

Vistara Solution Summary for the Enterprise

Why IT Needs a Modern IT Operations Solution

IT has changed. Information Technology professionals are transforming from integrators of technology into service providers.

Modern IT requires a fully integrated operations management platform that can govern internal and external elements and services regardless of their source. It must work with legacy infrastructure, the private cloud, the public cloud, and other external service providers. Vistara is the only integrated SaaS platform that meets these needs.

Customer Problems Addressed

Vistara is the best solution for modern IT operations management available today. It addresses all of IT's needs in a single SaaS solution.

Discovery and Inventory: Vistara discovers and catalogs IT inventory throughout data centers, offices, and the public and private cloud so they can be managed. Network devices, storage, and physical and virtual servers are all supported.

Unified Monitoring and Management: Monitor and manage internal and external infrastructure, private and public clouds, services, applications, desktops, and mobile devices through a single pane of glass and measure service delivery against SLAs.

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

Public and Private Cloud Management: Manage leading public clouds including Amazon, Rackspace, IBM SmartCloud, and Terremark. OpenStack support preserves customer freedom of choice and makes it easier to develop, deploy, and manage large private cloud projects.

Converged Infrastructure Management: Easily provision and manage VSPEX and FlexPod.

Auditing and Compliance: 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.

Configuration and Patch Management: Apply built-in configuration templates to devices and to Windows and Linux servers and clients. Templates are customizable. Vistara determines whether configurations, OS patches, security updates, and antivirus signatures are up-to-date and proposes needed updates. IT can review and approve updates, then deploy them throughout the enterprise.

Enterprise Application Management: Manage Microsoft Active Directory, Exchange, SQL Server, Internet Information Server, MySQL, and more.

Service Management: Define hybrid services that integrate internally-hosted and externally-hosted services and elements. Dependencies are automatically mapped for easy navigation and troubleshooting. Create customized definitions of availability, performance, and responsiveness.

Self-Service IT and On-Demand Provisioning: Authorized IT and business managers can provision services on demand via a unified services catalog, regardless of whether the services are sourced internally, externally, or via a hybrid IT combination of the two.

Unified Alert and Ticket Management: Use Vistara's Alert Browser to create, filter, correlate, group, manage, and resolve alerts regardless of their source. Resolve "alerts storms" quickly. Create a ticket, incident, problem, or change request as appropriate to manage an issue through resolution. Integrated service desk efficiently manages tickets and requests. Use ready integrations with popular service management tools like ServiceNow and an open API for integrating tools of choice.

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

Asset Management: Vistara 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. Sync data from Active Directory or databases or import using CSV files.

Vistara's breadth enables IT professionals to rely on it as the single source of truth in governing IT operations. Vistara delivers that one source of truth and reports the impact that IT delivers to business.

Entry Points

Vistara can instrument small businesses with as few as ten elements and large enterprises with thousands. Vistara has specific integrations that make it particularly useful for customer who choose converged infrastructure solutions like FlexPod, VSPEX and VBlock. Vistara enables enterprise class IT lifecycle management for any sized company.

There are some key moments when IT practitioners choose Vistara:

- Converged infrastructure adoption
- ITIL adoption
- Migration to managed services
- Staff consolidations into centers of excellence
- Need to manage hybrid IT
- Mobile work force initiatives
- Bring your own device initiatives
- Failed SOX audit

Customer Value Proposition

IT practitioners must deliver value to business. Traditional IT tools require IT professionals to integrate modules, patch software and sort out interoperability for many elements in the infrastructure. Vistara has all elements of IT lifecycle management pre-integrated. Vistara enables IT to govern service delivery from within IT as well as the public cloud and external providers.

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Why Now?

Business can now source IT services from internal and external infrastructure and providers. IT must govern them all. Vistara enables modern IT operations management and the use of hybrid IT services sourced from the private and public cloud.

Differentiators

Monitors **and** manages, unlike numerous tools that only monitor. Supports public and private clouds **and** legacy on-premise infrastructure, unlike cloud-only management solutions. **All elements of the IT management lifecycle are pre-integrated**, so customers avoid patching and integrating multiple technologies, unlike BMC, CA, Tivoli and HP Ops. **Manages services, not just infrastructure**, so customers can securely source professional and managed services from Value Added Resellers, hardware OEMs, and Managed Service Providers.

Major Customers

Vistara is an enterprise solution available 24x7 with massive scalability. Netflix, Tesla, Disney, nVidia, Holland America, KAR Auction Services, Toyota, Fujitsu, Japan Airlines, and NTT DoCoMo are some of the 1100 customers who count on Vistara to manage their IT operations.

Questions to Think About

- How many IT elements (including devices, servers, client machines, and virtual machines) do you have?
- How many employees, sites, and IT full-time equivalents do you have?
- Can you generate service delivery metrics for all of IT on demand?
- Can you measure service delivery from your VAR and MSP?
- Does your business want IT to offer a service catalog for self-service IT?
- Do you use more than one private or public cloud instance?
- Do you have a patch management program in place?
- Did you need a 24x7 NOC?

Overcoming Objections

You may have made significant investments in tools that overlap with Vistara. We aren't out to make anyone suffer for decisions they made yesterday, so Vistara Integrates with other platforms including ServiceNow and LPI. You can consolidate onto one tool set if and when it is convenient for you.

You may have islands of tools that are important to experts in the organization. Vistara can integrate alerts from common tools like Nagios and Solar Winds into our Alert Browser. The business still gets the advantages of one source of truth for reporting from Vistara.

We have heard from customers that since Vistara does not cost a million dollars to acquire, it couldn't possibly replace any of the "Big Four" management tools. Vistara is a cloud platform, so we don't have to charge a million dollars to acquire and another million to make it work. We are more like Salesforce.com than Siebel Systems; we have to be effective the first day. And we have eleven hundred customers to prove it.

Secure Remote Services

Do you source services from VARs, managed service providers, consultants, or others? Or would you like to? With Vistara, you can enable service providers to securely access those elements of your infrastructure they need to do their work. Access is role-based and can be limited to specific elements during a specific time period, such as the elements an expert must access in order to resolve a particular open service request. Service providers can now deliver professional services without travel and expenses. Delivering services from a center of excellence is more efficient for the service provider and more convenient for the customer.

Competitive

Vistara's competition falls into three categories. We compete handily against each because we have understood the market needs and developed a modern solution to meet those needs.

The Big Four

Tivoli, CA, BMC and HP Operations are the Big Four. They have the advantage of tremendous breadth of solutions. Unfortunately, the completeness of solution has been achieved through acquisition. This means that customers pay, and pay again for each module of the complete IT lifecycle. Then, they have to pay again to integrate and manage a complex machine. Vistara has the breadth of solution sufficient to meet just about everyone's IT management needs in one platform. Unlike software you own, Vistara upgrades itself every month, something the big four can only aspire to achieve.

Niche Incumbents

Tools like Kaseya, RightScale, and Zenoss offer a constellation of point solutions with various strengths and weaknesses. But none of them have the breadth of solution that allow customers to rise above the role of integrator to service delivery. In each case, customer will have to buy and integrate multiple tools simply to produce end of month reports.

The Disruptors

Companies like SpiceWorks and ServiceNow have some good ideas. But these tools break trust with customers. Some are true cloud platforms but sell data about the customer's infrastructure to third parties. Others propose that they are a cloud platform, but in fact they are only hosted applications. A true cloud offering includes massive scalability, privacy and a true platform of innovation. Only Vistara offers a true cloud platform that is private, secure, scalable and has the breadth of solution sufficient to satisfy the modern enterprise.

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