




# Enterprise Cloud Monitoring and Management

Insights and Tools



*"As a provider of high-performance SaaS business intelligence dashboards to the mortgage and financial services industry, having a tool like ScienceLogic as part of the base Ajubeo virtual private datacenter package is exciting to say the least. Ajubeo continues to exceed our expectations when it comes to performance and their commitment to customer satisfaction is second to none."*

Derrick Hadzima – CTO - Motivity

SPOTLIGHT

# Revolutionizing Cloud Monitoring

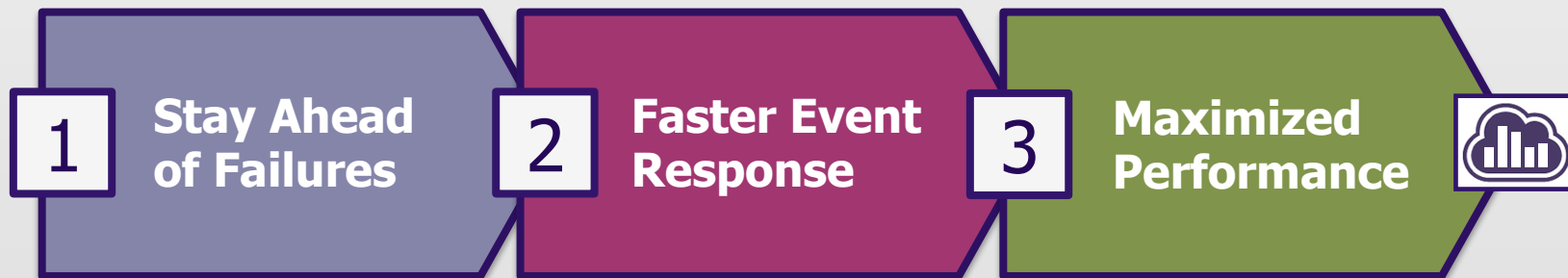


# The Vision: Performance Through Transparency

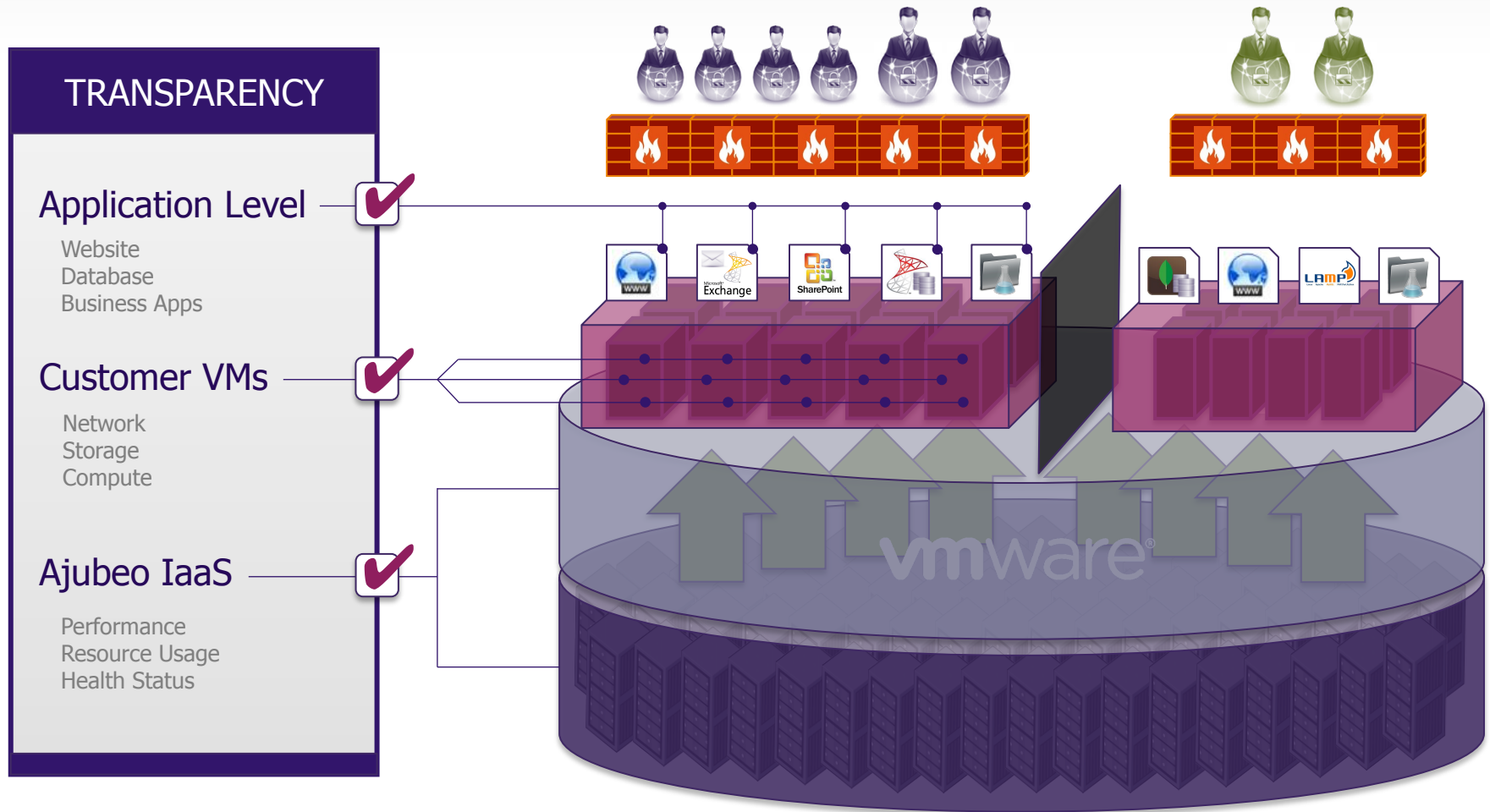
## What Is Cloud Monitoring?

