vistara

Vistara Lifecycle Management

Solution Brief

Unify IT Operations

Enterprise IT is complex. Today, IT infrastructure spans the physical, the virtual and applications, and crosses public, private and hybrid clouds.

With federated IT infrastructure and personnel, managing the lifecycle from cradle to grave across IT operations is more important than ever.

Vistara Lifecycle Management empowers enterprise IT to see across the entire IT infrastructure, control all elements, automate management, and optimize availability, performance and capacity to drive unified IT operations from a single pane of glass.

Vistara Unifies IT Operations
All IT Elements in the Enterprise

Physical → Virtual

Private → Hybrid → Public Cloud

Infrastructure → Application

Vistara Benefits

Vistara delivers a best-in-class unified management solution.

Single Pane of Glass Visibility: Manage any IT element, whatever and wherever it may be.

Align to Business Goals: Manage IT operations by SLAs, service maps, rules and policies to provide business relevant reporting and services.

Enterprise Class Security: Role-based access controls enable granular definition of privileges. Administrator sessions are automatically recorded for audit compliance.

Stay "Evergreen": Vistara is a true multi-tenant solution. Customers benefit from agile development and continuous innovation without lifting a finger for upgrades or maintenance.

Vistara Lifecycle Management

Vistara Lifecycle Management is a set of IT operations management capabilities for IT infrastructure and application elements including desktop, servers, applications, network and storage whether they are on-premise, virtual or in the cloud.
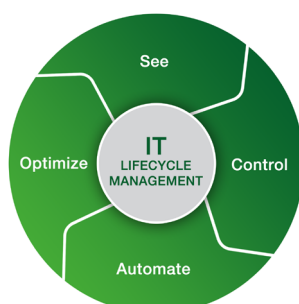
### Vistara Lifecycle Management capabilities include:

- Unified Monitoring
- Alert Management
- Configuration Management
  - o Network Configuration Management
  - o Patch Management
  - o Antivirus Management
  - o Application Management
  - o Service Map
- Runbook Automation
- Integrated Incident and Problem Management
  - o Third Party ITSM Tool Integration
- Secure Remote Access
  - o Role-Based Access Controls
- Reporting
- Asset Management
  - o Discovery
- Knowledge Base

Unified Monitoring

Vistara provides unified monitoring and management support for physical and virtual infrastructure elements and on-premise, private cloud, and public cloud infrastructure within a single integrated solution.
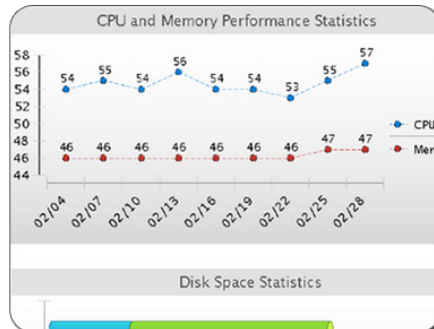
## Unmatched Breadth of Monitoring Coverage
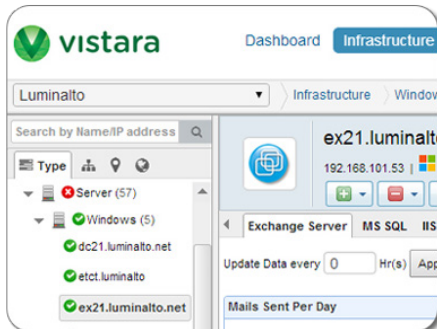
- Monitor and manage all of your services and elemets, including servers, storage, network devices, virtual machine instances, and applications.
- Consolidate, correlate, and manage alerts, visualize performance with intuitive charts, and measure service levels.

Robust Monitoring Support

- Monitor the availability and performance of elements and services, as well as the events and logging data they generate.
- Track key metrics for each element to determine availability, performance, and health.
- Parse log files, look for patterns, and create alerts for specific events.
- Pinpoint problems from early warning signs.

## Monitoring Templates Implement Industry Best Practices
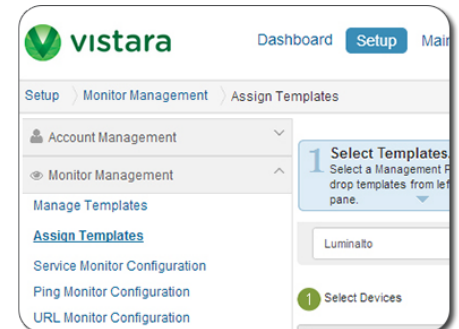
- Hundreds of built-in templates for monitoring commonly used elements.
- Create customized templates to satisfy enterprise-specific policies and needs.

