Managing Modern IT

Simplify IT Operations by Unifying Element Management

June 2013

Vistara Corporate Overview

Who We Are

- Incorporated July 2012
- Headquarters in San Jose, CA
- Development center in Hyderabad with 50 R&D engineers
- Representative office in Japan
- Used by managed service providers for seven years
- Over 1100 customers using Vistara
- Available for enterprise since January 2013
- SaaS platform
- Strong channel distribution – over 140 VARs through parent company alone
- Available in North America and Japan
- Patent pending technology
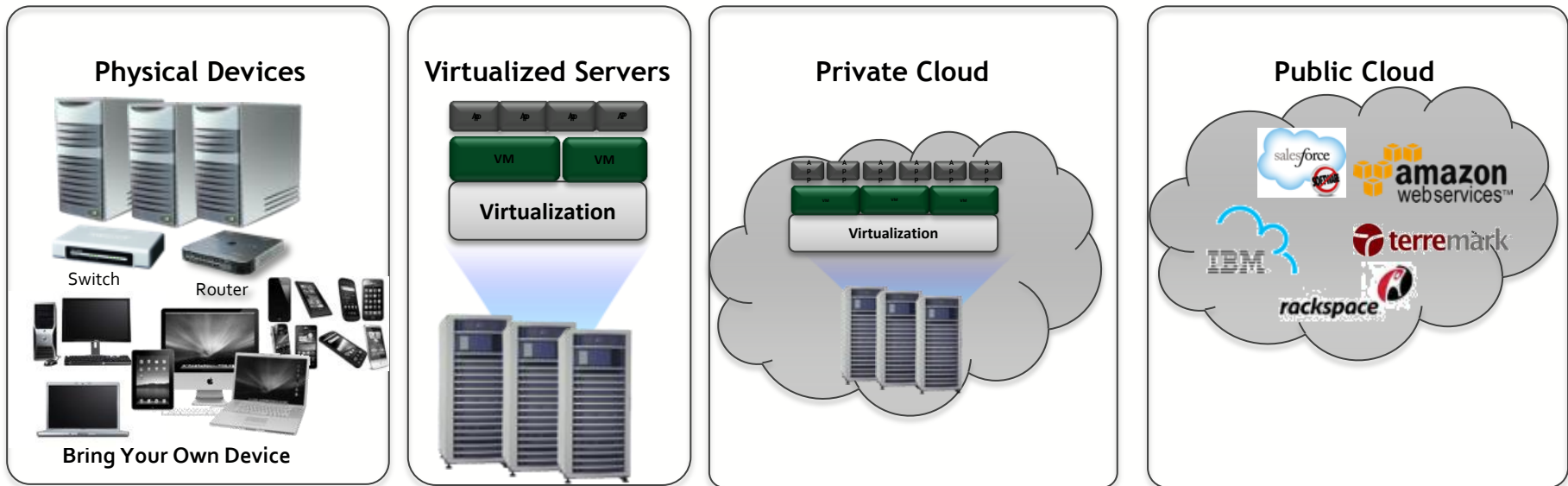
Our Customers

Our Distributors and VARs

Our Partners

The Legacy

The reality is that most IT professionals have many kinds of infrastructure they must manage.

Physical Devices

Switch   Router

Bring Your Own Device

Virtualized Servers

VM   VM

Virtualization

Private Cloud

Virtualization

Public Cloud

salesforce

amazon webservices™

IBM

terremark

rackspace

Physical, virtual and cloud continue environments continue to expand

The Legacy

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Desktops and Mobile Devices

Switch

Router

Bring Your Own Device

- Everyone is an administrator of something

- Your data is... Anywhere

- Even the best IT organizations wind up using multiple tools

How Do You Define Success?

The problems with tools

- ## One is great, two make a project
  - Integration
  - Patching
  - Report integration

- ## There is no truth
  - Two applications cannot represent one result

- ## Governance
  - Auditability
  - Role, Access matrix

- ## You bought it and the shelf it lives on!