- An application that provides data points on infrastructure and application performance, health levels and other key IT operations metrics
- An application that streamlines event management with automated workflows & notifications
- Ajubeo cloud monitoring core technology: ScienceLogic

## Why Is Cloud Monitoring Critical to Performance?



# Get A Visual Picture of How It All Works



# How Ajubeo Is Revolutionizing Monitoring

## Optimize Your Cloud with Maximum Uptime & Performance

### MONITORING PAIN POINTS

- Not enough info
- Data point frequency
- Difficult to set-up
- Confusing to interpret
- Too standardized
- Inflexible/Limited
- Expensive

### MONITORING BENEFITS

- Maximize uptime
- Maximize performance
- Faster event response
- Increased awareness
- Mass communication
- Useful life visibility
- Refresh planning

### AJUBEO: NEXT LEVEL BENEFITS

- Single-pane-of-glass
- Easy to implement
- Custom frequency
- Ad hoc metrics
- Free basic dashboard
- CSS customizable
- Enterprise-ready

# With Ajubeo, Cloud Monitoring Is Easy

**User-Friendly Interface. Easy to Set-up. Easy to Interpret.**



- ✓ Secure, HTTPS-encrypted portal
- ✓ Easy to use, intuitive interface
- ✓ Brand dashboards with custom CSS
- ✓ Unlimited users, full role-based access
- ✓ Automate reporting and events
- ✓ Easily switch views, modify layouts

