

# *IT Monitor in Corporate IT Networks*

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# WiredCity

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- *WiredCity Founded in 1999*
- *Perth WA, Australia*
- *4000+ Clients*
- *Service Provider Powered by **IT Monitor***
  - *Remote Network Monitoring*
  - *Web Hosting*
  - *Datacentre*
  - *24x7 helpdesk*
  - *Connectivity Solutions*
- *WiredCity an OS/soft Company*
  - ***IT Monitor -Emerging Markets Business Unit***
- *WiredCity*
  - *Seattle WA, USA*
    - *Sales and Marketing*
  - *Perth WA, Australia*
    - *Sales and Systems Engineering*



# ***WiredCity's Mission***

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*“Apply unprecedented scientific analysis to increase reliability, optimization and availability of IT infrastructure.”*



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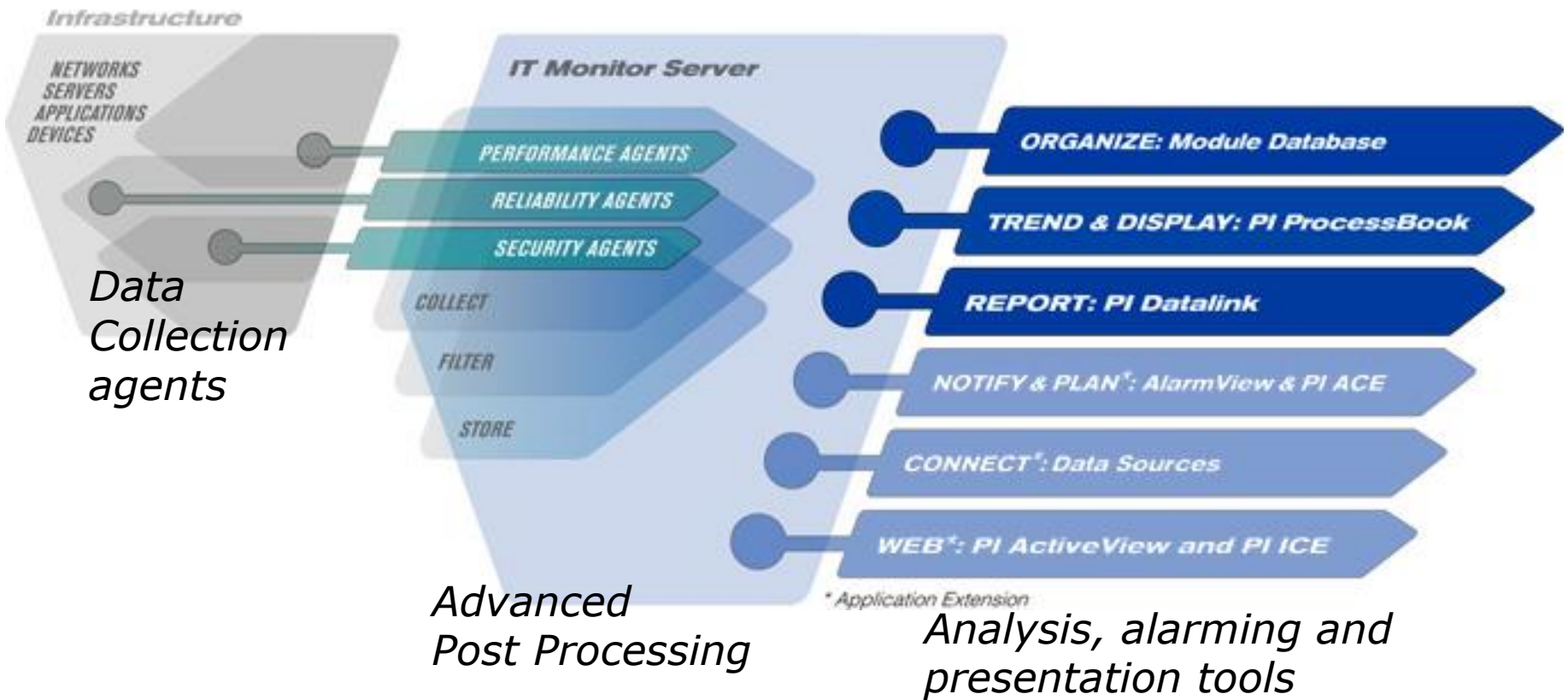
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# Overview of *IT Monitor*

Infrastructure Mapping

Collect, Store, Transform Data

Provide Actionable Information



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# *IT Monitor for applications*

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- *ERP*
  - *SAP, MRO, JD Edwards*
- *Oracle*
- *Microsoft*
  - *SQL, Exchange, Windows 2003, Active Directory, Web Services*
- *Unix/Linux*
- *IP Telephony*
- *Video*



