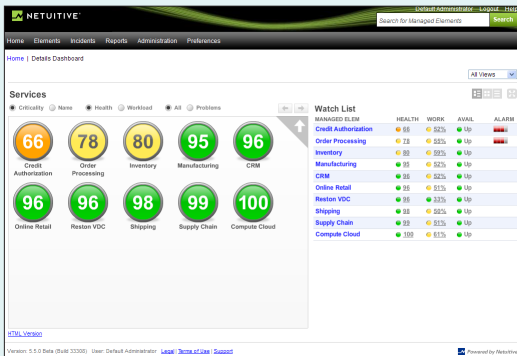


# NETUITIVE 5.5 FEATURES

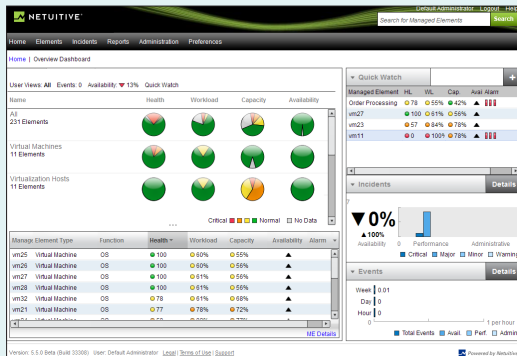


Netuitive 5.5 self-learning software is the industry's most advanced solution for proactive service management from an end-to-end perspective. From individual elements, to clusters, to transactions, to complete services. Across physical and virtual infrastructure. And across private or public cloud infrastructure.

Self-learning and continuously adaptive, Netuitive software provides a real-time dashboard view of service health, alerts you to impending performance issues, and shows you where, when and why service level objectives are not being met. Netuitive 5.5 is enterprise-ready, with key security and administrative features and the ability to scale to monitor globally deployed, mission-critical business services.



Service Overview Dashboard



Virtual Data Center Dashboard



Service Topology - Table View



## Service Health Dashboards

Netuitive's Dashboards display end-to-end health views of applications, services and virtual data centers, allowing drill down across IT silos to the lowest level components. Some of the common dashboard features include:

- **Service Health Score** displays a consolidated, end-to-end view of service and component health incorporating IT, customer experience, and business performance metrics.
- **Workload Index** displays a single, consolidated view of service and component workload - a measure of total resource consumption or how "hard" the service or component is working.
- **Capacity Index** is a measure of resources used versus allocated - telling you how much computing or storage "headroom" you have left in the infrastructure.
- **Watch List** brings to your attention a sorted list of the service or systems experiencing the most severe existing or impending performance problems or alarms.
- **Personalized views and mouse-over details** make it easy to analyze performance details by areas of responsibility - namely departments or services.



## Service Modeling

Service Configuration Wizard guides users through a pick list of available system components and generates a model of overall health and workload.

- **CMDB Auto-synch** synchronizes service definitions with configuration management databases.
- **Service Topology View** is automatically generated to show service hierarchy in graph or tabular view. Zoom in and out on specific components and problem areas.
- **Service Level Objectives (SLOs)** allow real-time monitoring of Service Level Agreements (SLAs).
  - Violations of SLOs trigger notifications that service level agreements may be impacted.
  - SLOs can have one or more simple or complex criteria, including expected variations by time frame.
  - Users can manually define SLO thresholds or leverage Netuitive's automatically generated models of "normal" service behavior.



Trusted Incident (grouped Trusted Alarms) with details



## Real-Time and Forecasted Alerting

- **Trusted Alarms®** provide actionable warning of impending performance problems on a real-time or forecasted basis. Trusted Alarms look for statistically relevant anomalies in Netuitive's Adaptive Behavior Profiles™ (see below). Multiple related Trusted Alarms are automatically grouped by Netuitive into a Trusted Incident.
- **Sophisticated forecasting algorithms** accurately forecast trends hours in advance for alerting, or months in advance for capacity planning. Forecasted deviations from expected behavior contribute to the generation of Trusted Alarms.
- **Alarm and incident export** enables third-party monitoring consoles or help desk applications to incorporate Netuitive Trusted Alarms and Incidents.



Performance Assistant



## Performance Analytics and Diagnostics

- **Adaptive Behavior Profiles™** reflect normal operating behavior of service components by hour of day, day of week and cyclical seasonalities. Rather than analyzing individual metric baselines in isolation, Netuitive correlates the behavior of all key related metrics together in context. Proactive alerts are automatically generated when behavior deviates from "normal".
- **Managed Element (ME) details** give real-time insight into how individual MEs are performing, and their impact on overall service performance.
  1. Overall element health and alarm timeline
  2. Topological graphs show element relationships (e.g. server to cluster, cluster to service, etc.)
  3. Element attributes (e.g. memory, CPU MHz, storage)
  4. Events related to the element (e.g. configuration change, VMotion)
- **Alarm details** presents a visualization of Trusted Alarms™ in a user-friendly web interface that provides:
  1. Alarm details (category, severity, priority, timeline)
  2. Metric deviations ranked by contribution
  3. Impact on overall service health
  4. Events related to the element (e.g. configuration change, VMotion)
  5. Performance alarms from related service elements



Correlation Assistant

- **Performance Assistant** automates diagnostics and root cause isolation when problems occur. A drill-down view concurrently displays alarm timelines, plotlines, high/low watermarks, and tolerance bands showing expected, contextual, and forecasted values for each metric.
- **Correlation Assistant** displays automatically discovered and continuously updated relationships between business service components and performance metrics. This accelerates root-cause isolation and provides insight into how IT infrastructure performance impacts business or application performance.