# Common Cloud Monitoring Use-Cases

## INFRASTRUCTURE

### Storage

- Read IOPS
- Write IOPS
- Resource pool utilization

### Compute

- Memory utilization
- CPU performance
- Core resource utilization

### Network

- Bandwidth utilization
- Ports, uptime
- Network quality

## APPLICATION / SOFTWARE



### Database Monitoring



### SaaS Monitoring



### Website Monitoring



### Email Monitoring



### HPC Process Monitoring



### Test/Lab Monitoring



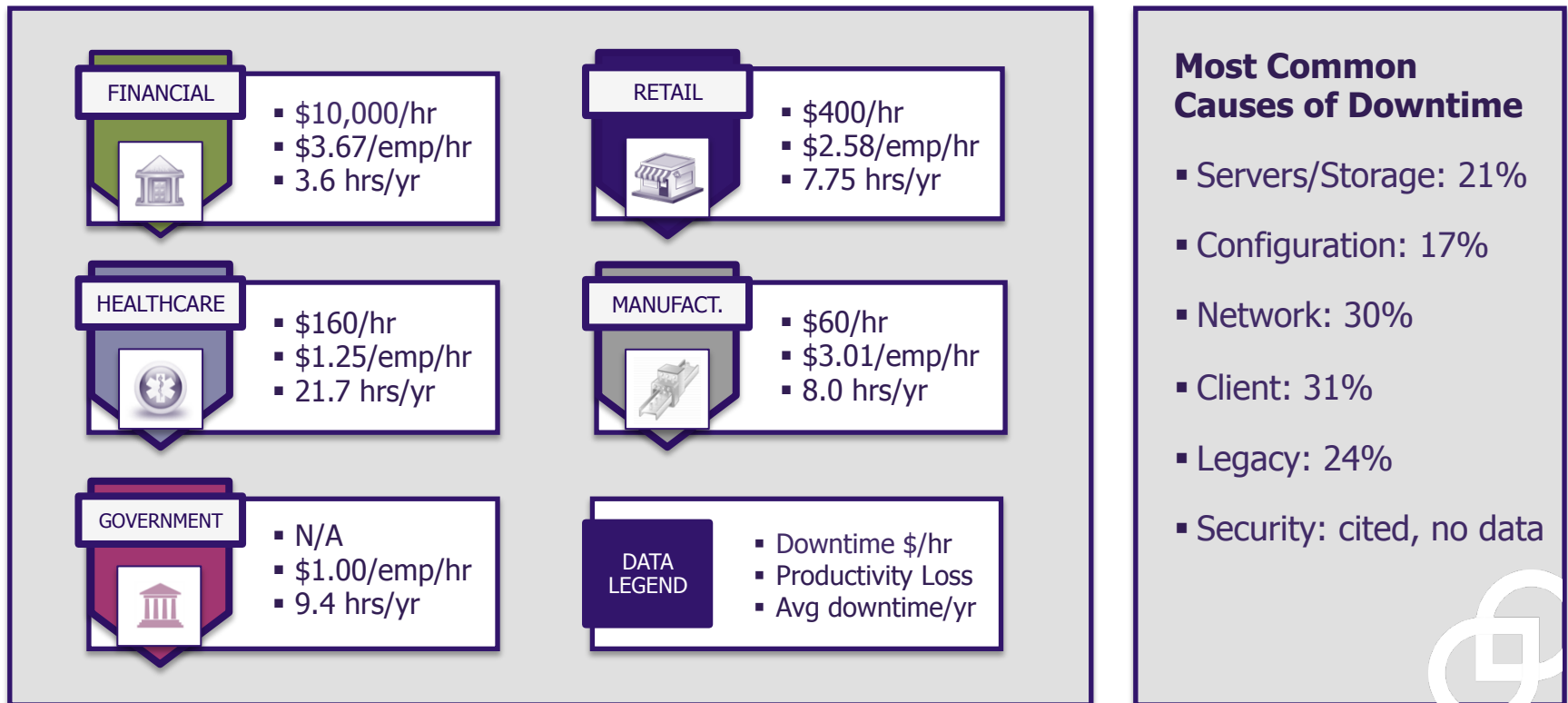
SPOTLIGHT

# Customer Use Cases



# Revolutionary Impact: Reduce Downtime Costs

## Advanced Monitoring Is Critical to Managing Downtime



All data taken from IDC Downtime Report – April 2012.

