

HPE Managed Enterprise Monitoring Service

Deliver better services to your stakeholders.

Executive summary

Business applications are at the core of every enterprise, and the old adage “there is no business without IT” no longer reflects reality—the business now *is* IT. At the same time, business applications are becoming more complex. Composite applications, the adoption of cloud computing, and the emergence of mobile devices as a legitimate computing platform for the corporate user all lend urgency to the need to ensure that service levels meet business needs.

The pace at which business applications are being introduced or changed is also increasing, making monitoring business applications and their underlying IT infrastructure even more challenging. IT operations teams now need to become monitoring experts, be able to rapidly react to the agile pace of application development, scale their operations to maintain SLAs, and even provide charge-back services to their customers. All this is taking place while IT operations budgets remain flat or are shrinking.

HPE Managed Enterprise Monitoring Service addresses these challenges by providing a managed per-application, on-demand monitoring service and platform powered by

HPE Business Service Management (BSM) solutions for Application Performance Management (APM), Operations Bridge, and Infrastructure Monitoring.

Service overview

HPE Managed Enterprise Monitoring Service enables you to focus on what is core to your IT operations and unique to your environment – understanding the needs of your business stakeholders, defining SLAs, knowing what needs to be monitored, and using the monitoring tools to perform your work. Configuring monitoring tools, estimating the cost of monitoring deployment, deploying monitors, and maintaining the monitoring platform and its configuration along with a portfolio of business outcomes are all taken care of by HPE Software Services BSM experts.

How does it work?

Unlike a hosted service or SaaS, you still own the entire technology stack. The licenses you purchase remain yours (as per your license agreement), the HPE BSM software is installed on your servers in your data center, and the entire platform is under your ownership at all times.

HPE Software Services becomes the custodian of the system. We work with you and guide you while architecting and deploying the platform, and we continue to operate it on your behalf, relieving you from the need to become a BSM tools expert. We maintain, operate, and manage it. Through a well-defined interface, you can request configuration changes and we will apply them. And when you want to monitor a new application, we likewise work with you to define the requirements and deploy the monitors.

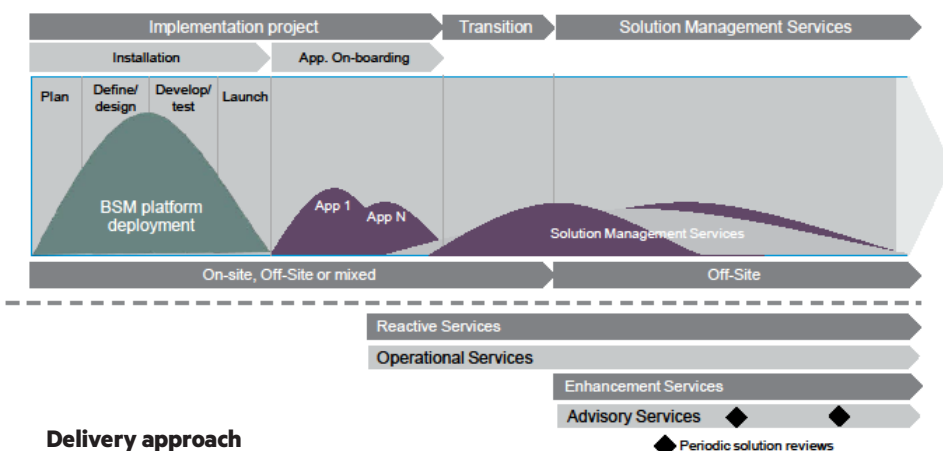
Should you at any time choose to assume full control and management, we will transition the operation of the platform to your team.

The engagement

In broad terms, the engagement is comprised of two types of activities: project-oriented and solution management. The engagement begins with a project-oriented period where the BSM platform is deployed and the first set of applications is on-boarded. As major deliverables (and ultimately the entire project) are completed, they transition into the solution management stage where activities such as break/fix are executed either proactively or by request, using a helpdesk-style process. During the solution management stage, there may be situations in which certain tasks (e.g. deploying monitoring for a new application) require execution as a project, in which case a project team will be assembled and the task carried out using a project-oriented approach.

Choosing the right option

HPE Managed Enterprise Monitoring Service provides three tiers of service: Bronze, Silver, and Gold. Your choice of service level determines the platform architecture as well



as the breadth and depth of monitoring that is available to you. This structure offers a great degree of flexibility as it affords you the opportunity to apply a specific monitoring configuration to a given application. You no longer need to be satisfied with a “one size fits all” approach or customizing monitoring requirements for every application you monitor. For example, you may choose a Gold platform but this does not require you to apply Gold coverage to each and every application.

Benefits

Accelerate time to value

HPE Software Services brings to each engagement years of experience in BSM. This removes from you the burden—in both cost and time—of the steep learning curve typically required to acquire the expertise yourself. With HPE’s expertise on board, you can focus on your core mission—using monitoring tools to ensure the health of your applications—and begin to reap the benefits early. In addition, our prescribed approach and the predefined set of Bronze/Silver/Gold configurations mean that we can begin deployment immediately rather than spend time upfront in lengthy design activities. This further accelerates your value realization.