Server Monitoring
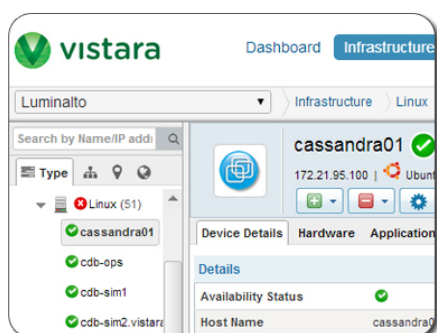
- Monitor key performance indicators for Windows and Linux servers with built-in templates.
- Perform routine administrative tasks like patch scans and hardware diagnostic checks and measure critical server metrics like CPU, memory and disk utilization.
- Hardware health metrics ensure servers are functioning normally.

Network Monitoring
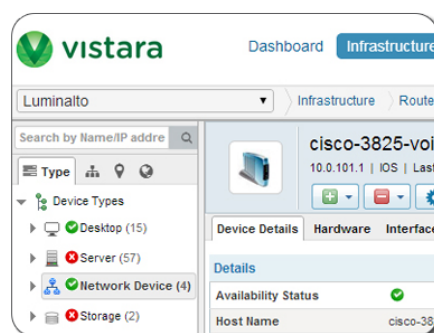
- Automatically discover network devices and make them visible for remote monitoring and management.
- Back up network configurations so it's easy to recover from errors.
- Measure device throughput parameters like bandwidth utilization to ensure optimal response times.

Storage Monitoring
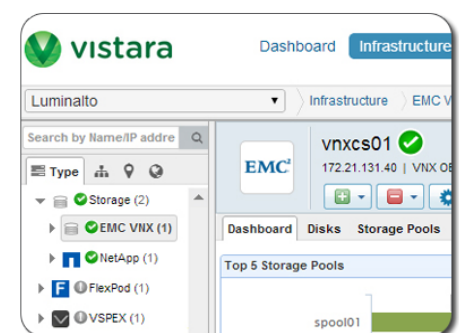
- Monitor and manage storage elements throughout the enterprise.
- Monitor availability of physical and logical storage infrastructure components such as volume, fiber channels, RAID, SAN switches and disks.
- Ensure high disk performance and monitor replication in mirrored or clustered deployments.

Application Monitoring
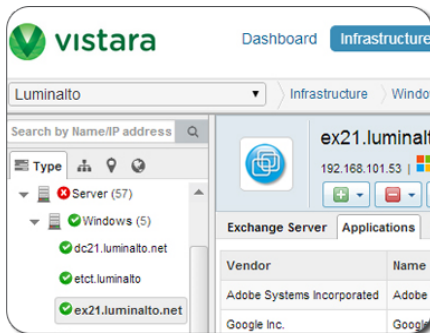
- Benefit from built-in monitoring templates for a wide range of IT applications.
- Monitor application health, processes, files, and logs.
- Integrate with widely-used business applications including Active Directory, Exchange, SharePoint, Dynamics and common infrastructure applications such as Apache.

Service Monitoring
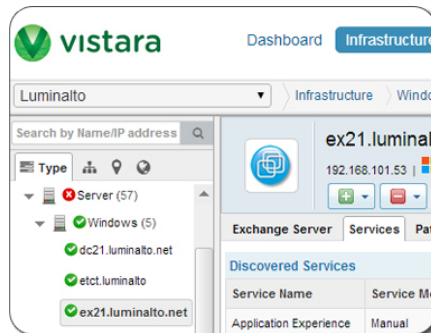
- Define a composite service that integrates internally-and externally-hosted elements and services.
- Create customized definitions of availability, performance, and responsiveness so that metrics are defined in a way that fits the hybrid IT model.