# What customers are doing...

## **Some Simple. Some Complex.**

- ✓ Mortgage Services SaaS Provider
- ✓ Healthcare Imaging Company
- ✓ Company handling 10K data for publicly traded companies
- ✓ Physician Staffing Company

## Time for Questions & Answers

**THANK YOU FOR YOUR TIME!**



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# AJUBEEO

CLOUD AGILITY

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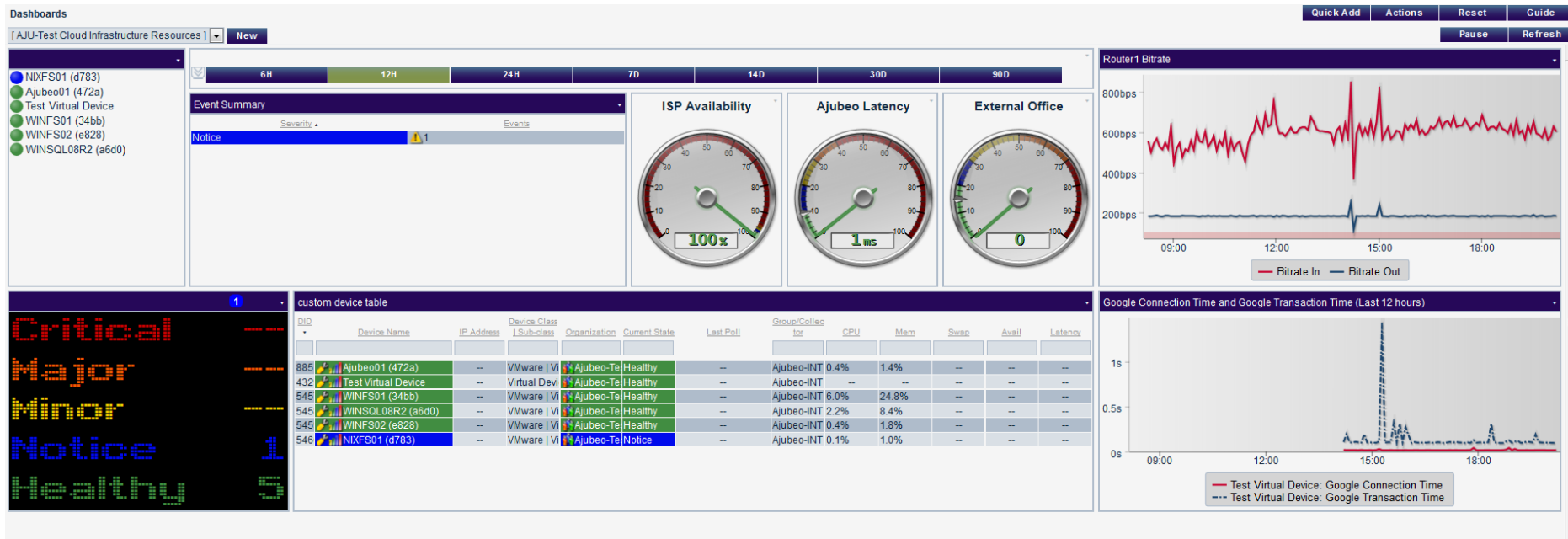


