Visualize Relationships Between Elements And Critical Enterprise Services
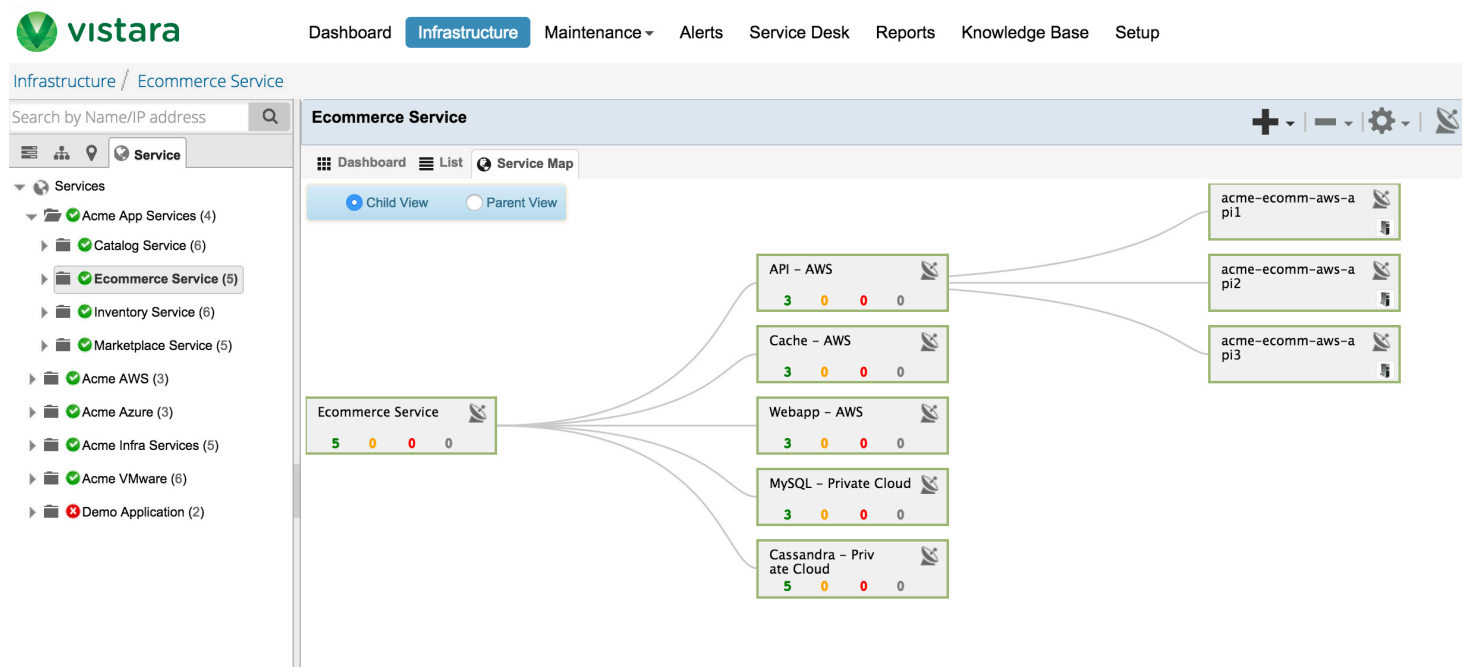
Business Challenge

IT is under tremendous pressure to provide business relevant operations management and insight. IT teams must change their worldview to not only understand the status of individual IT elements like servers, switches and storage arrays, but also how groups of related IT elements come together to deliver an IT service.

IT needs a way to define and measure the availability and performance metrics that matter to the enterprise with customized definitions of availability, performance, and responsiveness metrics. Service groups display dependencies intuitively and enable IT admins to quickly browse through infrastructure elements when analyzing issues.

Service Groups with Vistara Lifecycle Management

With Vistara's service groups, IT can manage services as logical entities by visualizing the relationships between elements and services. Service groups can be created using flexible rule based policies that allow for hybrid cloud applications that expand and shrink dynamically as new elements are provisioned or decommissioned.

A service group is a graphical representation of services based upon common groupings and dependencies and allows holistic management of services. Vistara service groups allow IT to manage these groupings in a unified command center. IT operations teams can extend beyond distinct, physical devices to describe and manage dependencies defined in an application or a process and report on critical services as logical entities to their business stakeholders.

Key Features and Benefits

- Model a composite IT service - Manage services as logical entities by using service groups that visualize the relationships between resources and services. Construct a complete picture of your critical applications using service groups, whether they are built entirely with public cloud resources or in a hybrid environment.

- Policy based discovery - Apply policies to continuously discover resources and automatically manage newly discovered resources against predefined service levels.

- Automate service group assignment - Define policies to dynamically populate service groups as new IT elements are provisioned, allowing for cloud applications that expand and shrink dynamically with new and decommissioned elements.

- Service level dashboards and metrics - Visualize the health of IT services that impact critical business applications across various technologies and IT environments, customized for different users.

- Availability, performance and responsiveness metrics - Define and measure what matters to you with customized definitions of availability, performance, and responsiveness metrics.

- Pinpoint performance issues - Service groups help you focus on identifying and resolving root causes by pointing to the specific resource that's responsible for service degradation.

Situational Awareness

Vistara service groups deliver a unified view across multiple monitoring tools including identifying dependencies between disparate technologies that may not fall under the scope of a single monitoring solution. IT teams can proactively prevent business-impacting events and react to issues with better situational awareness by visualizing service topology and understanding the relationships between resources and services.

Quick Troubleshooting

With a simple up, down, and degraded indicators, service groups can be used to quickly assess the specific outage when reviewing an application or a business process that is down or underperforming. IT teams can proactively prevent business-impacting events and react to issues with better situational awareness by visualizing service topology and understanding the relationships between resources and services.

About Vistara

Vistara provides a comprehensive SaaS solution for modern IT operations management. Vistara's enterprise command center automatically discovers a customer's entire distributed IT infrastructure and enables customers to unify IT operations management, manage public and private clouds, and deliver self-service IT. Learn more at www.vistarait.com