

IT Operations Management

Effective Delivery of Service Level Agreement (SLA)

INDUSTRY CHALLENGES

Is it becoming more difficult for you to deliver SLA on the heterogeneous environment of systems that you manage?

Just about every company's computing environment is becoming more and more complex each day. New systems – whether they are back-end packaged applications or the latest web appliances – are coming online all the time. To make the situation more cumbersome, old legacy systems are not going away. To ensure availability and uptime, these systems are monitored by a variety of systems management tools. But with an assortment of disparate tools monitoring your IT environment, what is the tool to manage all your systems management applications?

How do you achieve a single view of all your systems management information?

HIGH AVAILABILITY THROUGH CLEAR VISIBILITY

An IT operations management dashboard could allow IT managers to see a consolidated view of his company's systems status. The dashboard would gather data from applications such as BMC, Tivoli, and Peregrine, and bring information together in a way that allows an IT manager to more effectively and more accurately manage service level agreements (SLA) and disaster recovery.

KEY BENEFITS

- Recover quickly from IT asset failure/disaster recovery
- Avoid revenue penalties by meeting contractual SLA uptime requirements.
- Reduce help-desk costs by promoting employee self service when applications are down.
- Prioritize reaction time to events based on business importance.

IT Operations Management

THE TECHNOLOGY CHALLENGE

Critical financial information lies in the hundreds of applications, databases and other systems operated by a typical financial institution (see Figure 1.) The data needed might be from years ago or from seconds ago. It might be stored in any number of formats. Access might be controlled by a variety of departments.

The data required to create specialized reports must be user-specific or client-specific and must be done on demand to be useful. It must be pulled from whichever application or data source holds the information – regardless of the format. For example, one of your firm’s investment managers may need to see a single view of his client’s portfolio and recent trading activities in order to make insightful recommendations. While one of your institutional clients, a hedge fund manager, may request very specific views into his positions relative to market conditions to draw out potential arbitrage opportunities.

The key to a differentiated offering is how rapidly and accurately you can respond to your internal and external customers’ needs. And of course, you must accomplish all of this easily and at a low cost.

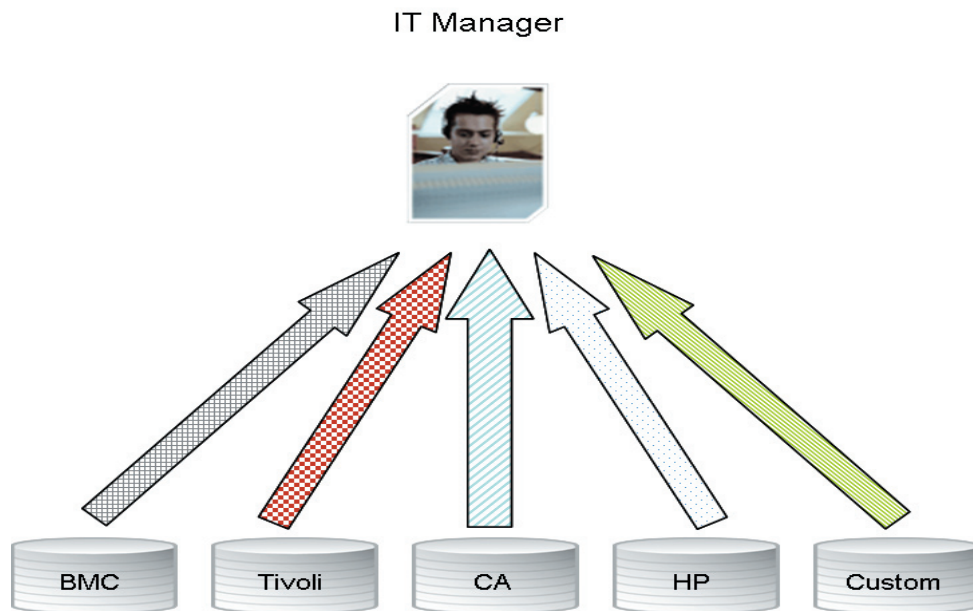


Figure 1

THE COMPOSITE SOLUTION

Composite Software enables you to build Composite Views of critical systems management information that reside in multiple systems (see figure 2.) This approach makes it possible to create an IT operations dashboard, or offer a single view of your systems management data on any other front-end tool.