IT Operations Process Monitoring
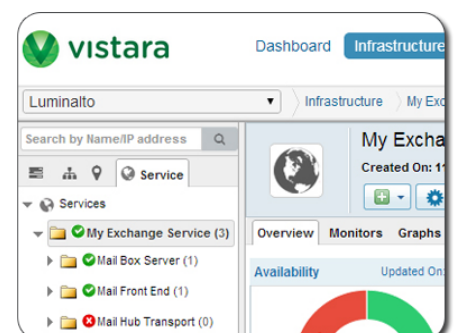
- Monitor IT processes such as automatic backups, log file rotation, and other maintenance operations to ensure successful completion.
- When an operation fails, raise an alert to trigger a runbook automation or cue an administrator to take action.

Customizable Dashboards and Charts
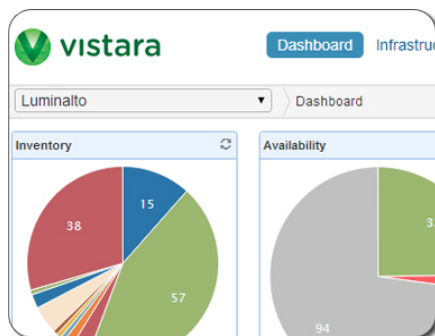
- Built-in reports conveniently summarize information for reporting to management, including infrastructure capacity and operational performance and availability of elements and services.
- Easy to read performance charts enable administrators to look at the data at different time scales to identify key issues and quickly understand the state of your infrastructure.

Alert Management

IT organizations face a continuous flow of incoming alerts. Operations teams need a unified view and the ability to manage alerts identically regardless of their source. Vistara supports unified alert monitoring and management across your data center, private cloud, and public cloud by consolidating, correlating, and managing alerts for instant visibility, faster problem resolution and responsive support.
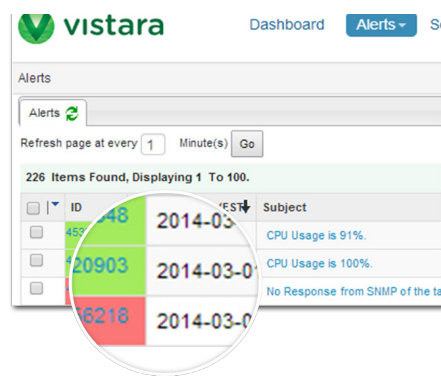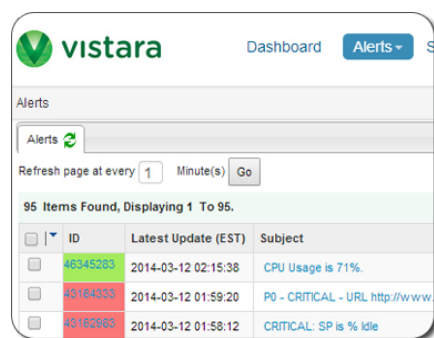
Unified Alert Management
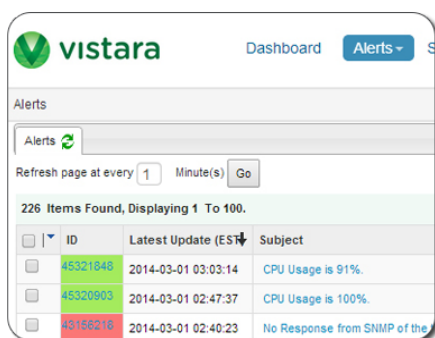
- Group alerts for diagnosis and prioritization based on their content.
- Enable globally distributed operations teams to work together on problems.
- Quickly zero in on the alerts that matter.

Intelligent Alert Correlation

- Automatically analyze incoming alerts and group related alerts together by IP address, device, event type, and additional criteria to reduce noise.
- Identify and resolve root causes. Select all alerts that relate to a problem and attach them to a single ticket.
- Correlate and aggregate alerts into a smaller number of incidents to be managed.

Alert Browser
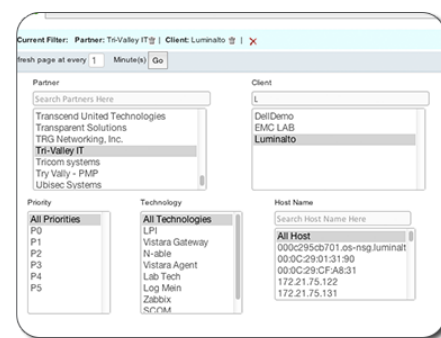
- Enable IT administrators to conveniently view and filter tickets from all sources.
- Group related alerts together and create a ticket, incident, problem, or change request to manage issues through resolution.
- Enable IT administrators to focus time on proactively improving systems and applications instead of reacting to problems.

