NetIQ® AppManager® Suite

Delivers comprehensive service management for Windows, Unix and Linux systems and applications

Overview

NetIQ's AppManager Suite is the leading systems management solution for managing the service levels of your most critical business applications. The AppManager Suite enables you to ensure compliance with Service Level Agreements (SLAs) while maximizing staff efficiency, with extensive monitoring, deep diagnostics, advanced analysis and automation across your Windows, Unix and Linux systems and applications.

Organizational Challenges

IT organizations today are facing increasingly challenging expectations. Tasked with meeting the constantly changing business objectives of their lines of business, the IT organization must also juggle increasing complexity, static or decreasing resources, soaring costs and downtime that is both highly visible and totally unacceptable.

To ensure that end-user expectations, service level commitments and overall performance and availability objectives are met, IT organizations are moving from the traditional systems management practice of monitoring individual IT elements to mapping the interdependencies and managing the elements as a single complete service.

Service management enables IT to relate the behavior of the IT infrastructure and applications to higher-level views of how these infrastructure elements provide service to the business. Knowing this enables IT to appropriately prioritize resources and align staff focus with business objectives.

To help IT organizations incorporate service management into their systems management practices, NetIQ has added functionality into the AppManager Suite. You can now automate the steps of the service management lifecycle, as well as implement best practices in every phase of the lifecycle: assessment of requirements, definition of SLAs, operational management and review of operational metrics.
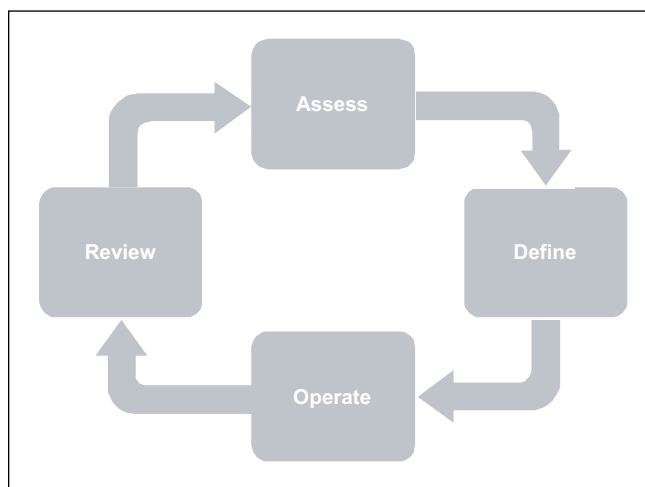
AppManager Suite offers a complete solution for automating the Service Management lifecycle.

Key Benefits

- Enables IT organizations to meet service level commitments and ensure IT is an integral part of the business planning process

- Assures service levels by decreasing recovery time and more effectively resolving root causes of system and application problems

- Increases your IT organization's efficiency via a single, centralized and flexible solution that is easy to deploy and use
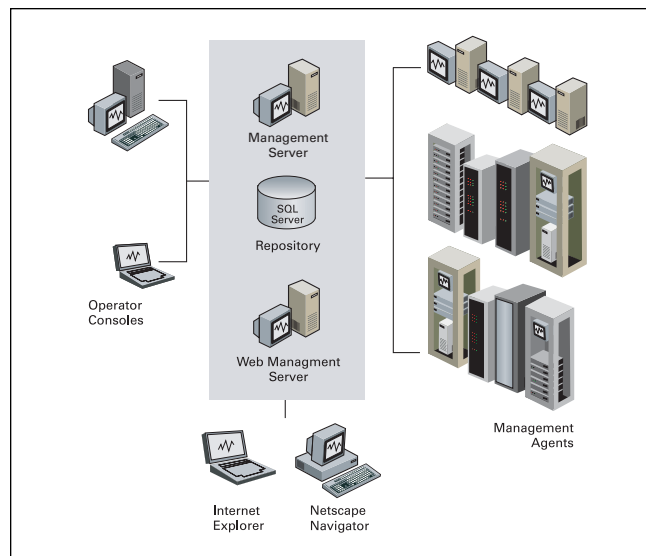
Monitoring