Better service delivery

HPE BSM provides you with the visibility and automation you need to ensure that your applications are available and performing as needed by your business users. When things go wrong, you can quickly detect it, prioritize resolution based on business impact, and quickly determine the root cause so that you can restore services rapidly and minimize the impact of business disruptions.

As a managed service, you also pay for an outcome, not for FTEs or hours. So when requests for monitoring from your stakeholders arrive, you don’t need to be constrained by your resourcing levels or juggle staff assignments.

Reduce the cost of monitoring

Our Global Delivery Centers and scale allow us to leverage skilled resources in offshore geographies, eliminating the need for you to maintain the staffing level required to operate the BSM platform locally. Furthermore, the pay-per-use pricing model means that you pay only for the monitoring you choose to deploy. Furthermore, the tiered coverage options allow you to optimize your spend and align it to the application criticality rather than accept a one-size-fits-all approach.

Financial transparency

The per-application pricing structure means that you know exactly what the cost to monitor a given application is. This not only allows you to make informed decisions regarding what and how much monitoring to deploy, but also supports a charge-back model whereby you can be transparent with your business stakeholders regarding the true cost of running their applications.

Service description

Pre-engagement

This stage marks the start of the program, and ensures the readiness of both you and HPE. We confirm the scope and expectations, ensure that all stakeholders and resources have been identified and are available, and agree on the high level plan, identifying quick wins and the list of target applications.

Deployment

Unlike a traditional project approach where you would spend significant amount of time on the design of the platform, the pre-defined bronze/silver/gold structure of this service enables us to begin deployment immediately. Your contract selection drives the architecture and we only need to tweak it to meet your environment. After the development and production infrastructure are ready and remote connectivity is

	BRONZE	SILVER	GOLD
Application criticality	Important	Critical	Mission-critical
Minimum number of applications	3	5	7
Architecture	Single instance	Highly available	Highly available, SSL
Server monitoring	Agentless	Agentless and agent-based	Agentless and agent-based
Network monitoring	No	Optional	Optional
End-user monitoring	Synthetic	Synthetic & real	Synthetic & real
Ticketing integration	Yes	Yes	Yes
Event integration	Standard	Standard	Custom
Configuration Management System	No	Yes	Yes
Reporting	Standard (out-of-the-box)	Service reporting	Custom and service analysis reports
Solution support (break/fix)	Yes	Yes	Yes
Solution management (enhance, change)	No	Yes	Yes

Service brief

established, we can begin deployment of the BSM platform itself as well as all relevant components required for the service levels you have chosen.

Initial Application on-boarding

After the BSM service platform has been established, we are ready to on-board the minimum number of applications associated with the service (or more, if you have so chosen). We work with your IT staff and application owner(s) to on-board the application for monitoring. HPE Software Services consultants will deploy and configure all monitors, dashboards, alerts, and reports, based on the level of monitoring tier (Bronze, Silver, Gold). Your application is now available for ongoing monitoring.

Application on-boarding ramp-up

As you need and based on your priorities, we continue—over time—to on-board additional applications and roll out the solution to your whole enterprise. With a pay-per-use model, you decide which level of monitoring applies to each application and when to on-board them.

Ongoing operation

HPE Managed Enterprise Monitoring offers a wide choice of solution management options:

- **Reactive Services**
Single point of contact for incident and problem management across the entire solution. This option is a standard option across all tiers.
- **Operational Services**
Out-task operational request fulfillment and ongoing maintenance to keep the solution healthy.
- **Advisory Services**
Proactive guidance to prevent issues, prepare for updates, and identify areas for improvement.
- **Enhancement Services**
Continuously improve the solution through enhancements that increase value and adoption.

As soon as the BSM platform is deployed, HPE Software Services Global Delivery Center begins ongoing monitoring services. We monitor the system and ensure that it is up and running. As we on-board applications, this coverage extends to ensuring that all monitoring is operational. Depending on which additional services you have opted for, there may be additional value-add delivered. For example:

- If any changes are requested (e.g. adding an alert), they are prioritized, evaluated, and applied.
- We keep the BSM software updated and continue to work with your staff to ensure that the solution meets your needs.

Program governance

This part of the program is responsible for ensuring that the plan is created and then executed. While program management resources will ramp up and down as needed, this thread of activity continues throughout the program.

During project-oriented periods, a project manager will be assigned and responsible for meeting delivery of the agreed upon outcomes. You will also be assigned a Technical Account Manager who will be conducting periodical reviews. The purpose of this role is to ensure that your identified needs are met and that newly raised ones can be addressed and incorporated into the existing service.

The HPE Software Services difference

HPE provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique

intellectual property that help you manage the performance of enterprise applications, systems, and networks.

- Fast time-to-value: Our services get you up and running, with your applications monitored in a matter of weeks
- Proven HPE Software solution implementation expertise
- More than 20 years of experience helping large, complex, global organizations realize value from their HPE Software investments
- Rich intellectual property and unparalleled reach into product engineering
- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace
- Education and support services to ensure adoption

Only HPE Software Services brings together consulting expertise and the industry-leading IT Performance Suite software to help you perform better.

For more information

Contact your HPE representative or email HPE Software Services in your region:

HPE Software gives you the power to gain connected intelligence for the new style of enterprise IT—anytime, anywhere, quickly and securely.

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