be filtered and displayed to suit your specific corporate and individual user requirements.



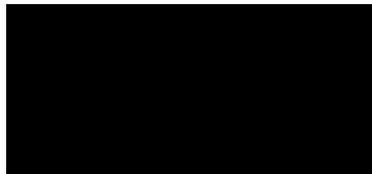
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7 About GSX Groupware Solutions

Thank you for your interest in GSX Groupware Solutions. GSX is the leading provider of monitoring solutions for messaging and communication environments with more than 500 clients worldwide, including 30% of Fortune 100 companies.

Our clients rely on GSX solutions to monitor their communications infrastructure, and ensure reliable and continuous services. The GSX solution is the only tool available that enables you to monitor, and proactively manage all of your messaging environments through one effective interface.

With a proven track record, GSX solutions offer the most reliable and effective monitoring solution available today. Our strategic partners include IBM, Blackberry Alliance, Microsoft, Double Take Software, Bluewave, Lotus Notes User Group, BMC, and AT&T.



For More Information:

For more information, visit www.gsx.com, where our resource center contains FAQs, Case Studies, Podcasts, White Papers, and Webinars. You can also download a fully functional, 30 day evaluation copy of **GSX Monitor**, **GSX Server Guard**, and **GSX 360**.



8 Contact Us

By Email:

Technical Support:	support@gsx.com
Sales and Licensing Information:	sales@gsx.com
Marketing, business development or partnerships:	feedback@gsx.com
Careers and other information:	gsx@gsx.com

By Phone or Mail:

HEAD OFFICE:

GSX Groupware Solutions
Headquarters
36 Boulevard Helvétique
1207 Genève
Switzerland
Tel: + 41 22 735 82 40
Fax: +41 22 735 82 45

NORTH AMERICA:

GSX Groupware Solutions
240 Redtail Road, Suite
14
Orchard Park, NY 14127
Office: +1 310 765 4139
Toll Free: +1 877 894
0961
Fax: +1 781 670 9122

EUROPE:

GSX Groupware Solutions
SARL
"Le Marina 7"
1545 route nationale 7
06270 Villeneuve-Loubet
France
Tel: +33 4 93 81 17 98
Fax: +33 4 93 53 92 33