Manage your critical IT systems with AppManager Suite, a comprehensive, scalable and easy-to-use cross-platform systems management solution
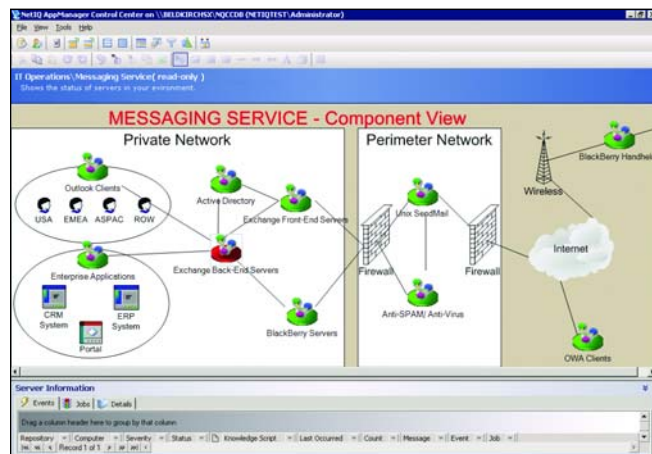
Get the broadest and deepest management view of your cross-platform infrastructure - Centrally manage the health, performance and availability of more than 60 applications across Windows, Unix, Linux, VoIP and network devices. You can also extend monitoring to a broad range of systems and devices using the AppManager SNMP Toolkit.

Rapidly detect and anticipate impending problems - Use AppManager Performance Profiler to automatically establish normal server profiles and generate alarms when the system detects deviations and or impending problems.

Scale your architecture to match your business - Robust, flexible architecture enables you to efficiently manage thousands of servers. This enables administrators to more efficiently manage large server configurations.

AppManager manages a wide range of applications in a business service context from one central, easy-to-use console.

AppManager efficiently and reliably manages your entire environment, including Microsoft Windows, Unix and Linux, through its robust architecture.

Manage your IT infrastructure in a business service context - With AppManager Control Center, you can take advantage of a visual representation of IT resources mapped to business applications or services, enabling you to prioritize problem response. By mapping services to elements, you will understand ownership and headcount for all elements the service depends upon, as well as understand how element failure impacts the service.

Easily adapt to your unique infrastructure - Customize your solution without learning proprietary languages or technologies with AppManager's use of industry-standard technologies, such as XML, VBA, Perl and Java. AppManager also minimizes training costs by using the technologies with which your staff is most familiar.

Snap in seamlessly with other management products - Integrate AppManager with systems and network management products, such as Microsoft Operations Manager (MOM), Micromuse Netcool/OMNIbus, Computer Associates Unicenter, Tivoli Enterprise, HP OpenView Network Node Manager, HP OpenView Operations and Remedy AR System. This single system view enables more efficient management of your IT environment.

Productivity at Red Robin Up 90 Percent with AppManager

Red Robin Gourmet Burgers is a casual dining restaurant chain with more than 250 company-owned and franchise locations across the United States and Canada. Red Robin required a secure solution that could help its small IT team proactively monitor its networked systems and anticipate problem areas.

AppManager has enabled Red Robin to effectively and easily monitor its entire network performance and availability.

"We always have a snapshot of the health of our network. With AppManager, we have been able to reduce the hours our team spends on troubleshooting from 12 to one hour a week—a productivity increase of more than 90 percent in this area."

Bill Randall,
Director of MIS Infrastructure for Red Robin

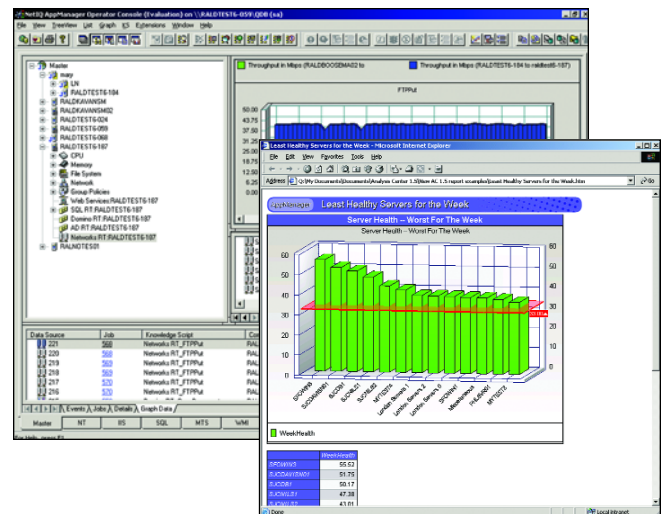## Reporting and Analysis

Turn data into actionable knowledge with AppManager Suite's advanced reporting and analysis capabilities

Collect data efficiently and easily - Benefit from AppManager's single repository containing all of your management information—both events and performance data—enabling a central view of all servers and resources. This single repository enables efficient and comprehensive reporting.

Visualize your data - Use interactive charting and snapshot reports to give a visual view of your data for easier analysis and information sharing.