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Evolve or Die

Sony created a market…

… Cloud Changes Everything

… Apple took it away…

Example: Pick any of the Big 4

- ## Six products to manage the "Cloud"
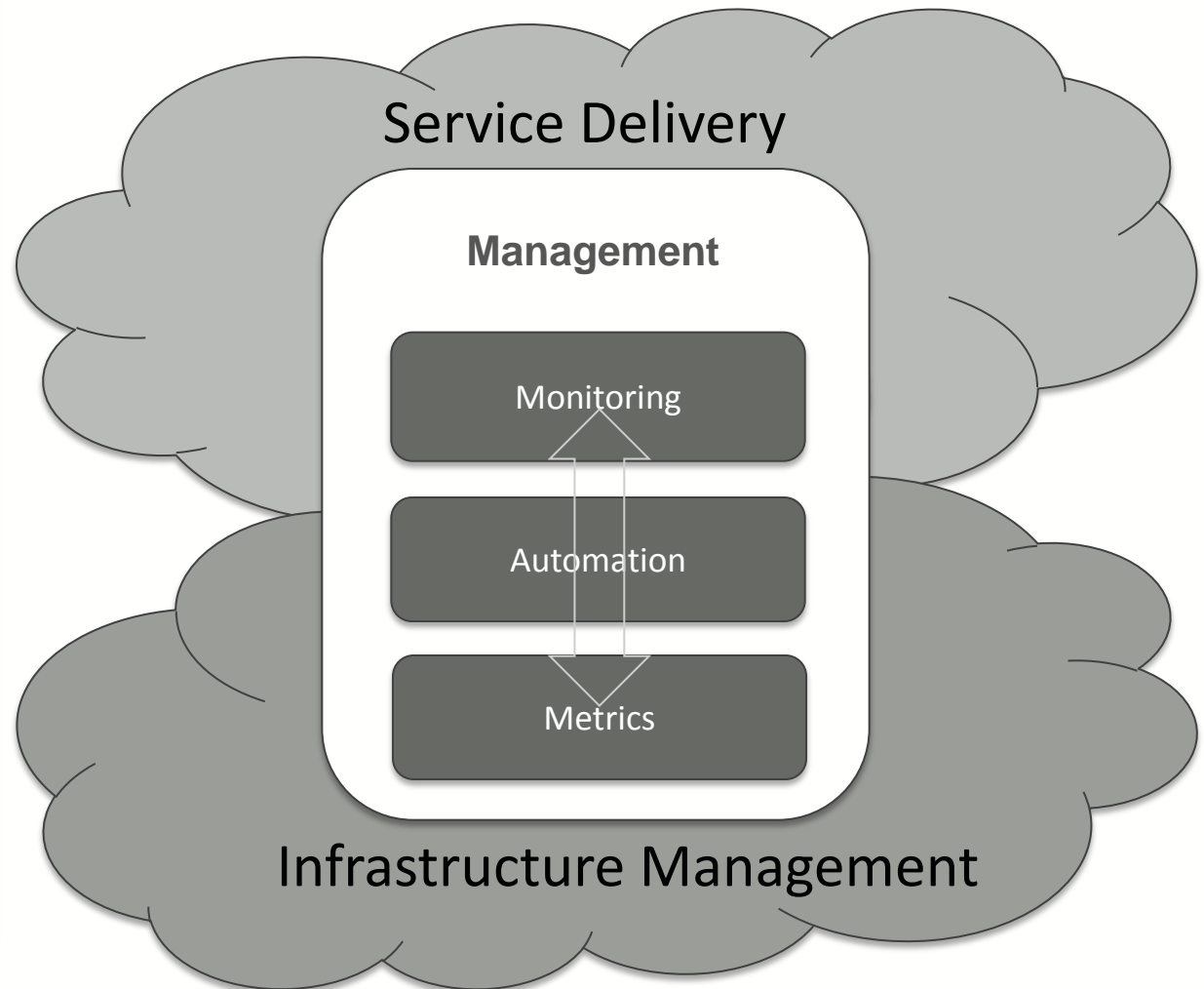 - Orchestration, Performance, ITSM, Network, Storage, Server management