APPENDIX

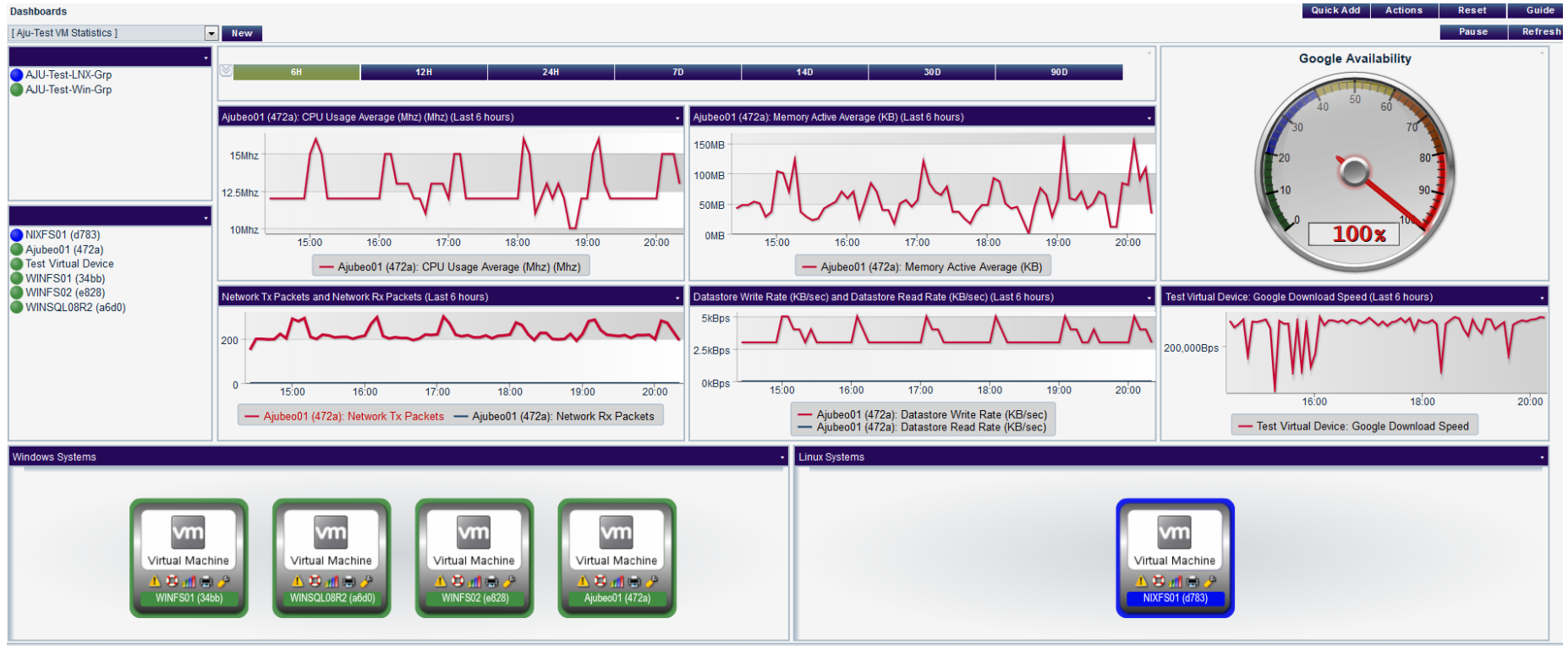
# Example Screen Captures



# Dashboards and Widgets




# Dashboards and Widgets







# Widget Selection




Time Series




Single-Point



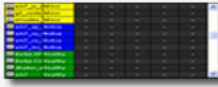
Snapshot / Single Series



Grouped Data Series



Custom



Custom Table

Select A Widget

Widget Name

{auto}

[ Widget default ]

Find

Save



# Event Console and System Events

Event Console   Events Found [1]										Actions	Kiosk	Reset	Guide
Custom View:	Save	Delete	Search:	Organization						+ Refresh Timer: 264	Pause	Refresh	
Organization	Name	Type	Event Message	Severity	Acknowledged	Note	Ticket	Age / Elapsed	Last Detected	EID	Source	Count	Notify
1. Ajubeo-Test	NIXFS01 (d783)	Device	DrsRuleViolationEvent NIXFS01 (69e44ab6-137f-491b-afdc-1dada72d783) on den1pspc00esx03.ajul	Notice				4 hrs 37 mins	2014-09-02 20:21:04	629519	API	60	

Close	Summary	Performance	Configs	Journals	Interfaces	Logs
Events	Tickets	Software	Processes	Services	TCP Ports	Organization

Device Name

ID

Class

Organization

Root Device

Parent Device

Ajubeo01 (472a)

885

VMware

Ajubeo-Test

den1paju01vcs02.ajubeo.local

AJU\_OvDC\_AJUTest01 (fbc0)

Managed Type

Category

Sub-Class

Uptime

Group / Collector

Component Device

Servers.VMware

Virtual Machine

0 days, 00:00:00

Ajubeo-INT -DEN1 | den1paju01slc

vm

Virtual Machine

Ajubeo01 (472a)

