



# Service Management

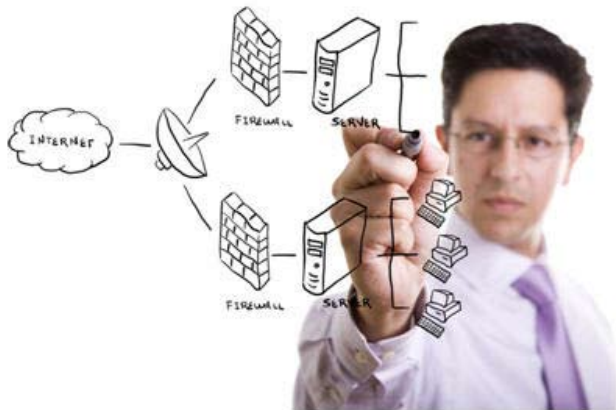
Data Sheet

[www.logmatrix.com](http://www.logmatrix.com)

## Overview

LogMatrix delivers a real-time service management solution that is designed to take your logs, apply our analytics, and deliver to you actionable intelligence that can improve overall service availability and performance across complex networks and IT domains.

Our customers use our software to manage billions of events per day from any type of network or security device, business application, computer system, database, or other source of events.



The implementation of the LogMatrix Service Management solution can minimize the overall *mean time to repair* (MTTR) in your environment by automating the delivery of alerts to the appropriate IT operations personnel through effective communication channels in support of availability and established escalation and outage procedures.

Our Service Management solution focuses on defining events associated with specific service components, and the detection and notification of those events within the context of an overall risk management strategy. This means that as issues are detected they will be communicated to someone who will take action. Just detecting an event associated with a service component is not helpful if no one is looking at it.

Our solution also supports the growing need to ensure systems are available 24/7, while helping to reduce overall mean time to repair. It enables you to meet the needs associated with more demanding *service level requirements* and ensure a greater range of personnel are made aware of IT issues as they occur.

## Business Benefits

- Improve service availability and performance by correlating and prioritizing event responses according to service impact
- Improve mean time to repair (MTTR) via real-time monitoring and analysis of service- and service-component related events
- Deliver actionable information to business and operations staff responsible for ensuring services are available to the business
- Lower the risk to your business from degraded or failed services
- Model any set of scenarios you want to detect using component-specific metrics or statistics

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## Detailed Description

Fault, Health, and Performance data takes the form of metrics, statistics or measurements that a device, server, or application store in various forms. This data needs a layer of analysis to determine when a fault or performance degradation is occurring or about to occur. The ability to provide such analysis is delivered by the LogMatrix NerveCenter network management product.

When NerveCenter identifies an event, the source of that event is likely a component of a larger business service. If this business service is not functioning or is impaired in some way it may pose a risk to the business. Determining the service impacted and root cause of the issue quickly and efficiently reduces this risk.

NerveCenter can be used to identify and group the components of services, and model the scenarios of potential failure -- taking into account dependencies, priorities, and impacts of lower level issues. It then determines how or if a service is impaired or not functioning and alerts with the appropriate priority.

However, to model all the possible scenarios and dependencies and potential impacts to the overall service, (risk of loss of revenue) for complex or large services can be a daunting – if not impossible task.

Fortunately there's an effective solution to this challenge. By combining NerveCenter with our EventCenter product you no longer need to try and model every fault/performance issue scenario and dependency. The algorithms employed by EventCenter take the low level events already verified/qualified by NerveCenter and apply an overall value of risk or impact to the event. Next the event is enriched via external referential data to determine the value of the component in question, the service or customer it belongs to, and any other relevant information. The event is then correlated based on the event data and enrichment data. The risk algorithms calculate overall risk or business impact for the correlated events and then produce actionable alerts that are prioritized based of the risk and/or impact to business services.