## Enterprise Command Center
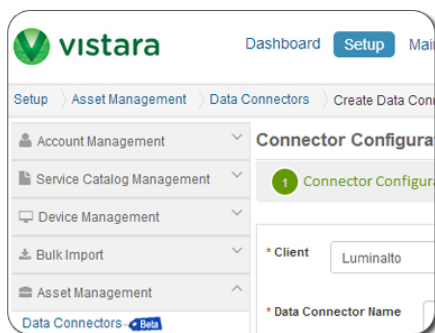
- Vistara's enterprise command center acts as the first point of escalation. Be the first to know about any issue with a central dashboard for managing all alerts.
- Policy-based alert routing automatically notifies the proper administrator, escalates as needed, and provides real time status through resolution.
- Achieve higher productivity for distributed NOC teams as they can do all their work within a single tool for rapid resolution.

Integrate Your Monitoring Systems
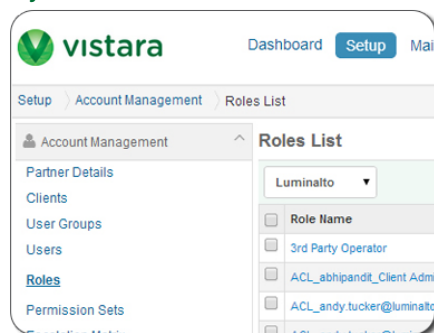
- Manage alerts from other monitoring tools. Increase productivity using Vistara as the single source of truth for monitoring aggregation.
- Deliver consolidated view of alerts from all tools and elements with built-in integration for System Center and API level integration with other tools.
- L1 administrators can do alert management from within a single tool instead of context switching.

Custom Escalation Matrix
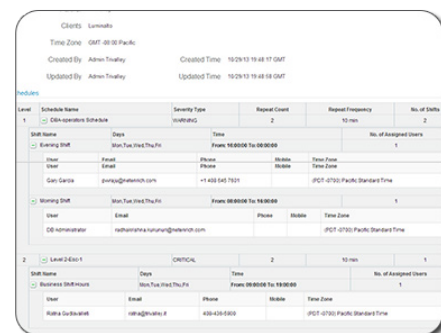
- Define custom rule-based escalation matrixes to ensure the correct administrator is notified every time.
- Create shifts with rules controlling which administrators are notified for a shift by days of the week, hours of the day, or for a custom date range.
- Define escalation schedules that vary based on the priority level of the alert.
- Define how many times a notification should repeat, frequency, and across how many shifts until the issue is resolved or the notification expires.

Configuration Management

Benefit from full support for configuration management in an easy-to-use SaaS solution that works right away.

Network Configuration

- Vistara automatically backs up the configuration of each network device and can restore it from backup as needed. Easily recover from device failures and enable rapid disaster recovery.
- Back up both startup and runtime configurations. Maintain configurations for up to a year. Automatically back up network device configurations on any change or on a schedule and track changes over time.
- Compare configurations to identify changes.

Application Management
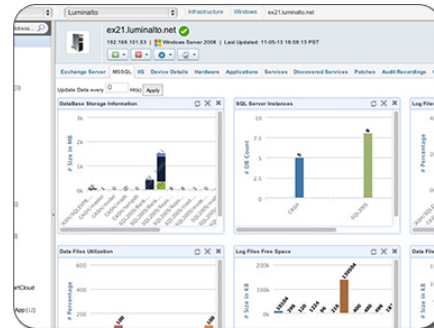
- Ensure the availability of a wide range of applications.
- Rich set of monitoring templates for IT applications satisfy key requirements such as application health status monitoring, process monitoring, file monitoring, and log monitoring.
- Configure monitoring to do data collection for trend analysis or to generate alerts to enable higher order correlation of the application's status.
- Combine templates with Vistara's runbook automation capability for a single point of control for application management needs in an enterprise.

Patch Management

- Automates monitoring of patch compliance to ensure infrastructure is up-to-date and protected at all times. Scan servers, desktops, and laptops to determine whether patch levels are up-to-date.
- Automatically scan servers and clients when discovered to determine whether patch levels comply with enterprise policies.
- Patch Windows® and Linux® servers, desktops, and laptops companywide. Review and approve updates, then centrally deploy them throughout the enterprise.