Viewing Cleared Events										Active	Stats	Reset	Guide
Event Message   Severity		Acknowledged	Ticket	Cleared By	Cleared Date	Time Since Cleared	EID	Source	Count				
TaskEvent: Task: Take virtual machine screenshot		--	--	expiration	2014-09-02 14:23:18	6 hrs 20 mins	628796	3rd Party	1				
Performance metric datastore.write.average is currently unavailable from the vSphere Server:		--	--	expiration	2014-07-20 22:56:35	1 mon 1 wk	522821	3rd Party	35				
TaskEvent: Task: Take virtual machine screenshot		--	--	expiration	2014-07-15 14:40:11	1 mon 2 wks	512014	3rd Party	1				
Performance metric datastore.write.average is currently unavailable from the vSphere Server:		--	--	expiration	2014-07-07 14:26:32	1 mon 3 wks	491173	3rd Party	35				
Performance metric cpu.usage.average is currently unavailable from the vSphere Server: VMwar		--	--	expiration	2014-06-23 15:46:42	2 mons 1 wk	460330	3rd Party	35				
Performance metric net.droppedTx.summation is currently unavailable from the vSphere Server:		--	--	expiration	2014-06-23 14:51:32	2 mons 1 wk	460271	3rd Party	35				
TaskEvent: Task: Take virtual machine screenshot		--	--	expiration	2014-06-13 15:26:37	2 mons 3 wks	438494	3rd Party	3				
TaskEvent: Task: Take virtual machine screenshot		--	--	expiration	2014-06-13 14:42:27	2 mons 3 wks	438412	3rd Party	1				
Performance metric mem.usage.average is currently unavailable from the vSphere Server: VMwar		--	--	expiration	2014-06-11 01:36:23	2 mons 3 wks	432668	3rd Party	35				
Performance metric mem.usage.average is currently unavailable from the vSphere Server: VMwar		--	--	expiration	2014-06-09 01:46:12	2 mons 3 wks	428420	3rd Party	35				
Performance metric mem.usage.average is currently unavailable from the vSphere Server: VMwar		--	--	expiration	2014-06-05 00:11:30	3 mons 1 day	422034	3rd Party	70				



# Ticket Console

Ticket Console | Tickets Found [2]

[ Show All Queues ] Custom View: Save Delete

Create Actions Reset Guide

298 Pause Refresh

	Organization	Description	Severity	Queue	TID	Element Name	Status	Assigned To	Created By	Modified By	Modified Date	Resolved Date	
1.	Ajubeo-Test	System Down Hard need to replace dead memory Stick	Sev 4 / Critical	--	5	Ajubeo-Test	Working	--	aju-test	aju-test	2014-09-02 17:03:27	--	
2.	Ajubeo-Test	Test ticket of the ticketing system.	Sev 2 / Minor	--	4	Ajubeo-Test	Pending	--	aju-test	aju-test	2014-09-02 17:03:59	--	



# Ticket Creation

Ticket Editor | **New Ticket** | Click Save to commit

Actions

Reset

Guide

Properties

Logs

Automation

Description

(New Ticket)

Organization

[ Ajubeo-Test ] [ ID: 15 ]

Element

Ajubeo-Test

## Ticket Properties

Ticket Description

TICKET FOR ORGANIZATION: Ajubeo-Test | ID: 15

Sub-Organization

[ None ]

Ticket State

Open

Status

Severity

[ Sev 1 / Notice ]

Category

Abuse

Source

Automated

Queue

Assigned User

None

Maximize

Descending

New Note

Sev 0 / Healthy

[ Sev 1 / Notice ]

Sev 2 / Minor

Sev 3 / Major

Sev 4 / Critical



# Knowledge Base

## Knowledge Base

### Search Knowledge Base

Search

Search Method

[Search: Title, Content, Keywords] ▼

Article Topics

[All Topics] ▼

Article Categories

[All Categories] ▼

Search

### Top Postings

2013-02-11 - How To:Event Management  
2013-02-11 - How To:Alerting and the RunBook

