

assyst ITAM suite

AxiosTM Business Service Monitoring

Make sure your applications and services are performing for the business.

In complex IT environments, the volume of systems monitoring “noise” coming from thousands of assets makes it difficult to pick out the priorities. Often, the first IT hears about an issue is from an angry end user. assyst’s Business Service Monitoring makes sense of the flood of device-level monitoring and provides automated, priority-based notifications, ensuring IT can respond effectively to support the business. Business Service Monitoring helps you find and fix the issues that are most important to the business – fast.



Alarm Management & Notifications

Define thresholds for monitored resources, including performance, applications, service monitors, processes and service availability. An alarm and notification can be generated for any resource which exceeds a configured threshold allowing you to avoid issues before they happen.

System Performance

Monitor an abundance of attributes, such as hard disk space, CPU, System Uptime, Physical Memory and even Temperature. Enabling performance monitoring for hardware devices can help speed up troubleshooting by pinpointing issues quickly.

Synthetic Transactions

Setup synthetic transactions based on a variety of pollers which include HTTP, FTP, E-mail, DNS and more, to monitor the quality of service from an end user point of view. Understand and manage stress on your systems before users experience them.

Application Discovery & Dependency

Application Discovery and Dependency Mapping (ADDM) allows organizations to easily identify their business critical applications and their dependencies so that they can determine the impact of planned changes and prevent unnecessary interruption to business services.

Business Service Monitoring Maps

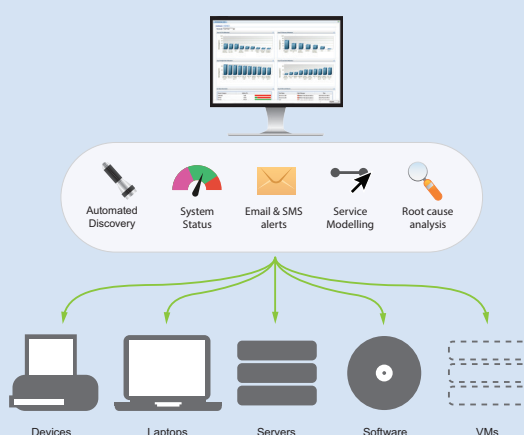
Create Business Service Maps to monitor mission critical Business Services. Get a high level view of all the required components to deliver a business service and understand how they are related and can impact each other.

Capacity Planning

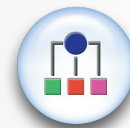
Using capacity management allows you to proactively predict future capacity required for Applications, Performance, and process monitoring. Optimize and standardize your assets to enable better planning and forecasting.

Business Service Monitoring Highlights

- Application Discovery and Dependency Mapping
- Dynamic Baselining and Alarm Correlation
- Monitor tasks and receive notifications upon start or stop of critical process and services
- Automated discovery of devices and applications
- Systems status and performance monitoring
- Service modelling for a top-down view of IT
- Real-time Email and SMS alerts
- Visual tools and rich data support rapid Root Cause Analysis



Benefits of Business Service Monitoring with assyst



■ Focus on business priorities

In a complex IT environment it's easy to get swamped by floods of warnings and alerts. Business Service Monitoring helps you focus in on the priorities and ensure IT activity is always aligned with business demand.

■ More responsive IT

Powerful monitoring, alerting, Root Cause Analysis and systems management tools help IT identify, find and fix issues faster than ever.