VM Cluster Forecast Report



## Reports

- **Configurable reports** in sharable PDF format show real-time, historical, and trended performance of services and their components. Reports can be generated on demand or scheduled.
- **Health, Workload Reports** - compare the health and workload of servers, clusters, virtual machines, and virtualization hosts; or find the top 10 over or under-utilized resources. Composite health and workload indices tell you how systems performed without have to sort through hundreds of metric graphs.
- **Virtualization and Storage Reports** provide insight into current resource utilization for performance analysis or chargeback as well as where utilization is trending for capacity management purposes.



## Performance Management Database (PMDB)

The Netuitive 5.5 Performance Management Database (PMDB) is a rich source of performance data for historical analysis of IT infrastructures and services as well as the repository of data for Netuitive's real-time analytics.

By incorporating managed element metadata from other sources (including CMDBs), the PMDB supports customized reports and queries for short and long term resource utilization analysis.

The PMDB has very low storage requirements thanks to Netuitive 5.5's unique retention profiles.

Featured outputs include:

- **Smart Search** — query millions of data points to identify systems by element attributes or performance levels.
- **Smart View** — create and publish views based on a particular set of systems or users
- **Third-Party Reporting** — export to third-party reporting and Business Intelligence tools like SAS, Crystal Reports - allowing for close to real-time analysis and eliminating the need for multiple integrations from these tools to real time data sources.

## Enterprise-Ready Capabilities



Netuitive 5.5 has been designed to be scalable, secure, and manageable to meet the performance monitoring needs of enterprises with globally deployed, mission-critical business services.

### Scalability & Availability

- **Optimized Enterprise Architecture** leverages a distributed architecture to supports hundreds of business services, thousands of managed elements, and millions of metrics.
- **Cost and computation-efficient scalability** using off-the-shelf hardware - not expensive high-end servers.
- **High Availability capabilities** meet requirements for mission-critical services.
- **Centralized Reporting and Access** provides centralized reporting and single sign-on access for enterprise-scale deployments of Netuitive.

### Usability, Manageability & Security

- Powerful but easy-to-use browser based interface displays analytics and facilitates rapid root cause isolation.
- External Authentication (using LDAP and native Active Directory) eliminates redundant tasks for user accounts and password administration.
- Global hierarchical groups organizes services into hierarchical groups for role-based access and visualization.
- Calendaring support allows users to schedule alarm data export as well as model Service Level Objective criteria that can vary over time.
- Published Web API enables programmatic access to perform a significant number of functions, including alarm management, service configuration and user management.
- Import / export of configuration and security data supports migration from testing to staging to production.



### Multiple Platform Support

Netuitive software installation and use is currently supported on the following platforms:

- **Operating System** — Windows, Linux
- **Database** — Microsoft SQL Server, Oracle
- **Web clients** — IE, Firefox



### Monitoring Tool Integrations

Without deploying any additional agents, Netuitive leverages and improves your existing monitoring investments as well as any custom data sources that exist in your increasingly virtualized and distributed infrastructure.

But determining which metrics to use (sometimes from hundreds of metrics) and how to normalize the data to model performance can be a daunting task.

- **Best Practice Templates** use both expert knowledge and statistical techniques to determine which metrics are the best candidates to characterize statistical behavior of servers and other managed elements.
- **Integration Studio** allows Netuitive customers (with assistance from Professional Services) to edit / create custom templates.
- **Netuitive Self-Monitoring** provides a template and performance model so that Netuitive can use its advanced analytics to monitor itself.



Netuitive has the industry's largest portfolio of integrations to monitoring solutions from companies such as those below.

Please contact Netuitive for a complete list.

- BMC**
- CA**
- HP**
- IBM**
- VMware**
- Microsoft**
- NetApp**
- EMC**
- Oracle**
- InfoVista**
- NetIQ**
- TeamQuest**
- Compuware (Gomez)**
- Quest (Foglight)**
- Optier**

## Trust your performance to Netuitive.

Netuitive provides predictive analytics software for IT. Netuitive replaces human guesswork with automated mathematics and analysis to forecast, identify, and resolve IT performance issues before they impact quality of service. Hundreds of customers, including eight of the 10 largest banks, rely on Netuitive to proactively manage the performance of their critical applications and underlying IT infrastructures - physical, virtual, and cloud. Industry recognition includes the 2011 "CTO Award for Innovation" from Morgan Stanley, the 2011 CODiE Award for "Best Systems Management Solution", the 2010 EMA Award for "Best Analytics", and "Best of VMworld" Awards in 2007, 2009, and 2011.

## Netuitive Predictive Analytics for IT

Contact Netuitive to learn more about Netuitive or to schedule an on-site demonstration.