# **Service**Visual

IT Service Performance Dashboards
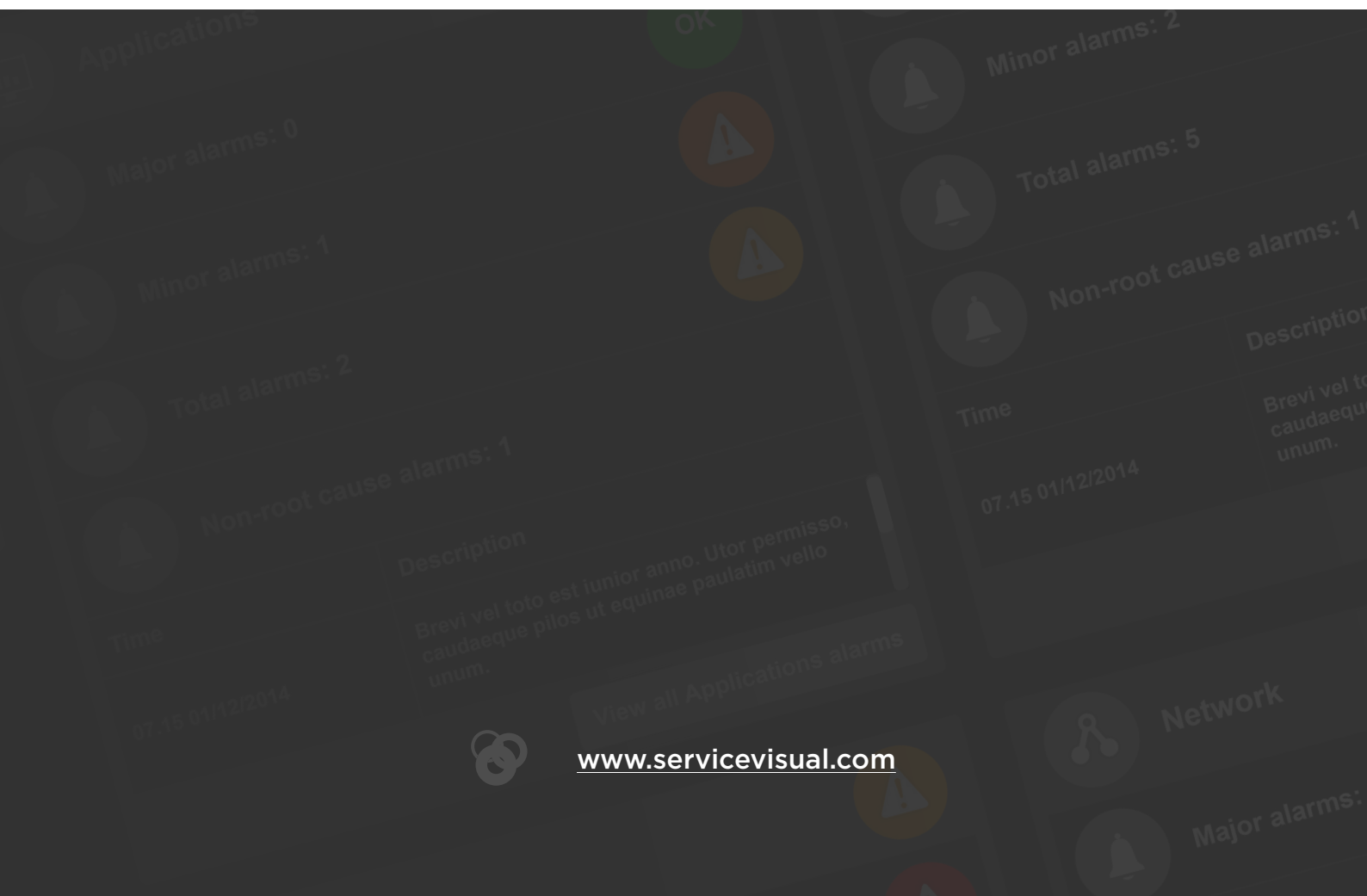
# Contents

# Overview

## Stunning, Smart, Clever

### Stunning IT service performance dashboards

We do this by discovering, modelling and monitoring all the managed objects that make up your unique IT services, fully customizable to your business.