- ## Six modules for ITSM
  - Service Desk, Event, Change, Problem, Asset, and Billing

  Most IT Operations and Service Management tools require that IT manage more than two dozen integrations native to the application environment.
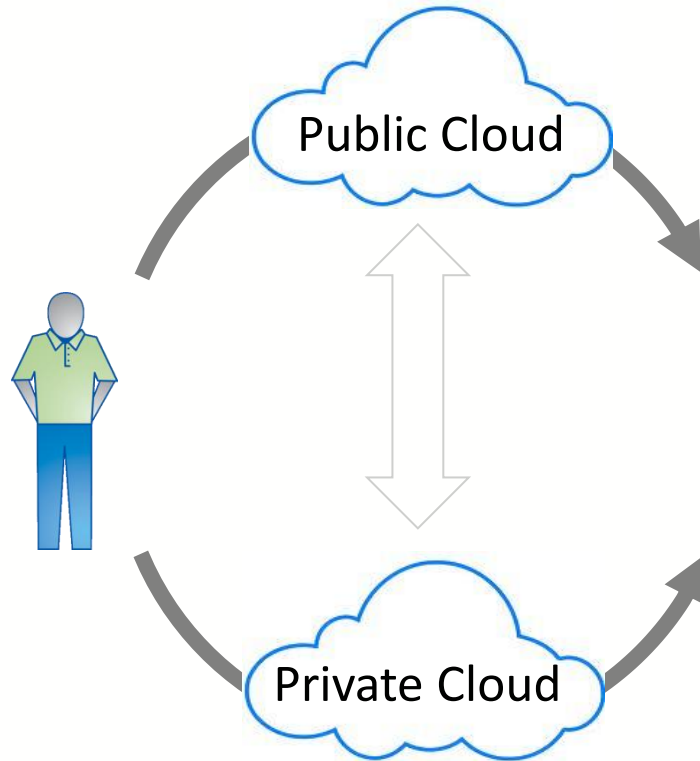
  ### Why work for them?

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Think about what happens when you use one tool for ITSM and Infrastructure management

Service Delivery

Management

Monitoring

Automation

Metrics

Infrastructure Management

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Unifying Hybrid IT Concerns

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Public Cloud

Private Cloud

Hybrid Cloud is the delivery of integrated services from public and private cloud resources.

Challenges include

- Identity Management

- Security Models
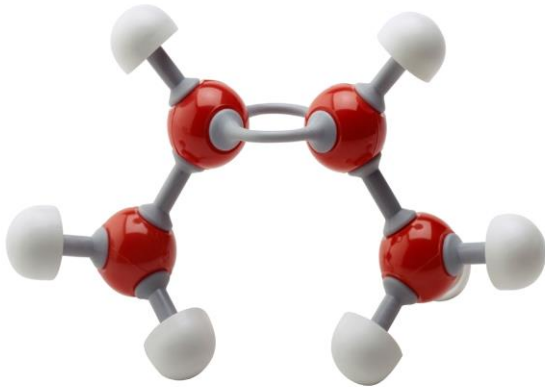
- Integrated Governance

- Visibility

- Metrics

Make the leap to unified IT management

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Unified- What does it take?

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VSPEX®   FlexPod®

- API level integrations with Cisco UCS
- API integration with NetApp FAS
- API integration with EMC VNX, VNXe
- API Integration with Brocade VDX
- Ready integration with SCOM and Virtual Center
- CI Discovery Templates
- Provisioning, Scripting and Capacity Management
- Correlation, Audit and Monitoring
- Service Catalog for FlexPod and VSPEX

Rules for Unifying Element Management

- Centralize service delivery and save time and money
  - Reduce "Application Hopping"
  - Aggregate knowledge
  - Share your wisdom
    - Runbooks
    - Automation
- Keep the tools you love
- Save money by obsoleting shelfware and tools you don't like
- Pay for what you use
  - But don't spend your time integrating other people's software if you don't have to!