### Recent Searches



# Reporting

**Run Quick Report** Performance Multi-Object/Instance, version 1

Selected By

- ☒ Org/Device
- ☐ Group/Device

Ajubeo-Test

☐ Select individual

**Ajubeo**

- Performance Multi-Object/Instance, version 1
- Interface Top Metrics, version 1.2
- VM Top Metrics, version 1**
- Performance Multi-Device/Object, version 1
- Performance Multi-Device/Instance, version 1
- Video Usage, version 1.2
- VM Compliance, version 1.2
- Asset Warranty Expiration, version 1.2
- VM Top Utilization, version 1.3
- Performance Multi-Object, version 1
- vSphere Top Metrics, version 1

**RIV**

- Power-Pack Information, version 1.3
- Interface IP MAC Map, version 1.1
- Subscription License Usage Report by Type, version 1.3

**MOT**

- VM Utilization Projection, version 1.2
- Video Endpoint Packet Loss Line Chart, version 1.2
- Interface Billing, version 1.5

Application

Instantiation Objects

Categories

Servers

- Servers.VMware
- Storage.Array
- Storage.LUN
- Storage.NAS
- Storage.Volume

**Report Span**

☐ Daily

☐ Weekly

☒ Monthly

Starting

This month

2014 / Sep / 1

Duration

1 month

**Data Normalization**

Daily Average



# Registry

IP Address | 71.2

Views Events Tickets Knowledge Reports Registry System

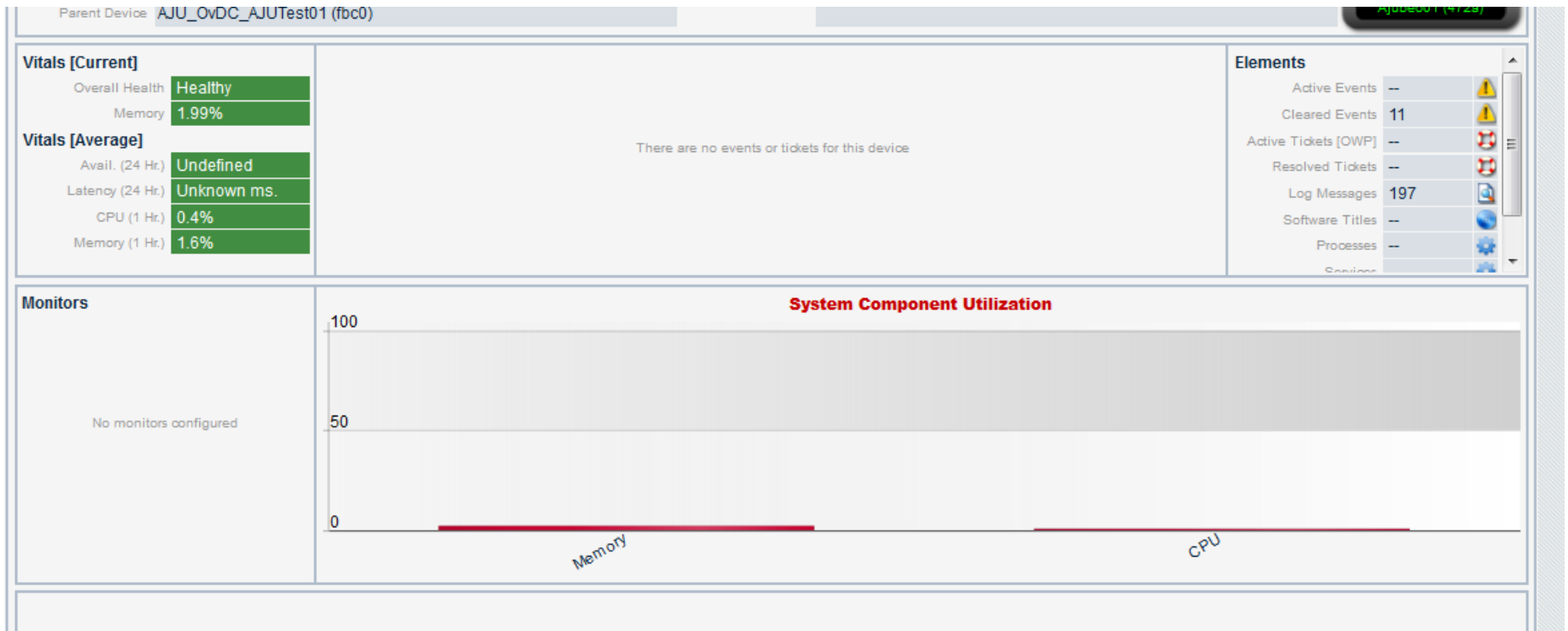
Device Manager | Devices Found [6]