### The smart way to capture everything

We capture everything from multiple data-sources to ensure we are measuring all the IT elements, physical and logical, that have an impact on service delivery, from network, applications, server, databases, storage to unified communications

### Clever dashboards that help you understand your business

Our dashboards are clever because they understand the relationship and interdependencies between the elements and know when an issue is a service or operational outage.

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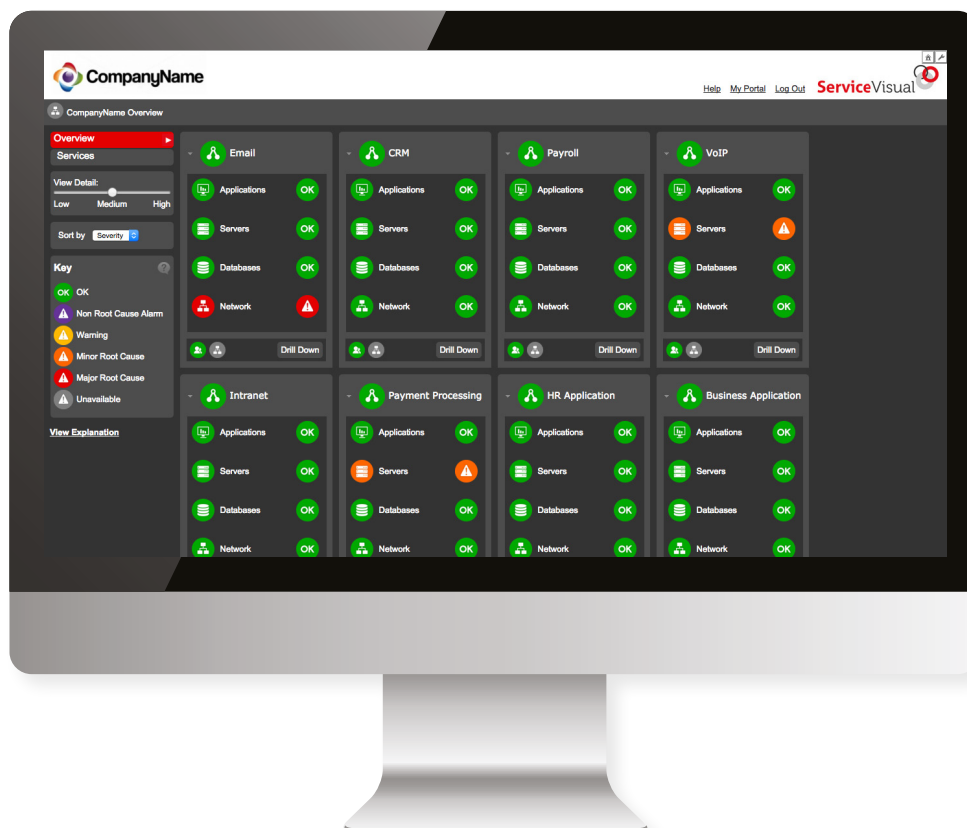
# Key Features

## Delivered as a service

Your key services are discovered and modeled by our experts, using our unique technology and processes.
The results are then delivered as a Dashboard service, accessible within your NOC or via your mobile device.

### We're Secure

We provide our dashboards and associated monitoring as a service from a secure, resilient datacenter.

### We're adaptable

ServiceVisual is not dependent on integration or replacement of your existing operational monitoring tools.

### We're Fast

ServiceVisual is quick to deploy. We can be up and running in a matter of days not weeks or months.

## A whole range of great features

- Accurate and intelligent view of health of IT Service and Impact.

- Visibility Provided via our easy to understand Stunning Dashboard technology – from your NOC or on your mobile device.

- Identify the root-cause of service degradation (network, server, application, database, storage etc) within a few clicks!

- Simple to read logical Dashboards complimented with Service Maps showing actual topology of the service.• Compare Service Desk fault management feeds against the relevant IT Service.

- View service performance from the DC and Regional End User Perspectives.