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## Solution Requirements

LogMatrix NerveCenter  
LogMatrix EventCenter  
LogMatrix CommandCenter (console)  
LogMatrix LogCenter (optional)

**Use NerveCenter to monitor for events associated with possibly damaged IT service components and EventCenter to correlate, enrich, and determine the level of risk and appropriate response associated with that damage**

### Network Management

Proactive event correlation application intelligently filters network events, automates corrective actions, and forwards important events to a network management platform

### Event Management

Focus on "Managing Risk. Not Rules." by doing event correlation and alerting using algorithms that process system and user-defined risk factors versus static rules.

### Log Management

Leverage industry standards-based columnar database technology to deliver high-speed, high-volume data warehousing capabilities while enabling fast data mining via pre-defined and custom reports.

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## IBM Tivoli Netcool/OMNibus Replacement Option

### Summary

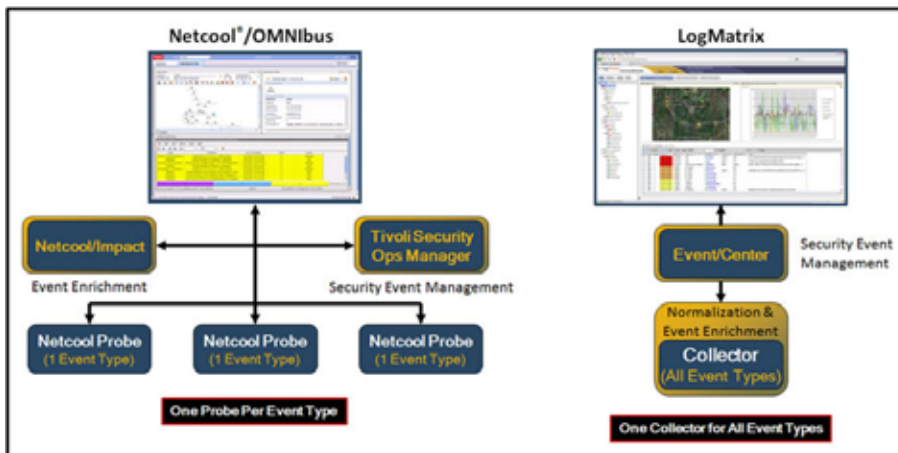
LogMatrix EventCenter provides high function alternative to the combination of Netcool/OMNibus, Netcool/Impact, and the IBM Tivoli Security Operations Manager at a savings of up to 80% of the cost of your existing installation – with a reduction in your overall system support costs.

The replacement of Tivoli/OMNibus Probes can also result in significant yearly cost savings.

### Business Value Proposition

Replace Netcool/OMNibus, Netcool/Impact, and the IBM Tivoli Security Operations Manager with LogMatrix EventCenter for the cost of your renewal. You'll get a solution with significantly more functionality and going forward your maintenance fees will be 20% of your current annual renewal fee. And you can also combine EventCenter with LogCenter – a high volume (up to 2 billion events per day with one instance of our software) log management solution.

Consolidate Netcool/OMNibus Probes. The LogMatrix Collector (equivalent to an OMNibus probe) supports all types of event protocols. In contrast, each instance of a NetCool OMNibus probe is designed to only support one collection protocol. That means that each event type requires you to license a separate instance of a NetCool OMNibus Probe, whereas the LogMatrix Collector is one price for all event types. Given changes to the IBM licensing model this can increase your costs significantly.



Learn more at:

<http://www.logmatrix.com/solutions-service-management-netcool.htm>

The LogMatrix “Service Management” Solution – The significantly lower cost alternative to IBM’s “Tivoli Netcool/OMNibus” Solution.

Learn more about Log Matrix at [www.logmatrix.com](http://www.logmatrix.com), call us at +1 (800) 892.3646 or send us an email at [info@logmatrix.com](mailto:info@logmatrix.com)

**Corporate Headquarters**  
67 Forest Street  
Marlborough, MA 01752  
Office: +1 (508) 597.5300  
Fax: +1 (508) 597.5399  
[www.logmatrix.com](http://www.logmatrix.com)

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