

# SapphireIMS



# Agenda

- Infrastructure Management – Current solutions scenario
- Why Sapphire IMS ?
- Rich Feature set of Sapphire IMS
- Case study
- Q&A



# Current Scenario

- Growing dependency of business (independent of the size) over IT necessitates the 24x7 availability of mission critical applications
- Growth of Desktops / Servers / Networks / Mission critical applications posing humongous challenge to IT managers
- IT Managers depend on external service providers (Connectivity, Special Application, etc.) for delivering their services. Challenge to monitor the SLA of service delivered by external service providers.
- Reduction in budgets for CIO's and continuous growth of IT Operations Complexity
- In an increasingly mobile world, the constant question is “how to **stay in control** of IT environment all the time?”



# The Need of the Hour

- Management system that
  - Understands business dependency of IT environments
  - Assures business continuity through
    - Pro-active monitoring of critical parameters which impacts business
    - SLA Monitoring
    - Escalating potential problems to administrators and business managers through well-defined work-flow mechanism
  - Assures ROI
  - Is flexible to adapt to diff. business IT environments
  - Has built-in tools to simplify the management and is easy to deploy, configure and maintain



# Current Choices

- Achieve IT Governance by using many individual tools
  - Freeware, OpenSource, Home-grown utilities
  - Lack of support
- Custom or big name infrastructure solutions
  - Expensive Licensing Cost
  - High Cost of Ownership
  - Needs specialized skills to configure & Use



# Recommendation: SapphireIMS

- Assuring business continuity through the integrated Management of
  - Systems (servers/desktops/devices)
  - Applications (web servers and databases/Custom)
  - Service management (Internet and other mission critical services)
  - SLA Monitoring, Escalation rule management, Alarm management and Notifications
  - IT Assets
  - Standard compliant approach
- Easy to Install, Ease of Use and Administration
  - Console and web-based, Built-in-features to simplify IT administration, Software/License/Policy management
  - Agentless Architecture