- Dashboard and Service Model's updated automatically in response to infrastructure changes.

- Key Services discovered and modeled by our experts, using our unique technology and processes

- Delivered as A Managed Service from our Secure Data Centre.

- No need to integrate with or replace your existing monitoring tools – we compliment them.

- Intelligent "service-aware" alerting allowing users to easily prioritise work.

- Service Availability Reports, Daily, Weekly, Monthly. Allows IT to report on to the business in context of the key services it delivers and in a language the it understands.

- Designed for IT Operations

2.

# How we work

## A Proven Process to Help you "See Service"

### Step one:
### Technical Assessment

We meet with they key members of your team and build an understanding of your business and the technology that runs it, using our proven process and expertise.

Where you have gaps in knowledge of how multiple Configuration Items within your environment interact to form a complete IT Service, we apply our state-of-the-art discovery technology and techniques to gather the information we need to feed our service.

### Step two:
### Documented Specification

Following the Technical Assessment we document the specification of exactly what we can deliver and what we will need from you to make that possible. We also include here the offer of a free of charge Proof of Concept for one service.

### Step three:
### Discovery and Modelling

Once you have agreed the specification and given us the go ahead, we send you pre-configured ServiceVisual Agent/s which will collect the data to populate our dashboards.

This agent will discover and begin to measure the configuration items that make up your services.

Our team of experts will then configure and model these elements into the unique IT Services that drive your business including dependencies, redundancy and cluster configurations.

### Step four:
### Dashboard delivery

These Service models will then be imported into our dashboard technology providing you real-time visibility of service status , including service critical alerts, operational alerts and service-centric reporting. The dashboards will be available via NOC screens, desktop and mobile devices.

### Step five:
### Managed service

ServiceVisual is a Managed Service offering, meaning that maintenance of the system is all down to us. This means our customer can get with managing  IT and spend less time managing tools!

We are passionate that our service grows with your business, in order to ensure this we need to stay in touch on a regular basis. For this reason you will assigned a Technical Account Manager.

In addition our system constantly monitors your environment to notify our system of any topology changes, ensuring we keep our dashboards up to date.
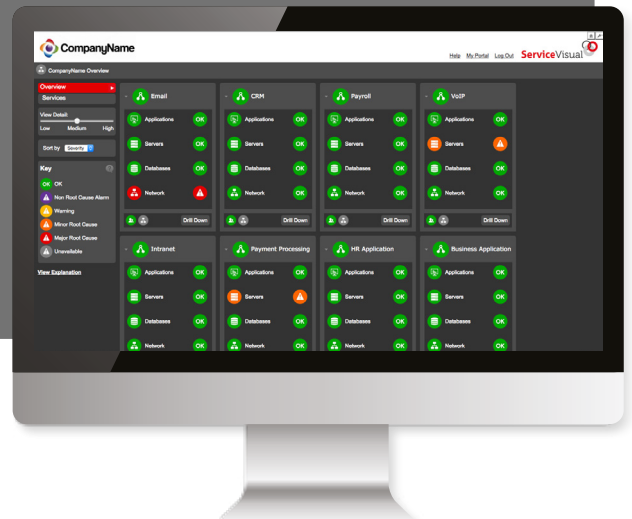
# FAQ

## Can you provide on-premise solutions instead of As a Service?

ServiceVisual is a Managed Service Company that delivers it' solution within a hybrid cloud / on-premise architecture. In order to measure the status of the Configuration Items that make up our customers key application services, we strategically place our data collection agents within our customer environments and then send the encrypted results back to our ServiceVisual Data Centre. If you require a pure on-premise solution, our sister company KedronUK can assist you in building and configuring your own on-premise Application Service Monitoring Platform, with various levels of support available.

## What is the Architecture of the Service?

ServiceVisual is a combination of Professional Service engagement, Application Service Management and Visualisation Technologies, Processes and Support. To understand our high level architecture, please view this digram. For more in-depth information about our Service Architecture, please contact one of our Service Specialists.

## Do you provide Business Service Dashboards in addition to Application Service?

To make sure we are able to on-board customer fast, and maintain their implementation efficiently, we focus our business on building the views  that we believe IT Operations need and want to see; the Application Services and the infrastructure supporting those services.