Gather and report on service level metrics - Use ResponseTime modules to gather information, even without a remote agent on the system being measured. Synthetic transactions (i.e. LDAP Authentication; Web Transaction, etc.) validate that a system is actually providing the expected service, as well as a breakdown of the individual transaction steps in many cases.

Get innovative, flexible and powerful advanced reporting - See deeper into your systems for service-level compliance, capacity planning and historical trending with AppManager Analysis Center's advanced reporting capabilities.

AppManager's powerful reporting infrastructure is designed specifically to meet the needs of systems management professionals.

Perform advanced analysis - Get a sophisticated view of your systems with AppManager's OLAP-based performance data warehouse and AppManager Analysis Center's enterprise reporting capability.

Diagnostics and Resolution

Decrease recovery time and resolve root causes of system issues

Quickly troubleshoot your performance and availability issues - Use AppManager's drag-and-drop Knowledge Scripts, data detail and interactive 3-D charting to troubleshoot problems.

Perform remote diagnosis - Diagnose and resolve common problems on Windows, Exchange and Active Directory with the AppManager Diagnostic Console.

Application Root Cause Analysis - Assist IT administrators in identifying the root cause of problems using AppManager Performance Profiler's combination of intelligent algorithms and application-specific knowledge.
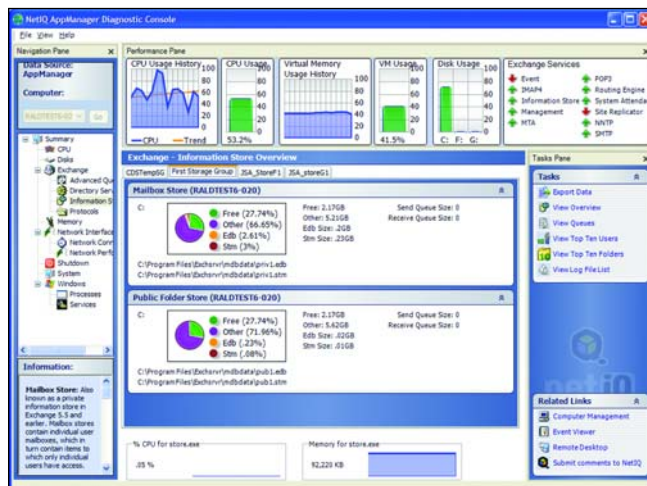
AppManager Diagnostic Console provides a centralized console for the remote investigation and correction of common problems on Microsoft Windows servers.

NetIQ Provides Cure for Acusis Medical Transcription Services

Acusis, a global medical-transcription company headquartered in Pittsburgh, PA, has a core business that provides medical records to small physician practices, clinics and large hospital systems. One of their biggest challenges is the expectation of a 24-hour or less turnaround time, which in reality could mean as little as one to three hours. The company required a quality tool that would provide private and secure monitoring from all locations, ensuring high availability.

They chose NetIQ and its AppManager and NetIQ Security Manager products because they could assure, optimize and secure their systems in all worldwide locations.

"When I assumed responsibility for Acusis information technology, the first thing I noticed missing was network monitoring. Choosing AppManager to provide network monitoring solutions was a no-brainer."

Barry Winseck,
Vice president for U.S Operations for Acusis

NetIQ® AppManager® Suite

Automation

Increase efficiency in your IT organization

Share valuable information - Use scheduled report generation and publishing to communicate the information your customers and managers demand.

Schedule jobs automatically - Efficiently perform critical tasks using AppManager's robust job scheduling and script execution engine.

Manage policies - Automatically deploy management policies to servers, enabling efficient, lights-out IT operations.

Conclusion

IT organizations face several challenges today, including increased complexity, reduced budgets and resources, as well as a need to demonstrate rapid payback on IT investments. To meet these needs, IT organizations depend on NetIQ's AppManager Suite to manage the service levels of their key business applications while maximizing staff efficiency.

NetIQ's AppManager Suite provides comprehensive systems management capabilities: monitoring, reporting and analysis, diagnostics and resolution and automation. This enables you to manage a highly distributed, heterogeneous IT environment of Windows, Unix and Linux systems. From AppManager's central console, you can manage a variety of components—from the physical hardware to server applications to end-user response time.

Ultimately, NetIQ's AppManager Suite provides several benefits: enabling IT organizations to meet their service level commitments, increase the efficiency of their IT organizations and increase overall system availability.

For a complete list of supported products, go to **www.netiq.com/go/amproducts**

Contacts