# *IT Monitor for devices*

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- *Vendor Independence via open standards*
- *Cisco*
  - *Routers, Catalysts, Switches,*
- *Firewalls*
  - *Syslog interface to collect security information*
- *VPN (Virtual Private Networks)*
- *Industrial controls*
  - *HVAC*
  - *Power*
  - *Security access*
  - *Fire suppression*



# ***IT Monitor for Network Infrastructure***

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## LAN-(Local Area Networks)

### Cisco NetFlow Interface

- Billing and Security
- Vendor independent-Packet Capture

- WAN- (Wide Area Networks)

- Cisco Service Assurance Agent (SAA)
- TCP-Response and PING



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# *Why IT Monitor?*

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- High Fidelity historical data allows the following:
  - IT Monitor provides unprecedented scalable End to End performance data
    - Applications, Devices, Network Infrastructure
  - Collect & Consolidate Behaviors, Events, Patterns of Utilization- for accurate Capacity Planning
  - Isolate & Identify Root Cause of Trouble
  - Reduce Support & Development Costs
  - IT Monitor grows with the adoption of new technology



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## *Why IT Monitor?*

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*“If PI is used to monitor nuclear power plants it has to be good enough for IT infrastructure.”*



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# Corporate IT Infrastructure

- *Multiple Servers and software systems*
- *Internet Links*
- *Ethernet connections to other sites*
- *IP Telephony, PBX*
- *Multiple sub network and network devices*



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# Corporate IT Dilemma

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- *Require a solution that addresses all IT infrastructure management needs*
- *Corporate Networks are managed by multiple products across the areas of:*
  - *Configuration, Performance, Fault, Security, Accounting/Billing Management*
  - *HP Openview, IBM Tivoli, Cisco Works*



## *Does this sound familiar?*

- *PI has a 20 year history integrating data across 370+ control systems*
- *IT Monitor treats Corporate IT products as control systems*
- *Integrates across multiple systems*



# *IT Monitor Outcomes*

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- *Reduction in Technical Support Costs – 15%-25%*
- *Reduction in System Administration Costs – 25%-35%*
- *Billing of Internet traffic from 80% to 99% accuracy*
- *Reduction in ISP churn from industry norm of 34% to 12%.*



# *Is this Rocket Science?*

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- *Is it as hard as cloning a sheep?*

*NO!*

- *Is it as hard as landing a man on the moon?*

*NO!*

- *Is it as hard as learning to fly a plane?*

*NO!*



# ***IT Monitor makes it easy!***

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*Easily Displays and Notifies on:*

- *Memory leaks in Applications*
- *Hard disks reaching capacity*
- *Network links becoming congested*
- *Availability of network/system devices*



# *What is the potential?*

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*Large world-wide resource company:*

- *Business Unit spends US\$10 million per annum on SAP support*
- *This is not application support!*
- *It is the infrastructure behind SAP operating*
- *Their potential ROI on a US\$1 million IT Monitor install is 200% per annum*





# ***IT Infrastructure Tool Kit***

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- *IT Monitor and PI Interfaces – multiple devices, multiple IT control systems*
- *Application Framework/event Framing – Network Modeling and Design*
- *ICE/Rt Reports Reports – Distributed corporate reporting*
- *ACE/Buzz Me – Alert and Response Management*
- *PI-to-PI – Multi-site Integration*



# ***Automating Installation***

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- *Template Library of Managed IT Devices*
  - *Pre-built tags and Process Book Templates*
- *Based on a Design Questionnaire*
- *Manufacturer based performance data*
- *Defines normal operating criteria and alarm conditions*
- *Beneficial for troubleshooting and Manufacturer Technical Support*



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# *Demo*



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# *IT Monitor for Voice*

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- *Ericsson Corporate Networks*
- *Integration of Data and Voice*
- *PBX and IP Telephony*
- *Managed Service for their clients*



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# *IT Monitor for Security*

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- *Japanese Consulate*
- *Syslog focus with thrid-party intrusion detection software*



# *Cisco Voice and Microsoft*

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- *Call Manager and Unity Integration*
- *With Active Directory and MOM*
- *Cisco Powered Site*



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# *IT Monitor for Billing*

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- *Serviced Offices*
- *Accounting/Billing for delivered services*
  - *Voice*
  - *Data*
  - *Video*
  - *Power, Air conditioning, Security*



# *IT Monitor*

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- *I know what my data and voice networks are doing - every moment of every day*
- *I know how my network and supplier's are performing - every moment of every day*
- *I know if I am protected from external/internal threats - every moment of every day*





# *IT Monitor*

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- *I can see what my Internet usage is and when I am about to pay more than I would normally have budgeted for, before it happens!*
- *I can see ALL of my Infrastructure:*
  - Voice
  - Internet
  - Servers
  - Services
  - Bandwidth
  - Desktops



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# *Questions*



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