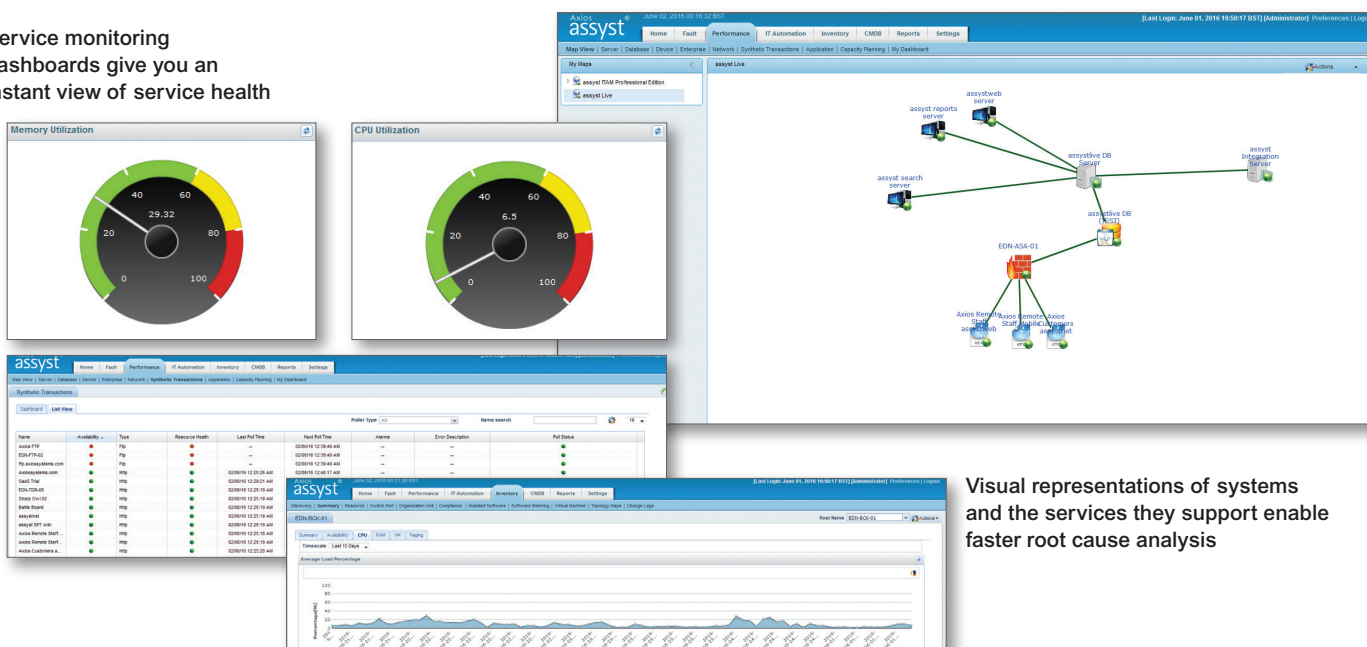
■ Improve customer satisfaction

Identifying and resolving issues in a prioritized manner, before they impact end users communities, improves business productivity and IT customer satisfaction.

■ Reduce IT operations costs

Automated tools eliminate manual asset audits, enabling Root Cause Analysis for more efficient use of IT resources.

Service monitoring dashboards give you an instant view of service health



Visual representations of systems and the services they support enable faster root cause analysis

IT SERVICE MANAGEMENT & IT ASSET MANAGEMENT SOLUTIONS

Cost of Downtime

57% of businesses don't have a business continuity plan in place

87% of businesses believe data loss resulting from a data center outage would be damaging to their business

The annual worldwide revenue loss due to downtime is \$26.5 Billion

Sources:

time.com, eweek.com, informationweek.com, [Symantec Disaster Recovery Survey](http://Symantec.com), techonsite.com, itnews.com, strategiccompanies.com, paperblog.com, itbusinessedge.com, lifelinedatacentres.com, iwgcr.org, hollywoodreporter.com, usdebtclock.org, wiredre.com

Axios Systems provides rapid deployment of SaaS and on-premise IT Service Management (ITSM) and IT Asset Management (ITAM) software. Our service management software, assyst, is an out-of-the-box solution that transforms IT departments from technology-focused cost centers into profitable business-focused customer service teams.

assyst is accredited for all 16 PinkVERIFY™ ITIL® processes. We were the first technology vendor to achieve this.