Antivirus Management
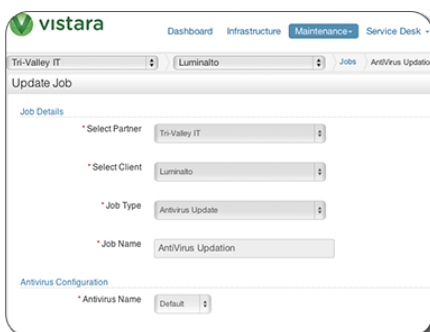
- Vistara recognizes and integrates with 10 leading third-party antivirus solutions.
- Ensure servers and clients have up-to-date antivirus signatures and are protected against threats.
- When servers and clients are discovered, automatically scan them, check antivirus signatures, and deploy antivirus agents.
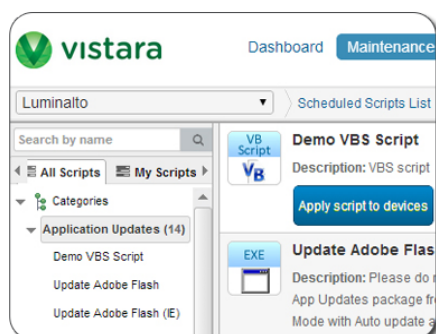
Runbook Automation

Prevent problems by automating routine maintenance, remediating common events, and ensuring consistent execution of common tasks.
Resolve incidents faster while capturing institutional knowledge and distinguishing between events that require attention and those that can be filtered out.
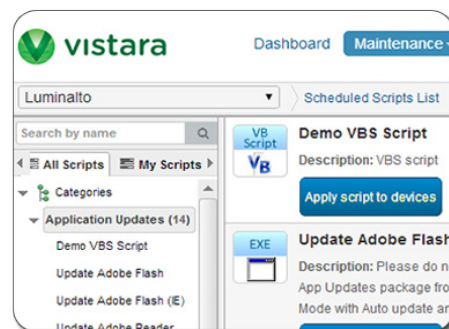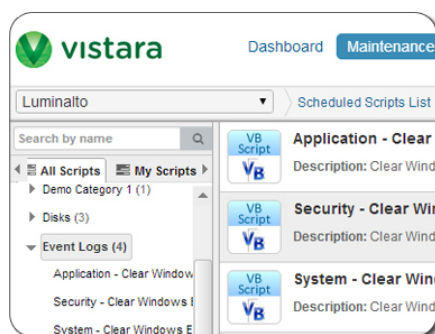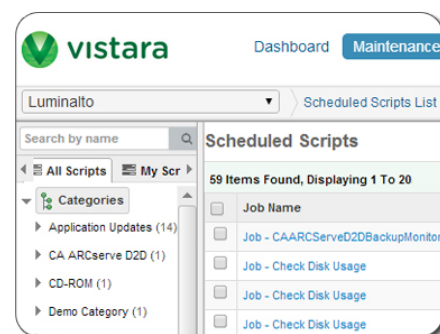
On-Demand Runbook Automations

- Identify a common set of operations on a single device and then extend it to hundreds of devices in your data center or public cloud.
- Efficiently deliver services and speed resolution times for IT operations.

Schedule Driven Runbooks

- Automate routine maintenance tasks with predictable schedules for a device or group of devices.
- Track the results of process automation with complete log of audit trails.

## Event Driven Runbook Automations

- Respond to critical alerts with predefined remediation of problems as they occur.
- Address business requirements rapidly by triggering real-time tasks in response to events.

Implement New Runbook Automations
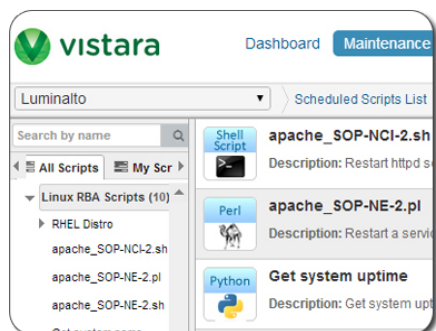
- Use scripting languages of your choice including PowerShell, Python, Perl, Windows Command Scripts, Visual Basic, and PHP.
- Leverage built-in library of commonly-used runbook automation scripts to quickly automate IT infrastructure operations.

