



Neebula ServiceWatch

Managing Dynamic IT Environments



A BSM SOLUTION THAT WORKS

The goal of IT is to provide the best service to the business. BSM (Business Service Management) was created to resolve the issues caused by the complexity of business services that span many applications and servers. Essential to BSM implementations is the creation of a central map of all IT components and their relationships to business services. IT processes and tools use this map to view the business context of all IT actions. Business service modeling in current BSM solutions is performed manually, with the aid of discovery tools. Creating this model and keeping it up to date is an enormous task requiring a large amount of human involvement. And today, when data centers are becoming dynamic through adoption of virtualization and cloud architectures, the task of manually building and maintaining the service map is an impossible mission.

Neebula ServiceWatch uses patent pending technology to automate the creation and maintenance of the service model, keeping it up to date even in a dynamic environment, thereby enabling BSM implementation in dynamic environments.



Manage Business Services in Dynamic Environments

Automatic Service Modeling

Using current BSM tools, business service models are hard to create and even harder to maintain. Each business service definition takes more than two man weeks to define and a number of days annually to maintain. And when data centers move to a dynamic virtualized environment, this manual approach is not sustainable.

Neebula ServiceWatch automates the initial service model creation, reducing model creation time to minutes instead of days. Neebula ServiceWatch keeps this model up to date in real time, even in dynamic virtualized environments, by analyzing VM creation and movement events.

Impact Analysis

Neebula ServiceWatch generates an impact model from the service topology. This model defines how lower level events affect the business service while taking into account how entities such as OS clusters or applicative clusters affect the impact model. This model can be updated by the user.

Cross Domain Holistic View

Neebula ServiceWatch discovers and models all the applications, servers, storage, network devices, and virtualization infrastructure that support a business service. Neebula ServiceWatch then obtains events from all installed management tools, and binds these events to the correct components in the business service model. The result is a holistic cross domain view of all the events that impact a business service. This capability eliminates the war room finger pointing sessions and provides problem root cause analysis.



About Neebula

Neebula was founded by a group of leading industry experts from BMC, Marvell, EMC and HP who recognized the challenges that today's dynamic data centers impose on existing system management tools. Neebula's mission is to provide a new generation of Business Service Management (BSM) tools that are built from the ground up to support these dynamic data center environments. Neebula's BSM solutions utilize a unique service modeling technology that automates the process of service modeling and keeps the model up to date in dynamic environments.



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About Gartner's Cool Vendors Selection Process *

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