Business Service Management usually involves the inclusion of Business Intelligence (BI) metrics from the customers BI Vendor which currently ServiceVisual does not integrate with. However, should you wish for a solution that can offer these additional metrics, our sister company, KedronUK can help with their range of On-Premise Solutions.

## How do you deal with Application Services that are in the "Cloud"?

In any line of IT where you outsource, you loose some level of visibility as part of the "pay-off". This is true when considering monitoring when you move to Software as a Service (SaaS)  and Platform as a Service (PaaS) vendors. Although you may have less flexibility around monitoring in these scenarios, ServiceVisual can provide you maximum possible visibility and provides it's users  with the ability to monitor these Application Services alongside their self-hosted Application Services, in one Dashboard. We have several options available to us:

• SaaS -  Provide End user tests that measure and baseline performance of the Service, alert to SLA breach and prove whether performance degradation is caused by your LAN or WAN or the service itself.

• PaaS – Using several methods we can host agents on the hosted servers (depending on agreement with your provider) or remotely monitor availability.

• API's – With both SaaS and PaaS, where vendors provide API's into their service performance, ServiceVisual can integrate this information into it's total service picture.

## How long does it take you to get the service up and running?

One of the key values of the ServiceVisual concept is our industry leading approach to service discovery, configuration and on-boarding. We have unique technology combinations, proven processes and workflows that means that a project that would take some vendors months to complete, takes the ServiceVisual team weeks and sometimes days. The actual timescale would depend on the following variables:

• Number of Application Services to Onboard

• Internal Knowledge of Service Configuration

• Complexity of Service Configuration

To get an estimate for your unique environment, book yourself on our free of charge, non-obligatory Technical Assessment.

# FAQ

## What's the difference between this and Application Performance Monitoring (APM)?

Application Performance Monitoring focuses on monitoring the transactions and processes associated to a customers key applications. ServiceVisual includes aspects of this to measure the application components that make up and end to end service, but also intelligently monitors the network, host, VM, storage, database configuration items that work together to deliver the customer facing Application Service. It's a true end-to-end solution that understand complex service configuration and performance and reflects that information in easy to understand dynamic dashboards.

## What's the difference between this and Network Management?

Network management typically uses SNMP, ICMP, Netflow, Packet Capture to provide Network / Infrastructure Managers with visibility of the availability and performance of infrastructure resources. Usually this information is grouped by location or device type. Alerts and dashboards are then viewed in the context of "device". ServiceVisual uses the above mentioned datasources where appropriate, and also captures other none network related measurements from applications, databases, storage and end user perspectives. More importantly it then understands how these components work together to deliver the end-user service and visualises that via dynamic dashboards and service centric alerts and reports.

## How do you define Service availability and health?

Each service is different and requires a customised approach, but typically the following logic is applied by our experts

- Analysis of End User Route to the Service

- Break0Point Analysis of Underlying CI's

- Documentation of Service Configuration

- Collaborative Agreement of Service Availability Logic Definitions.

## Do I need to replace my existing tools / Can you integrate with them?

ServiceVisual strongly believes that to ask your Network, Application, Server, Database and Storage teams to abandon the Operational monitoring tools that they know and trust is a big ask and causes political issues within organisation that can affect staff moral.

