

Modern IT Operations Management

Vistara enables modern IT operations management by seamlessly integrating management of legacy infrastructure and private and public clouds in a single pane of glass. Over 1100 companies use Vistara's SaaS services to run their IT operations today, including progressive technology companies like Netflix, Toyota and Tesla.

Easier and Integrated in a Single Pane of Glass

Discover, Monitor, and Manage: Vistara automatically discovers all of the elements of your physical and virtual infrastructure including network devices, storage, servers, virtual machines, and client machines. Discovery is supported for on-premise physical servers, virtual servers, and public and private clouds. It's easy to monitor and manage all discovered elements.

Configuration and Patch Management: IT administrators can apply built-in configuration templates to devices and to Windows and Linux servers and clients.. Vistara profiles managed elements to determine whether their configuration, OS patches, security updates, and antivirus signatures are up-to-date. Templates are customizable. Separate templates can be defined when servers must be maintained at different patch levels. Vistara automatically proposes needed updates for a server or device. IT administrators can review and approve updates, then deploy them throughout the enterprise.

Easy Provisioning: Vistara enables automated provisioning of infrastructure through runbook automation. Provisioning is even easier with popular converged infrastructure solutions like VSPEX and FlexPod. Vistara also enables provisioning of popular external public cloud offerings including IBM SmartCloud and Amazon EC2.

Virtual Infrastructure Support: You can provision, start, stop, and decommission virtual machines from leading vendors through the same interface you use to manage your physical infrastructure.

Service Definition and Custom Application Monitoring and Management: IT administrators can define hybrid services that integrate internally-hosted and externally-hosted services and elements. Elements can be incorporated into services with rule-based definitions. Dependencies are automatically mapped for easy navigation and troubleshooting. Administrators can create customized definitions of availability, performance, and responsiveness so that metrics fit their needs and the hybrid service model.

Built-In Management for Enterprise Applications: Vistara has out of the box templates for managing Microsoft Active Directory, Exchange, SQLServer, Internet Information Server, MySQL, and more. Availability, performance, usage, and patch levels are automatically monitored.

Customizable Dashboard: Vistara 3.0 enables IT administrators to define a custom monitoring and management dashboard that highlights the particular services and infrastructure elements that are most important for their most critical services, regardless of whether they are internally or externally hosted. Widgets make it easy to construct the dashboard that's right for your team.

Role Based Access Controls with Session Recording for Auditing and Compliance: Credentials for accessing managed elements can be securely stored so administrators authenticate once to Vistara and can then monitor and manage authorized elements. Access is role based, audited, and managed by time period with management tools that are integrated with a sophisticated service management ticketing system. Sessions are automatically recorded for later playback.

Unified Monitoring and Management of Existing Tools: You don't have to abandon your existing tools. Vistara's Alert Browser has ready integrations with popular service

management tools like ServiceNow and an open API for integrating your tools of choice. Alert Browser is a powerful, built-in system for creating, filtering, managing, and resolving alerts. Administrators can filter alerts, group related alerts together, and create a ticket, incident, problem, or change request as appropriate to manage an issue through resolution. Administrators can quickly correlate issues across multiple networks, physical and virtual infrastructure, and public and private clouds to isolate and resolve problems. Because administrators can do all or nearly all of their work within Vistara, less time is wasted on context switching, so productivity increases.

IT Automation: Administrators can define standard operating procedures, jobs that are run manually or automatically, and runbook automations.

Service Catalog Enables Modern IT: A customizable service catalog enables administrators or line of business managers to easily provision needed services on demand. Views and access are governed by role-based access controls.

Asset Management Over the Lifecycle: Vistara is the single source of truth that tells administrators who owns an asset, where it is, when its warranty and service contracts expire, and whether it's currently in operation or down for repair. Information can be synced with data from Active Directory or databases or imported using CSV files. Built-in reports summarize asset data.

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

Mobile Device Support: Vistara also manages mobile devices. IT administrators can define policies that can be applied to all or selected devices on the network. Vistara supports iOS and Android-based smartphones and tablets. IT administrators can remotely show the location of a device, ring a sound, lock it, clear its passcode, or wipe the device when it has been stolen. Vistara enables the convenience of bring-your-own-device while preserving the control and security necessary for enterprise use.

Rich Built-In Analytics: Vistara delivers one source of truth for your end of month reporting needs. Vistara has dozens of built-in reports that can be output as fully-formatted presentations ready for the monthly update meeting or as CSV files for further analysis. Reports can also be automatically emailed on a specified frequency to the appropriate audience.

SaaS Platform is Easy to Adopt, Manage, and Maintain: Vistara is an easy-to-use browser-based solution for visualizing, monitoring, and managing your distributed IT infrastructure. Because it's a SaaS solution, Vistara automatically updates itself. IT administrators can focus on using their IT infrastructure instead of maintaining it.

The Vistara Advantage: With Vistara, IT gets the unified view of the distributed IT infrastructure across its lifecycle that it needs. IT professionals are more productive and can focus their time on new initiatives and higher value added activities. This results in higher support quality, quicker issue resolutions, higher uptime, and reduced costs. For this reason, with over 1100 customers, Vistara is the leading IT Management as a Service solution today.