

Unified Monitoring Portal

Customizable, Intuitive Monitoring Views that Deliver Powerful Insights

Key Features

- Intuitive Web 2.0 application.
- Single view of all monitoring data, both real time and historical.
- Multi-tenant access ensures customers securely view only their own alarm and performance content.
- Actionable, interactive alarm console for both IT and business users.
- Flexible configuration of dashboards and reports.
- Customize the design of views to the needs of specific users.

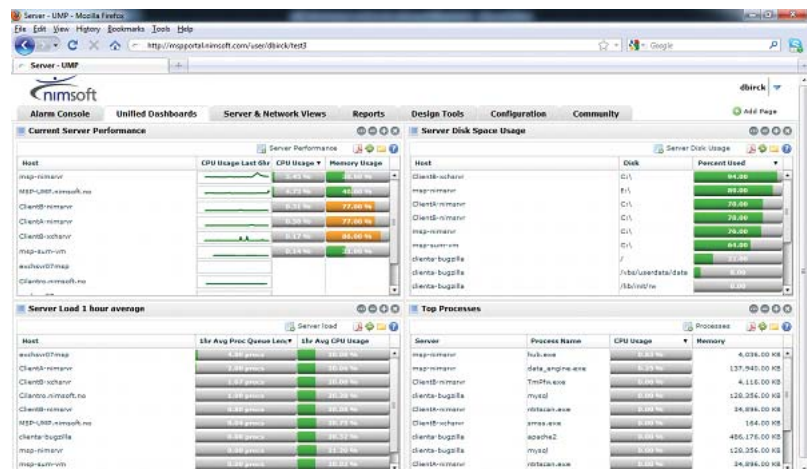
Introduction

The Nimsoft Unified Monitoring Portal is a Web-based application that provides both service providers and enterprises with real-time access to IT availability, performance, and service level information. The Unified Monitoring Portal acts as the content delivery and presentation layer for Nimsoft Monitor—allowing Nimsoft customers to develop and deliver a rich set of reports, dashboards, and custom content.

Unified Monitoring Portal

The Unified Monitoring Portal enables administrators to tailor content to specific audiences, whether they are internal or external, or have technical or business roles. Built on a multi-tenant foundation, the Unified Monitoring Portal enables service providers to serve hundreds of customers through one Nimsoft deployment—while ensuring one customer's information is never inadvertently shared with another organization.

The Unified Monitoring Portal is an enterprise-class solution that offers the benefit of delivering business intelligence in the context of IT performance and availability. By combining a portal framework and the visualization capabilities of a Web 2.0 application, the Unified Monitoring Portal enables IT organizations to deliver critical infrastructure and cloud information to any team member that needs it.



Portlets

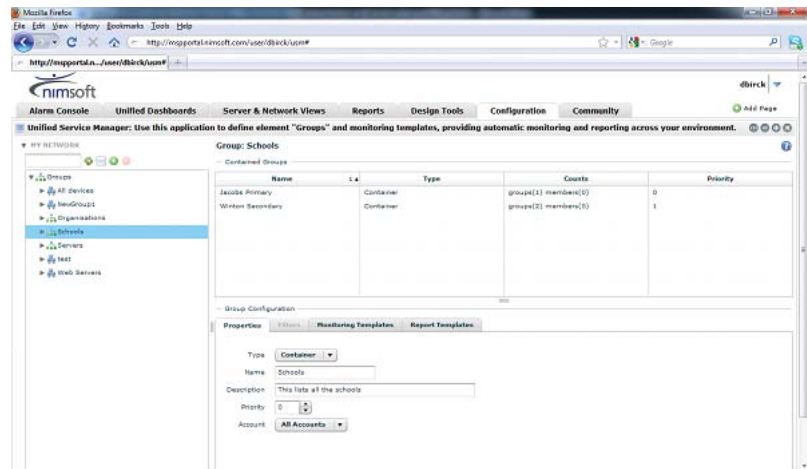
The Unified Monitoring Portal features a portlet-based interface that allows administrators to select and view monitoring applications in ways that suit their particular needs. Each portlet contains a set of graphical user interface controls that enable users to orchestrate how data and results are displayed.

Following are some of the key portlets that are provided with UMP.