The Benefits

- Level 1 and Level 2 IT staff account for 80% of the reportable outcomes in IT!
- Centralize operations activities onto one platform, and gain one source of truth.
- Software upgrades itself
- More secure
- More scalable
- Pay for what you use

Save 20% By Not Hopping

The IT Operations Cloud

Why Vistara

- Unifies service management and delivery across internal and externally sourced infrastructure and services
    - Unifies Element Management
    - Federate Hybrid IT
    - Manage Modern IT

IT Operations Cloud

Provides insight and measurement of IT spend and resources across the enterprise

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Discover . Monitor . Manage

- Discover all elements in physical and virtual infrastructure.
- Discover on-premise physical servers, virtual servers, public, and private clouds.
- Monitor and manage all discovered devices.
- Apply standard configuration templates to devices for enterprise policies and standards configuration and compliance.
- Automatically profiles managed devices to determine OS and application security updates
- Checks for antivirus signatures updates
- Helps IT administrators review and approve updates.
- Deploys updates throughout the enterprise.

Easy Provisioning

- Enables automated provisioning of infrastructure through runbook automation for internal services.
- Easily provisioning for converged infrastructure solutions like VSPEX and FlexPod.
- Enables provisioning of popular external public cloud offerings including IBM SmartCloud and Amazon EC2.

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Virtual Infrastructure Support

- Provision, start, stop, and decommission virtual machines from leading vendors through the same interface you use to manage your physical infrastructure

Federating the Public & Private Clouds

- Manages leading public clouds including Amazon, Rackspace, IBM SmartCloud, and Terremark
- Provides complete operations management support including automatic discovery, the ability to correlate events and alerts across public and private clouds, full support for preventive maintenance and runbook automation.
- Provides the ability to provision servers from diverse vendors on demand
- Vistara's support for multiple cloud service providers empowers IT administrators to use a multicloud strategy to achieve maximum fault tolerance
- Vistara's support for the CloudStack and OpenStack frameworks makes it easier to develop, deploy, and manage large private cloud projects

Unified View of Your Existing Tools

- Delivers one source for your end of month reporting needs on your on demand dashboard.
- Removes dependency on legacy monitoring and management tools.
- Vistara's Alert Browser helps creating, filtering, managing, and resolving alerts
- Vistara has ready integrations with popular service management tools like ServiceNow
- Enables administrators to filter alerts, group related alerts together, and create a ticket, incident, problem, or change request.
- Enables administrators to quickly correlate issues across multiple networks, physical and virtual infrastructure, and public and private clouds

Rich Built-In Analytics

- Vistara's dozens of built-in reports can be output as fully-formatted presentations ready for the monthly update meeting or as CSV files for further analysis
- Reports can be automatically emailed on a specified frequency to the appropriate audience

Audit and Compliance Support

- Allows audited, role based, and managed access by time period with management tools
- Integrates management tools with sophisticated service management ticketing system
- Allows automatic recording of sessions for later playback.

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Secure Remote Sourcing of Service Delivery

- Vistara enables secure remote service delivery from anywhere in the world.
- IT organizations have the option of leveraging approved external service providers for off-hours support or special projects to complement their internal staff resources.
- Access to infrastructure can be tightly controlled by provider role, device, and time window.
- Service providers are only given the privileges they need for as long as they need them.

Easy to Adopt, Manage, and Maintain

- Vistara's Command Center helps viewing and managing distributed IT infrastructure
- From it, you can download and install the Vistara Gateway, a virtual machine instance that discovers, monitors, and manages your IT infrastructure
- You can also install the Vistara VCare Agent on servers to do patch and configuration management.
- Vistara automatically updates all parts of a solution