Actions

	Device Name	IP Address	Device Category	Device Class   Sub-class	DID	Organization	Current State	Collection Group	Collection State
							>=Health		
1.	Ajubeo01 (472a)	--	Servers.VMware	VMware   Virtual Machine	885	Ajubeo-Test	Healthy	Ajubeo-INT-DEN1	Active
2.	NIXFS01 (d783)	--	Servers.VMware	VMware   Virtual Machine	5460	Ajubeo-Test	Notice	Ajubeo-INT-DEN1	Active
3.	Test Virtual Device	--	Virtual	Virtual Device   Content Verification	4329	Ajubeo-Test	Healthy	Ajubeo-INT-DEN1	Active
4.	WINFS01 (34bb)	--	Servers.VMware	VMware   Virtual Machine	5457	Ajubeo-Test	Healthy	Ajubeo-INT-DEN1	Active
5.	WINFS02 (e828)	--	Servers.VMware	VMware   Virtual Machine	5459	Ajubeo-Test	Healthy	Ajubeo-INT-DEN1	Active
6.	WINSQL08R2 (a6d0)	--	Servers.VMware	VMware   Virtual Machine	5458	Ajubeo-Test	Healthy	Ajubeo-INT-DEN1	Active



# System Vitals





# System Vitals







# Run Book Action

Devices

Monitors

Networks

Accounts

Run Book

- Automation
- Actions**

Ticketing

Action Policy Manager | **Actions Found [1]**

Action Name ▼

Action Type

1. Email

Action Editor

Close / Esc

Policy Editor | **Creating New Action**

Reset

Action Name

Action State

[ Enabled ]

Description

Organization

[ Ajubeo-Test ]

Action Type

- Send an Email Notification
- Send an Email Notification**
- Send an SNMP Trap
- Create a New Ticket
- Send an SNMP Set
- Run a Snippet
- Execute an SQL Query
- Update an Existing Ticket

Email Subject

%S Event: %M

Email

Severity: %S  
First Occurred: %D  
Last Occurred: %d  
Occurrences: %c  
Source: %Z  
Organization: %O  
Device: %X

Available Emails

Assigned Emails

Save

# Run Book Automation

**Automation Policy Editor | Creating New Automation Policy**Reset

Policy Name

Policy Type

Policy State

Organization

[ Severity >= ]

[ Minor, ]

[ Active ]

[ Enabled ]

Ajubeo-Test

Criteria Logic

Match Logic

Match Syntax

[ and 5 minutes has elapsed, ]

[ Text search ]

[ and event is NOT cleared ]

Repeat Time

Align With

[ Only once ]

[ Devices ]

☐ Trigger on Child Rollup

☐ Include events for entities other than devices (organizations, assets, etc.)

Available Devices

Ajubeo-Test

Virtual Device: Content Verification: Test Virtual Device

VMware: Virtual Machine: Ajubeo01 (472a)

VMware: Virtual Machine: NIXFS01 (d783)

VMware: Virtual Machine: WINFS01 (34bb)

VMware: Virtual Machine: WINFS02 (e828)

VMware: Virtual Machine: WINSQL08R2 (a6d0)

Aligned Devices

(All devices)

Available Events

Critical: AKCP: AC Voltage sensor detects no current

Critical: AKCP: DC Voltage sensor High Critical

Critical: AKCP: DC Voltage sensor Low Critical

Critical: AKCP: Dry Contact Sensor Low Critical

Critical: AKCP: Smoke Detector Alert!

Critical: AKCP: Water Sensor has detected water

Critical: APC: Diagnostic Test Failed

Critical: APC: UPS Battery Capacity

Aligned Events

(All events)

Available Actions

Send Email: email

Aligned Actions

Save



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CLOUD AGILITY

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