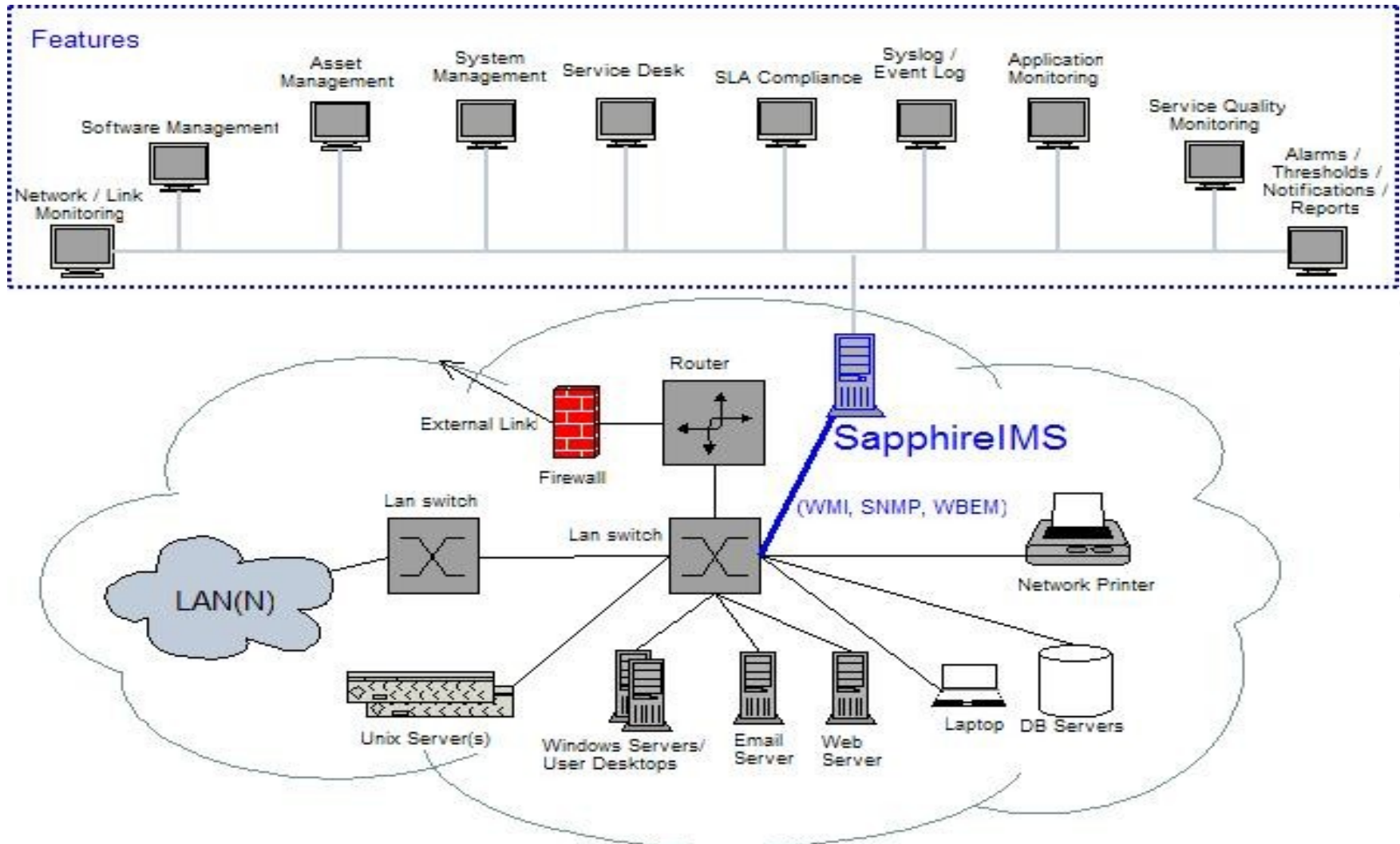
# Features

- System Management
  - Performance Management
  - Policy Management
  - Remote Administration
  - Software / Patch Deployment
  - Service / Process Monitoring
- IT Asset Management [Heterogeneous platform support]
- Network Device Management [Routers, Switches, Firewall, etc.]
- Application Monitoring [SQL Server, MySQL, Oracle, Web Server, etc.]
- Service Quality Monitoring [E-mail, FTP, HTTP]
- Centralized Log Collector & analyzer [Syslog / Event log]
- Service Desk & SLA Management
- Notifications [eMail, SMS, Custom] / Reports



# SapphireIMS for ITSM

- Scalable, standard conformant, IT Service Management system



# Positioning

**Cost of Ownership  
(License / Deployment /  
Maintenance)**

**Custom Solution /  
Product from Big players**

**Sapphire IMS**

**Technology Or Application  
Specific Tools / OpenSource /  
Freeware products**

**Unsupported / Non  
Dependable**

**Fully Supported / Highly Reliable / Meets  
Business Goals**



# Feature Summary

- **Standards based management**
  - SNMP, WMI, WBEM
- **Heterogeneous platform support**
  - Windows platforms
  - Solaris, Linux and other SNMP enabled devices
  - WBEM (Web based Enterprise management) compliance for increased management control
- **Manage Services/ Applications**
  - Critical services like HTTP/FTP etc
  - Processes & Services
  - Application servers and Databases
  - System Parameters Disk/CPU/Interface/Memory
  - Port scanner
- **Remote Management Support for Windows systems**
  - Device controls (Ex. Enable/disable CD drive, USB)
  - User account Management
  - Environment Variables
  - Share Management
- **Fault Monitoring & Notifiers**
  - Event log collections
  - SNMP Trap collections
  - Alerts via SMS/Email
- **Remote Software Deployment**
  - MSI Packages
  - HOT Fixes
  - Software Un-installation
- **SLA Management**
  - SLA definition, Workflow
  - Escalation Management
- **Service Desk**
  - Integrated service desk system
  - Customizable Workflow as per the organizations business IT process
  - Reports
- **Organization IT Policy**
  - Configure, Monitor
  - Audit Reports, Compliance analysis
- **License Reconcile**
- **Printers**
  - Details of print jobs issued by each user
  - Printers configured in each system
- **Manages Hardware Inventory**
  - Monitor, Printers, HDD, Processors, Network Cards, Memory Banks
- **Manages Software Inventory**
  - Installed Apps, Hot fixes, Operating System
- **Change Log for inventory auditing**
- **Reports**
  - Manual/Automated generation, E-mailing, etc.



# Case Study – 1

- **Solution Title : Business Continuity Monitoring**

- Customer has distributed business offices across 15 locations. Administrators are located in the central business office and they support their IT systems across diff. offices. Their needs are given below
  - Monitor 'Custom applications', windows system services, network connectivity and take control of the remote system to see the operations being performed by the end-users. Interested in the centralized automated inventory of all the assets.
  - Performing Software upgrade, Patch (Hotfix) Upgrade, stop/restart windows system services remotely (since the remote system users are not IT savvy)
  - Centralized 'Service Desk' for all the IT users to submit their problems/issues and IT administration team was focusing on resolving those issues raised.

- **Tecknodreams delivered the complete solution by deploying SapphireIMS**

- “Service Desk”, “Inventory Manager”, “Software Deployment”, “System Management” modules were deployed at customer premises to meet the complete requirement.



# Case Study – 2

- **Title : IT Operations Management**

- Our Partner manages IT Operations for their elite list of customers. The nature of activity includes
  - Centralized ‘Service Desk’ for all the users to submit their problems/issues. Monitor SLA compliance against the resolution time.
  - Monitor Critical Servers for the performance and availability and assure 99.9% uptime guarantee
  - Maintain the external links and log complaints to the internet service provider upon link un-availability.
  - Manage user desktops (Typical helpdesk support)
  - Maintain dynamic asset status all the time
  - Generate MIS Reports on a weekly basis [Inventory, Server availability, Service Desk call resolution SLA compliance]

- **Our Partner deploys SapphireIMS at their customer premises and delivers IT Operations Management Services in an efficient & assured manner**

- “Service Desk”, “Inventory Manager”, “Software Deployment”, “System Management”, “SLA”, modules were deployed at customer premises to meet the complete requirement.



# Case Study – 3

- **Solution Title : Heterogeneous Asset Management for an Enterprise**
  - Customer has around 500+ systems which includes user desktop, servers, test machines.
  - The systems have Windows, Linux or Solaris as their operating system.
  - Customer is interested in collecting inventory details dynamically since the movement of servers / test machines were high within the office.
  - Customer also wanted to track the AMC expiry of each of the systems dynamically.
- **Tecknodreams delivered the complete solution by deploying SapphireIMS**
  - “*Heterogeneous Inventory Manager*”, “*Web Console*” modules were deployed at customer premises to meet the complete requirement.



# Thanks

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