



vistara



Modern IT Operations Management in the Cloud

September 24th, 2013

Vistara Overview



Who We Are

- HQ in San Jose, CA
- Comprehensive SaaS solution for modern IT operations management
 - Unify IT operations
 - Manage public & private clouds
 - Deliver self-service IT
- Over 1000 customers and over 100 service providers use Vistara today
- Strong channel distribution – distributors, VARs, SIs, MSPs
 - Multi-tenant, multi-tier SaaS solution to support tiers of partners
- Extensive integration to industry-leading point tools and technologies

Our Customers



Platform/Cloud Integrations



Distributors, VARs, & MSPs



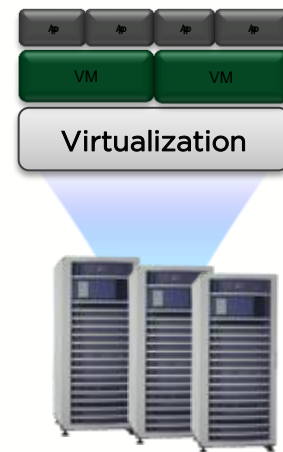
How can IT unify the entire enterprise: physical, virtual and cloud?

Physical Devices

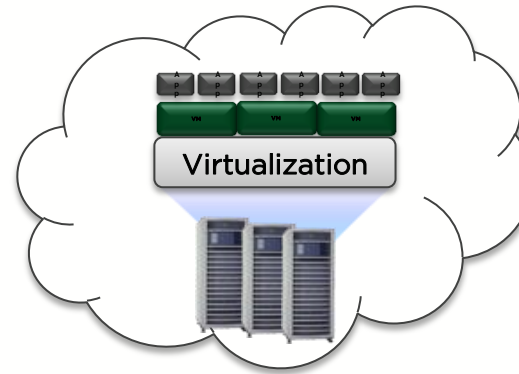


Bring Your Own Device

Virtualized Servers



Private Cloud



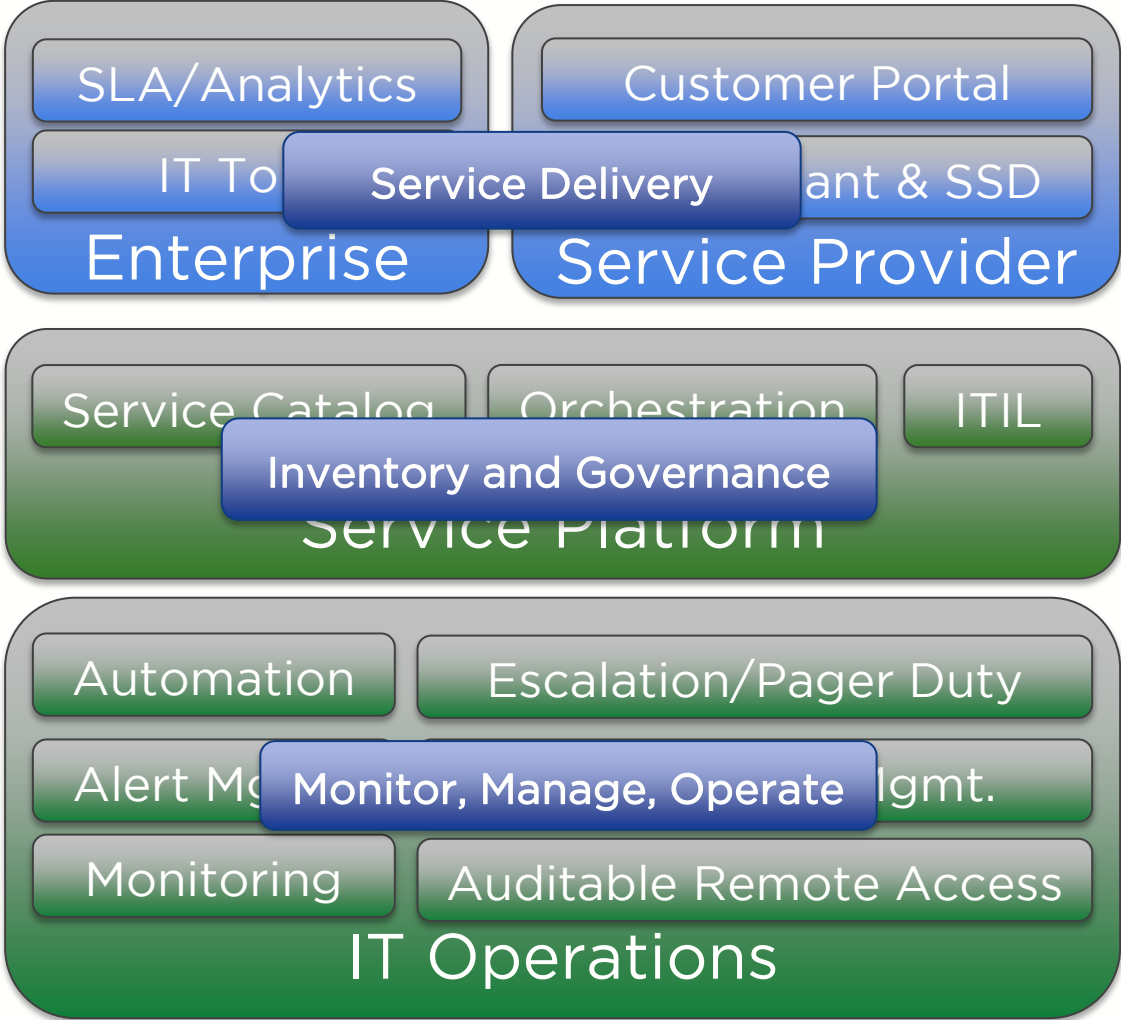
Public Cloud



*Unify IT
Operations
Management*

- Monitor and manage
- Bottom to top of the stack
- On-premise and cloud
- Physical and virtual
- Many platforms, vendors, clouds
- Secure remote service delivery

MODERN IT
INFRASTRUCTURE





- Unified IT operations platform for managing 2000+ elements in production facility, data center, distributed offices
- NOC operations, monitoring & alert correlation



- NOC tool for unified IT operations management
- Asset management over lifecycle with data source integrations
- Monitor and manage VMs provisioned on-demand by LOB
- Configuration & patch for Linux across private & public cloud








- Complete and current asset inventory
- KPI reporting by business unit
- IT now discovers problems before business users 95% of time
- > 70% incidents resolved within Vistara
- 85% of repeat incidents have SOP
- > 30% of incidents to be automated