Solution Architecture

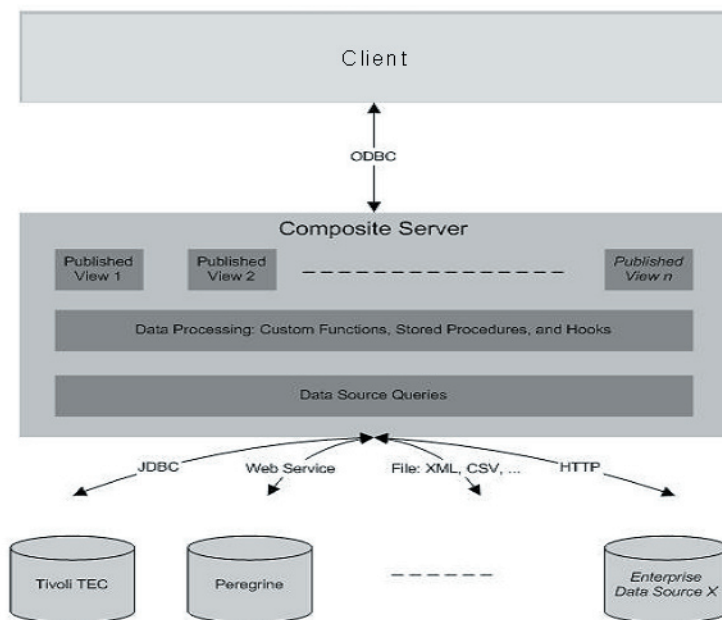


Figure 2

The solution is comprised of a user interface, functional/business mediation and system layers.

- User Interface Layer - The user interface layer relies on standard and specialized components to present data and interaction within the appropriate context. This layer also maintains last-used data for better response time.
- Functional/Business Mediation Layer - The business mediation layer brokers requests between the user interface and backend systems. This layer is specifically responsible for translating the user interface request into a query and then returning the data. Client services are available at this layer through the API to allow flexibility in the user interface development. This allows a standard set of services available from the business mediation layer to be used in the manner best suited to a given user interface.
- System Layer - The System layer provides several sub-systems that support the application. This layer actually creates and manages the connections to the composite server, logs client activity, handles authentication requests, and manages configuration. Other application sub-systems will reside at this layer as they are developed.

IT Operations Management

THE COMPOSITE ADVANTAGE

Composite's IT operations management solution provides several unique advantages.

- Enables construction of standard and customized dashboards displaying real-time data by querying source systems without requiring changes to underlying infrastructure.
- Highest level of query performance through patent-pending IQ (Intelligent Query) optimization technology.
- Allows personalized views which enable each IT manager to have his own customized dashboard to meet his requirements – regardless of which applications or systems he needs to monitor.
- Eases changing of Composite Views to incorporate new data sources, changes to underlying data sources, and keep up with the ever-changing IT environment.
- Involves little up-front implementation through simple-to-use installation and development tools for accelerated speed to solution.
- Enforces fine-grained access control to ensure information security.
- Leverages existing infrastructure without requiring additional data consolidation or integration projects.

THE BOTTOM LINE

An IT operations management dashboard can help you better comply with your SLA. An effective solution allows IT managers to better measure and monitor the health and availability of your IT environment. This requires an investment in high performance, flexible infrastructure. Composite's unique solution leverages existing data sources and applications while enforcing fine-grained security controls. Composite enables you to improve service without increasing cost.

COMPOSITE SOFTWARE

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