We offer an alternative approach, where we compliment those existing technologies with the Service Centric, End-to-End views and reports that Service Delivery Managers, IT Operation Managers and CTO's want to see. By using our own technology stack, just to monitor the core service configuration items, it means we're quicker, more cost effective and less disruptive.
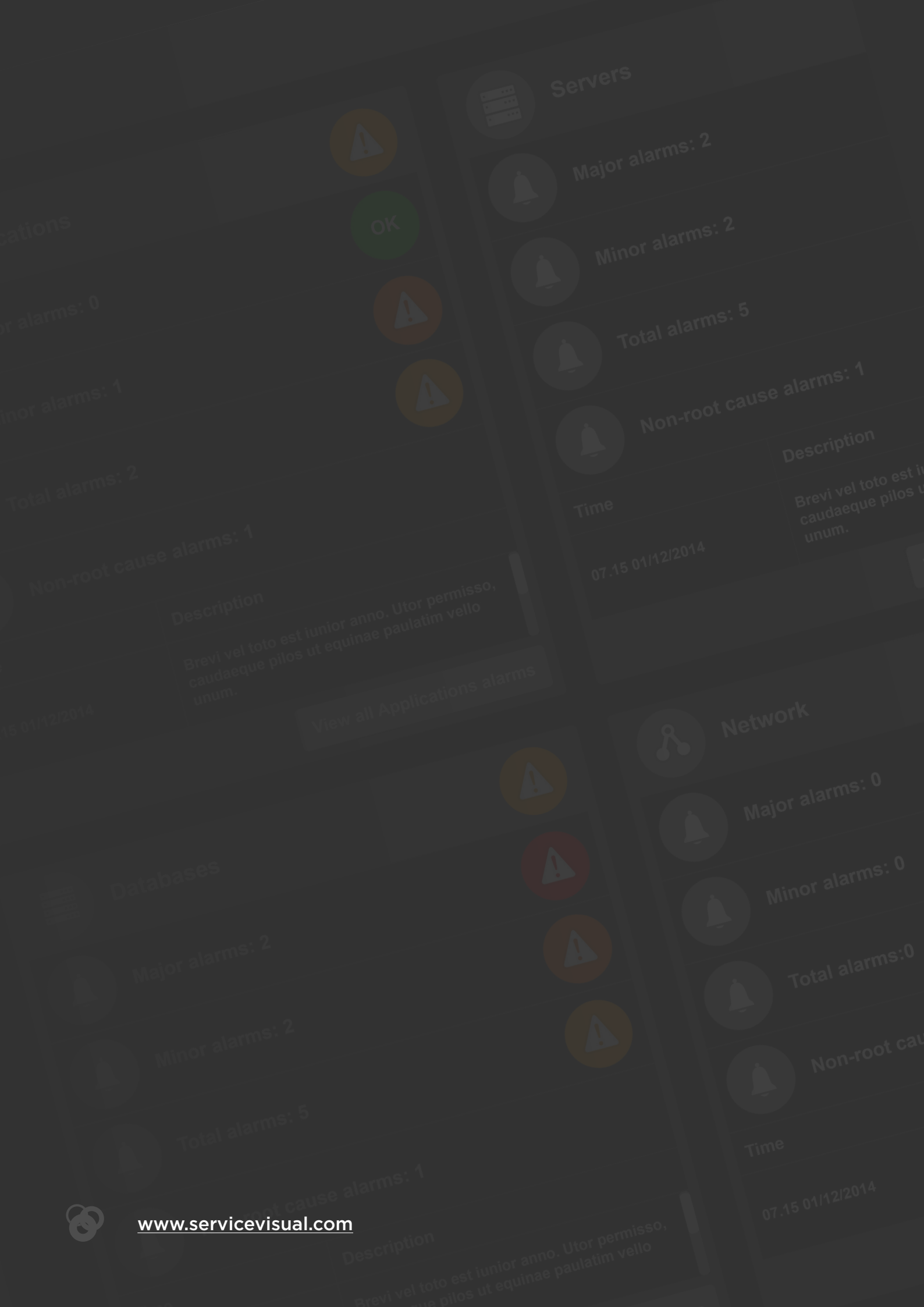
## How is your solution Priced?

The solution is priced on a monthly subscription price model. Monthly price is dictated by the number of services and the number of CI's within that service. We are able to give accurate pricing for your unique environment following a free of charge and non obligatory Technical Assessment.

## Is There Contract Tie In?

We are so confident in our technology, expertise and process that we offer a non contracted period for 3 months, where you can cancel at anytime. After this time we offer 1,2 and 3 year subscriptions periods.

## How Can I ensure My Data is Secure?

Measurement of your service CI's is taken locally within your own network and so therefore is protected by your own ITSec strategy. The metrics are then sent back to our secure data centre via encrypted communication. The data sent back does not contain any payload and only includes binary performance data

ServiceVisual