

Improving Service Reliability With UNIFIED VISIBILITY INTO SERVERS AND APPLICATIONS

Enterprises need to ensure servers and applications are always running and available.

Must meet SLA requirements.

Must be agile in order to respond to rapidly changing conditions in the marketplace.

On average, incident resolution time lasts 4 hours. Half of this time is spent on detecting the problem. ¹

Symptoms of the failure may be patched but the root cause often goes unresolved.

Relying only on scripts and manual processes, organizations get stuck in the break/fix cycle of systemic firefighting.

Organizations with automated monitoring and management solutions have a 50% reduction in the time administrators spend on day to day operations. ¹

Administrators spend all their time in reactive mode and are unable to introduce proactive improvements.

Disparate, unintegrated monitoring tools are costly and ineffective

The reliance on multiple tools results in "Swivel-Chair Management" where multiple interfaces must be accessed to investigate problems

- Administrators are unable to correlate events and conditions across multiple tool sets
- Excessive "finger pointing" during problem resolution is common

On average, organizations juggle 50 different tools to monitor elements in their IT infrastructure, including:

- Operating System Performance
- Server Availability
- Hardware Status
- Data & Storage Performance
- Virtualization Infrastructure
- Performance
- Incident Alarms
- Capacity Availability
- Email Server Conditions

78% of enterprises surveyed by EMA indicated roles across management practice areas are converging ²

Integration across tool sets must be enabled to keep pace

Manual attempts at integrating disparate tools are costly and time consuming

- Integration points are unreliable and unsupported
- human errors are common

Unified visibility enables proactive IT management

Integrated monitoring solutions provide an application centric view

SAM helps organizations understand the dependencies and interrelationships of applications with infrastructure elements across the IT ecosystem

Rapidly identify problems before they become business impacting

EMA research has identified a direct correlation between how proactive an organization is with the amount of integration they have introduced in their monitoring platform

Time to recovery on failure events is substantially improved

The average Mean Time to Repair (MTTR) is reduced from 4 hours to just 87 minutes.

Reduces both CAPEX and OPEX costs

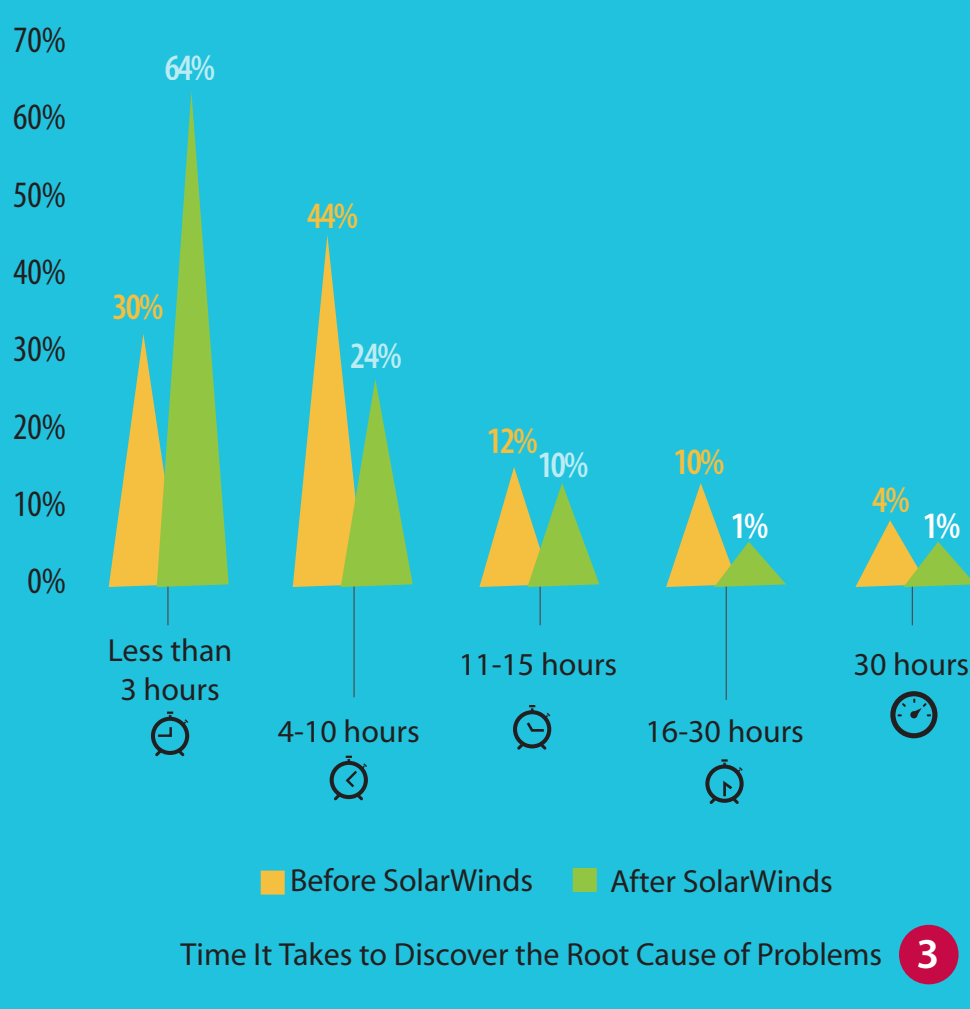
When IT support professionals are freed from performing systemic firefighting, they can be reassigned to target more business-focused tasks

Allows administrators to drill down through products to identify problems from a single interface

Ends the "break/fix" cycle of systemic "firefighting"

Enable unified visibility with SolarWinds Server and Application Monitor (SAM)

It helps organizations understand the dependencies and interrelationships of applications with infrastructure elements across the IT ecosystem



For more information on enabling unified visibility and SolarWinds Server & Application Monitor go to: <http://www.solarwinds.com/SAM>

Follow the story on Twitter: @solarwinds

¹ "EMA Research Report: Data Center Automation in the Age of Cloud," July 2013

² "EMA Research Report: Optimizing IT Operations with Automation and Analytics," October 2014

³ SolarWinds Customer Survey, October 2014