



HPE Application Monitoring as-a-Service

Deliver the end-user experience that keeps your users coming back.

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. Yet, many organizations still find it difficult to deliver an end-user experience that meets their customers’ and users’ expectations. The user experience is now a critical factor in acquiring and retaining customers. If performance or availability for your applications is not what they expect, they will find alternatives. This applies, to a degree, even to your own internal users. Until recently, users have had no choice when it comes to their enterprise and productivity applications, but over the last few years, Software-as-a-Service (SaaS) and the public cloud have removed this obstacle. Poor user experience leads to poor reputation for IT, user dissatisfaction, and ultimately abandonment. Needless to say, outages continue to cost companies millions.

Hewlett Packard Enterprise (HPE) Application Monitoring as-a-Service is an offering from HPE Software Services that helps you ensure that your applications are healthy and performing, so your customers and users keep coming back.

The application monitoring gap

While monitoring is a well-established practice, application monitoring is not. Even most IT Operations teams that claim to do it will have gaps in their capabilities.

Lack of end-user monitoring

Monitoring typically focuses on the infrastructure. At best, up/down monitoring of software elements such as web and database servers is implemented. But more often than not, end-user monitoring is neglected, effectively turning your users into monitoring devices.

Silos and lack of visibility

Most IT teams are organized along technology domain lines: the server team, the database team, and so on. Each team implements and maintains its own monitoring tools, which are not usually well integrated. This provides only minimal visibility (usually only alerts/events) to the frontline operations team. So, for instance, they may know that servers X and Y are down, but they lack any other actionable information—details such as:

- What application is impacted
- What is the role of each server and how they relate
- What else is happening at the same time

As a result, their effectiveness as the first line of defense is reduced to the role of “swivel chair manager.” They coordinate, while the domain experts are all scrambling, independently, to find and fix the problem.

In a nutshell

Application monitoring is about structuring your monitoring around applications in the context of business services, not around your technology domains. It means that you need to put an emphasis on end-user monitoring and you need to bring all of your monitoring data into the application and service context, giving your operators the information, views, and dashboards that actually enable them to take action.

Application monitoring to scale

Our experience has shown that even when an organization starts to implement application monitoring, they often stall and struggle to scale it to an enterprise level. The primary reason boils down to how a typical IT technology project is run. Most such projects focus on the deadlines and the initial deployment, neglecting the most important aspect: long term value realization. However, full value realization requires more than just a technology implementation. The business value of a software solution is driven by adoption and is only:

- **realized** after the solution has been put into production, is operating effectively, and has been adopted by the organization
- **sustained** through the effective ongoing management and continuous improvement of the solution

However, there are three factors that have traditionally been obstacles to long-term value realization:

- It is difficult to acquire and retain skilled technologists, especially if the technology is new to your organization
- With a focus on go-live deadlines, technology projects often underestimate the cost of operating the solution in the long term
- The first two factors result in whatever staff and skills you do have being focused on maintaining the initial deployment rather than driving adoption, expanding footprint and capabilities, engaging the stakeholders, and working on maximizing value

So ask yourself this: Is becoming an expert in the technology your core mission? Is this what you should focus on? Is this what you are best at? Or is it more effective, and in the long term more beneficial, to delegate the implementation to the experts and focus on driving adoption, expanding footprint and capabilities, engaging the stakeholders, and working on maximizing value?

Off your plate, into our hands

HPE Application Monitoring as-a-Service, is a pay-by-the-app offering that helps you address these shortcomings. HPE Software Services experts onboard your applications to your HPE Operations Management monitoring platform through a unique factory-driven framework. This allows you to leverage our Operations Management services expertise at scale while you pay only for results and per application, giving you cost predictability, transparency, and flexibility.

This service thereby enables you to focus on what is core to your mission and unique to your environment—understanding the needs of your stakeholders, expanding footprint and capabilities, and driving adoption toward long-term value realization.

Service description

Choosing the right option

HPE Application Monitoring as-a-Service provides three tiers of service: Bronze, Silver, and Gold. Each tier carries a fixed price and denotes the breadth and depth of monitoring that is applied. 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.

The options

Each tier denotes which of the following options are included and to what degree:

- Server monitoring
- Network monitoring
- End-user monitoring
- Ticketing integration
- Event integration
- Configuration Management System integration
- Reporting

The monitoring factory

Each time you need to onboard a new application to the HPE Operations Management monitoring platform, the monitoring factory is at your service. The factory is a virtual monitoring engineering team in which product experts work with you to understand your requirements and then deploy and configure the right monitoring.

The full service option

HPE Software Services also offers a fully managed monitoring service called Managed Enterprise Monitoring. It offers everything the HPE Application Monitoring as-a-Service does, as well as a solution management component whereby we manage the HPE Operations Management monitoring platform on your behalf.

Benefits

Accelerate time to value

Our unique factory approach allows us to address a large number of applications in a short period of time, which, combined with our Operations Management services expertise, accelerates your time to value.

Focus on your core mission

With HPE’s Operations Management services expertise on board, you can focus on your core mission—understanding the needs of your stakeholders, expanding footprint and capabilities, and driving adoption toward long-term value realization.

Better service delivery

HPE Operations Management provides you with the visibility and automation you need to ensure that your applications are available and performing as needed by your customers and business users. When things go wrong, you can quickly detect the situation, 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.

Financial transparency and flexibility

The per-application pricing structure means that you know exactly what the cost is to monitor a given application. 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 monitoring their applications.

The HPE Software Services difference

HPE provides unmatched capabilities with a comprehensive set of Operations Management consulting and implementation services and unique intellectual property that

Service brief

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 Operations Management solution implementation expertise
- More than 20 years of experience helping large, complex, global organizations realize value from their HPE Software investments

For more information

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

- 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.

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

Learn more at

[**HPE Software Operations Management Services**](#)

[**HPE Software Services**](#)



Sign up for updates

★ Rate this document



© Copyright 2015-2016 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

4AA6-1527ENW, March 2016, Rev. 1