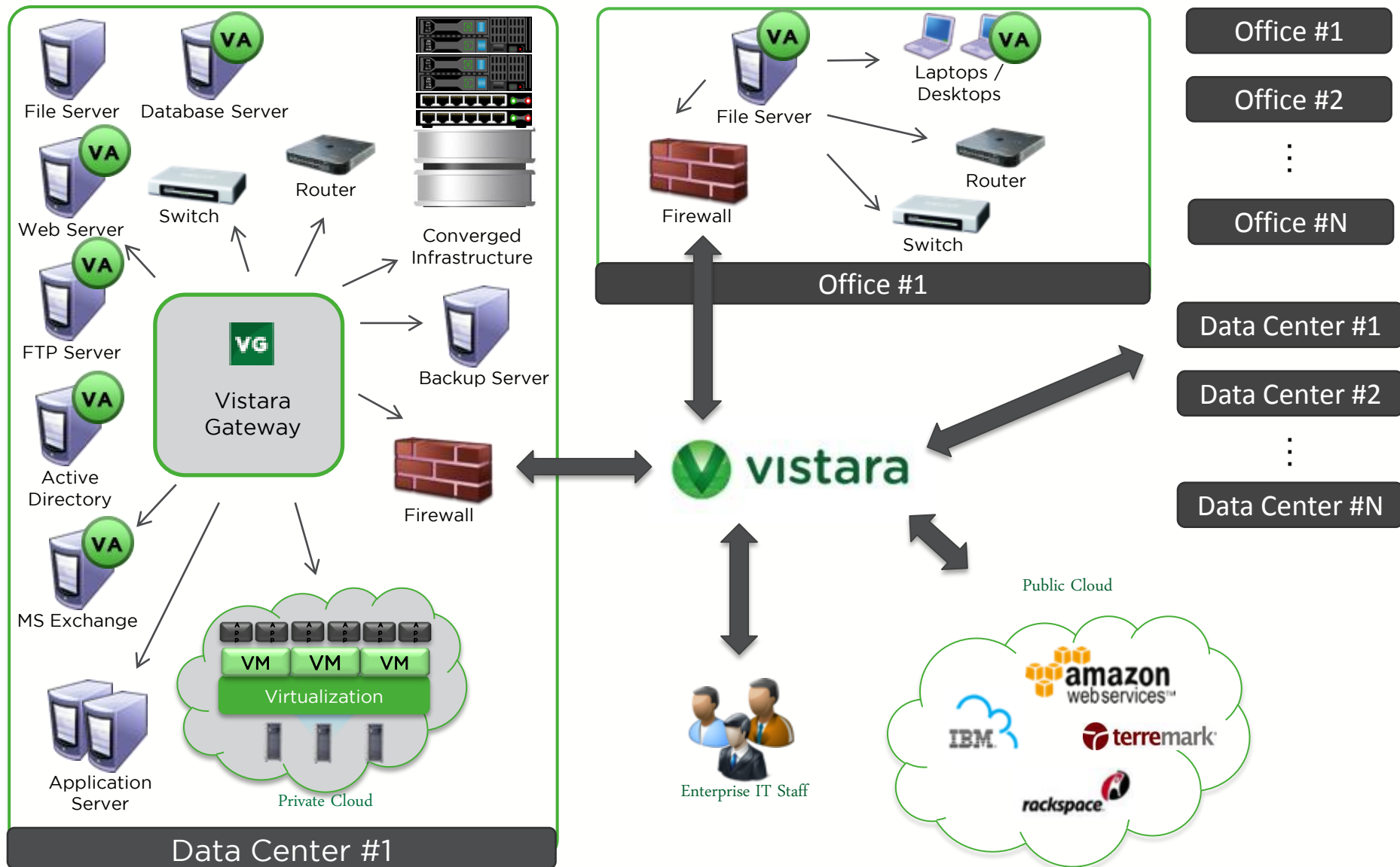
- 416 devices → 14283 alerts → 680 tickets → 85% resolved by MSP
- 14 min. Average Response Time for High Criticality incidents
- HAL saves > 400 hrs. of staff time and \$21k/mo.

Breadth of Technology: Premise, Private, Public

| Application | Backup | Unified Communication | Database | Servers | Cloud | Virtualization | Storage | Networks |
|--|--|---|--|---|---|---|---|--|
|  Exchange Server |  AxCient |  CISCO |  MySQL |  Windows |  IBM |  vmware |  EMC ² |  CISCO |
|  SharePoint 2010 |  VAULTLOGIX |  Microsoft [®] Lync [™] |  Microsoft [®] SQL Server |  Linux |  amazon web services [™] |  Xen |  NetApp [®] |  BROCADE |
|  Apache Tomcat |  symantec. |  ShoreTel |  ORACLE [®] DATABASE |  IBM |  rackspace |  Microsoft Hyper-V Server |  NetApp [®] |  Juniper [®] NETWORKS |
|  Microsoft [®] IIS Internet Information Services |  commvault [®] solving forward [™] | |  PostgreSQL |  UNIX |  INTERNAP [®] |  CITRIX [®] |  hp invent |  hp invent |
|  JBoss [®] by Red Hat | | |  hadoop |  solaris |  terremark [®] | |  DELL |  BARRACUDA NETWORKS |
|  APACHE | | |  mongoDB |  DELL |  vmware [®] vCLOUD | |  EQUALLOGIC [®] Autonomous Networked Storage |  Blue Coat |
|  Java | | | |  hp invent | | | |  NETSCOUT SYSTEMS |
|  NGINX | | | |  CentOS | | | |  NETSCREEN |
|  puppet labs | | | |  CISCO | | | |  SONICWALL [®] |

Vistara Delivered as SaaS: Built-In Best Practices & Maintenance-Free

Vistara SaaS Architecture



Demo

Questions?