Unified Service Manager

The Unified Service Manager (USM) offers users these powerful capabilities for configuring monitoring and visualizing their IT infrastructure:

- **Powerful, dynamic, and flexible grouping features.** USM enables customers to organize their infrastructure into an unlimited hierarchy of groups and sub-groups. Users can define views from perspectives like service, customer, geography, organization, technology, and more.
- **No-touch administration frees up valuable IT resources.** Groups are defined with elastic rules that self manage group membership. Based on user-defined rules that filter based on device attributes, servers and network devices can automatically be added to one or more groups. When new devices are discovered that match the rules in effect for a given group, they automatically become a member of that group. With this automation, administrators can “set it and forget it.”
- **Monitor from a service-oriented perspective.** USM offers powerful monitoring configuration through an abstraction layer, eliminating



Out of the box and customized group reports can be created for fast access to important performance metrics.

the underlying administrative complexities that plague many other monitoring solutions. Users can define monitoring templates that consist of one or more monitors. Monitors are metrics, such as CPU usage, ping response time, and URL monitoring, to name a few. Users can configure thresholds and data collection intervals for each monitor. Monitoring templates can be applied to groups and any member of a group will inherit the associated monitoring templates. USM will then automatically deploy and enable the back-end monitoring changes within a specific environment.

- **Enforce monitoring policies through the use of monitoring templates.** Once users define how they want to group their infrastructure (for example, whether by service, customer, location, etc.), standard monitoring templates can be applied to a top level group to ensure that any member of that group, as

well as any associated subgroup, will inherit the desired monitoring templates. This enables users to apply at least a minimum standard set of monitors for all existing and future devices in any of the subgroups. Group priorities can be configured to override the monitoring policies of lower level templates. However, users can also assign higher priorities to lower level groups if they want to override higher level templates or policies.

- **Multi-tenancy support.** Portal administrators can define group access by account, so that users can only view groups associated with their account.
- **Maintain an inventory of IT assets.** USM provides a view of device details that is ideal for keeping track of inventory. Users can get a detailed inventory, including device count per group and device details like IP address, host name, MAC address, OS, OS version, vendor, and more.

Data Sheet

- **Customizable, group-based report templates.** Users can create custom reports using the powerful Performance Reports Designer and then use those reports as templates. Multiple report templates can be assigned to groups so that users can have a number of report choices when viewing device details.

Performance Reports Designer

The Performance Reports Designer brings these robust historical reporting features to the Unified Monitoring Portal:

- **Quickly design reports via drag and drop.** Analyze data in minutes and reduce deployment time and mean time to repair.
- **Elastic charts virtually eliminate future administration.** Based on user-defined rules, Performance Reports Designer can automatically and dynamically add or remove data series, virtually eliminating ongoing report maintenance.

- **Quickly analyze performance metrics across multiple data center resources to reduce mean time to repair.** Users can quickly analyze data and isolate the root cause for any time period.
- **Flexible printing options.** Users can print and save reports in PDF format with flexible layout options, including portrait and landscape. Users can define what rows and graphs will be visible on each page.
- **Combine the best of real-time and historical data in a single report.** Most IT performance reporting products have separate solutions for real-time dashboard data and historical reports. The Performance Reports Designer combines both real-time and historical data in the same solution, so users can view historical reports within real-time dashboards.

Unified Dashboards

Unified Dashboards offer real-time views of critical applications and services, featuring these capabilities:

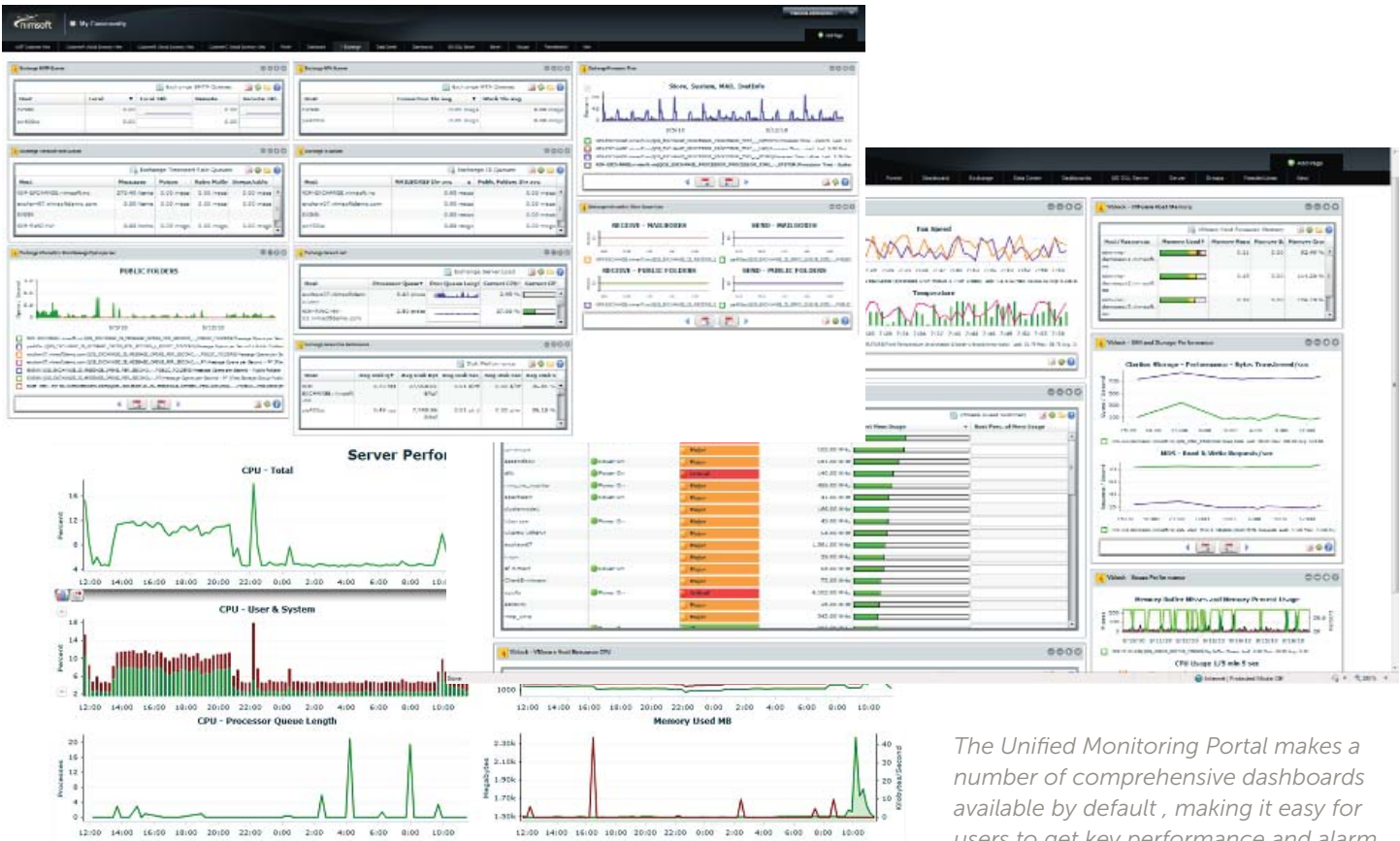
- **Pre-packaged dashboards.** The Unified Monitoring Portal delivers out-of-the-box value with Unified Dashboards for these systems and environments: VMware, Microsoft Exchange, Microsoft SQL Server, servers, networks, Amazon Web Services, data centers, and power.
- **Real-time and historical views.** Unified Dashboards provide a single-pane-of-glass view that can include real time and historical data for all critical applications and IT infrastructures. As a result, end users quickly and easily get all the key performance metrics they require.
- **Easy dashboard design.** Users can also build their own dashboards, with an easy-to-use set of design mechanisms within the Unified Monitoring portlet. Administrators can create and share dashboards with any desired design and layout.



Featuring an intuitive grouping wizard, the Unified Monitoring Portal makes it easy to create custom views of related devices within your IT infrastructure, for example, by application, geography, customer, and more.



Data Sheet



The Unified Monitoring Portal makes a number of comprehensive dashboards available by default, making it easy for users to get key performance and alarm information for a number of critical technologies.

About Nimsoft

Nimsoft provides integrated, modern IT management solutions for more than 1,000 enterprise and service provider customers globally, including 1&1, CDW, SoftLayer, Sur La Table, TriNet, and Virgin America. The company's Nimsoft Unified Manager is an industry-leading solution that helps organizations easily monitor and manage IT services in increasingly complex business environments. Nimsoft products integrate with existing solutions at any point from the data center to the cloud. For more information, visit www.nimsoft.com.

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