Improve Results
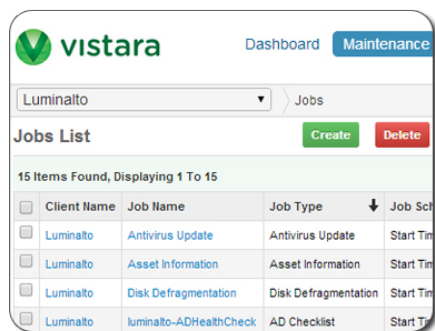
- Write scripts, analyze issues, raise alerts within Vistara, and track results for delivering timely and accurate service.
- Decrease defects from non-standard operations and improve service delivery through consistent execution.

Incident and Problem Management

Use the same tool to manage incidents as you use to manage your infrastructure. Group alerts and create incidents and problems as needed and track their status real time through resolution.

- Monitor and respond to your IT incidents in real time and solve problems faster through incident aggregation.
- Implement ITIL best practices with comprehensive service desk capability for higher support quality, quicker resolutions, and reduced expenses.
- Monitor resolution times for incidents to ensure they meet internal Service Level Agreements and industry benchmarks.

Secure Remote Access

Secure remote access capabilities enable IT admins to take remote control of client devices and execute tasks on the target device. All administrator sessions are recorded for playback.

- Securely, conveniently access the console across servers and network devices and VM instances regardless of whether they are on-premise, on the private cloud, or on a public cloud. Support multiple access protocols including SSH, RDP, telnet, VNC, Remote Shell, and file transfer.
- Ensure administrators can access only authorized elements with role-based access controls and stored credentials. Administrators authenticate once to Vistara and then access everything they are authorized to.

Reporting

Vistara offers detailed reports on the health of your environment and provides visibility into infrastructure capacity, operational performance and availability of elements and services.

- Automatically generate monthly executive summary reports as fully-formatted PowerPoint or PDF presentations that concisely present key metrics.
- Integrate data from third-party monitoring products and hardware and software elements to work with the tools you already have.
- Provide comprehensive and customizable reports on IT infrastructure, including on-premise, private cloud, and public cloud.
- Deliver consistent metrics to provide a daily, weekly or monthly snapshot of the state of all managed elements, their performance and availability, and needed maintenance.
- Integrate with legacy monitoring and management tools to give you a reliable single source of truth for reporting.
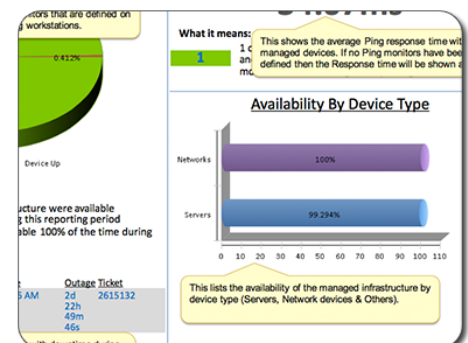
Asset Management

Vistara provides a single source of truth on 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.

- Automatically discover all of your storage, servers, network devices, and virtual machines. Simple Network Management Protocol (SNMP) or Windows Management Instrumentation (WMI) protocol capture the core information such as hardware details, device interfaces, disks, CPU, BIOS, warranty information, etc. as soon as the devices are added to the managed pool.
- Scan in physical elements on arrival. Vistara automatically looks up warranty information from third-party cloud services and internal databases, and administrators can load CSV files with additional information not available elsewhere.
- Manage full asset lifecycle via flexible asset attributes for tracking warranty, support contract, end-of-life, and ownership via integration with enterprise and vendor data sources.
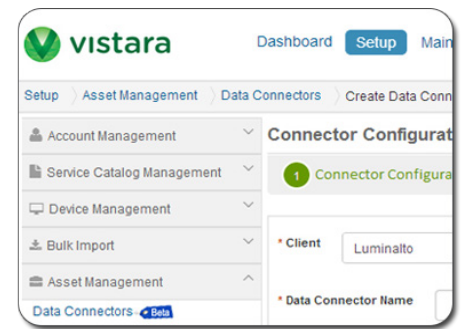
About Vistara

Vistara provides a comprehensive SaaS solution for modern IT operations management. Vistara Lifecycle Management empowers enterprise IT to see across the entire IT infrastructure, control all elements, automate management, and optimize availability, performance and capacity. It's currently used by over 1000 customers to drive unified IT operations from a single pane of glass.