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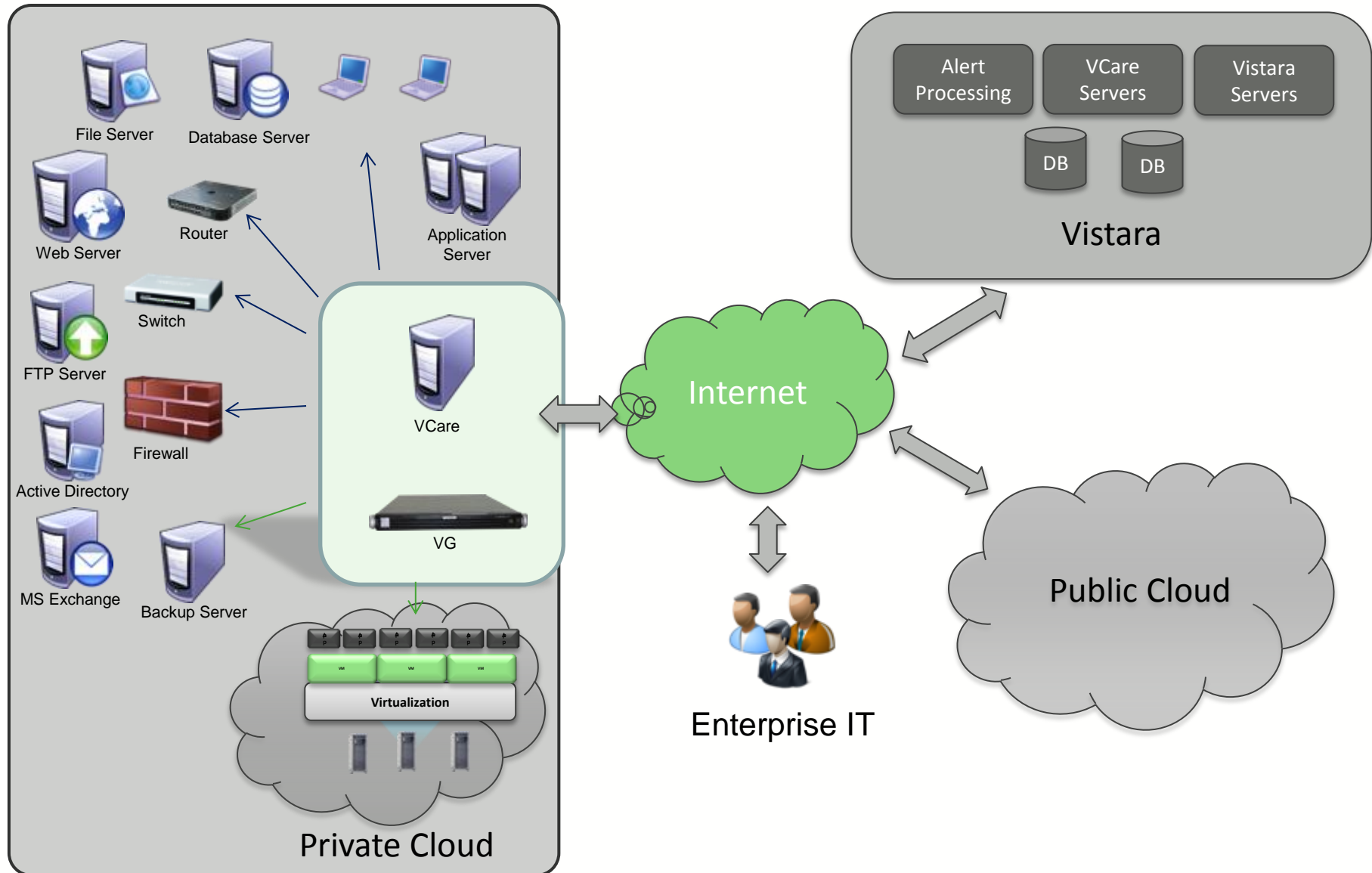*The IT Operations Cloud*

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Mobile Device Support

- Provides robust mobile device management capability.
- Helps define policies at device level and entire network.
- Supports smartphones, tablets and both iOS and Android-based devices.
- Helps IT administrators locate a device, cause it to ring a sound, lock it remotely, clear its passcode remotely, or wipe the device completely

Fully Multi-Tenant Architecture Lowers Total Cost of Ownership

- Vistara's robust multi-tenant SaaS architecture minimizes the costs of development, deployment, and maintenance

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Only Cloud Delivery is Cloudlike

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Let's Get Started Today

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Schedule a Demo!

Attend Our Next Webinars!

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sales@vistarait.com

Website
www.vistarait.com