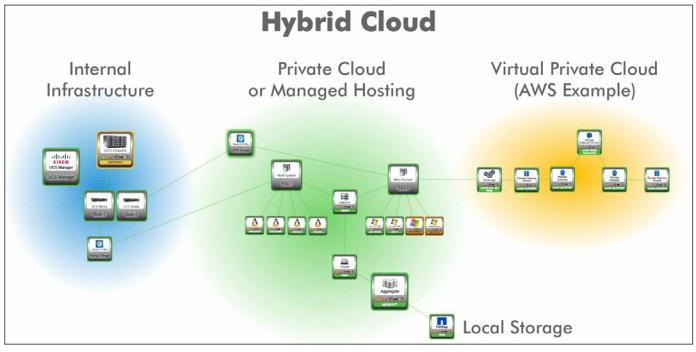
Observer SightOps Infrastructure Management

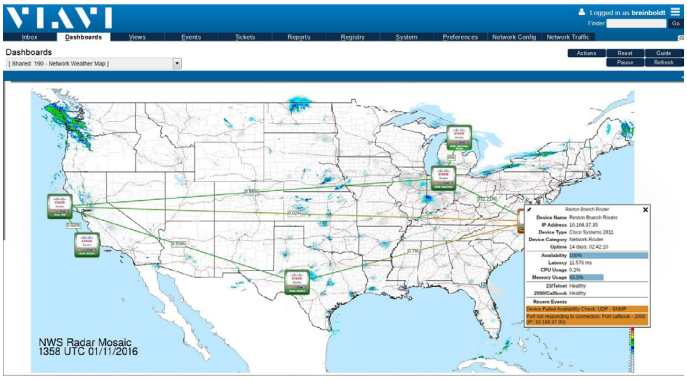
Instant. Intelligent. Integrated.

Comprehensive Visibility for Hybrid IT

Observer® SightOps™ provides real-time fault and performance monitoring and dashboarding that ensures the delivery of critical business services over hybrid and traditional infrastructures. Intelligently discover your entire IT infrastructure, from the data center to public and private cloud resources. Next-generation discovery and dependency mapping provide intelligent automation by matching devices, applications, and systems with best-practice monitoring rules, thresholds, events, and alerts.



SightOps automatically provides a visual representation of your infrastructure as well as a comprehensive view of key performance parameters in a series of dashboards that can be customized for individual stakeholders. Automatically discover, track, and map the cross-technology dependencies in your data center and public cloud environment. Go from high-level to granular views to find the underlying cause of any issue quickly. SightOps discovers all IT elements—whether in AWS, Azure, vCloud Air, in a private cloud, or on-premises, giving you a holistic view all in one place.



Key Benefits

SightOps offers IT organizations valuable benefits including:

- Rapid time to value with a minimal need for professional services to achieve results
- Substantial reductions in enterprise downtime and improvements in mean time to resolution (MTTR) during outages
- Significant consolidation of multiple IT management tools, reducing operational overhead and administrative effort and increasing ROI
- Enhanced ability to troubleshoot complex network/server/storage interactions, whether virtual, physical, or in the cloud
- Comprehensive visibility for public clouds, including AWS, Azure, vCloud Air, and IBM SoftLayer, which ensures IT organizations can manage their IT elements the same way, no matter where they reside
- Enables management of a true hybrid IT infrastructure from a single platform with consistent operational processes regardless of underlying technology choices
- Compares performance, latency, and availability to ensure optimal workload placement in public or private cloud
- Provides the benefits of public cloud adoption sooner by eliminating the visibility barrier for cloud services
- Detailed visibility into multiple virtualization platforms enables rapid build-out of private cloud and converged data center infrastructure
- Support for advanced SDN technology such as Cisco ACI enables future-proofing of network and data center switching fabric and helps organizations deploy SDN successfully

Key Features

True Hybrid IT Visibility

SightOps monitors and tracks performance for IT assets in a true hybrid IT environment—whether in the public cloud, private cloud, or legacy on-premises. With complete monitoring visibility for networks, systems, storage, and applications—no matter where they reside—SightOps enables organizations to adopt and manage new hybrid IT environments with confidence.

Event Management and Alerts

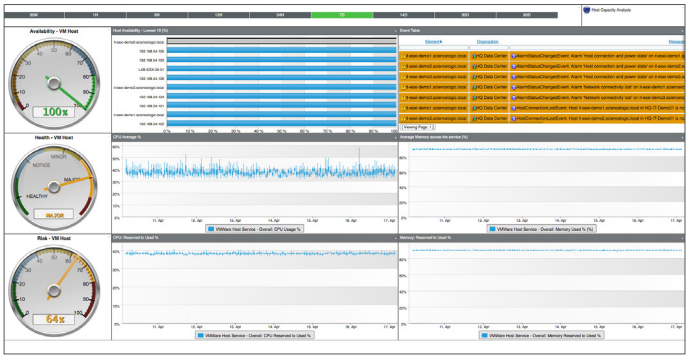
SightOps monitors events and enables alerts on tens of thousands of device, service, application, and network metrics. Flexible and configurable, SightOps manages resources and detects anomalies before they impact users, providing data on conditions affecting all critical IT resources.

Infrastructure-to-Business Link

With SightOps, you can create groups to track the impact of devices and resources on business services and processes. It organizes network and server devices into specific subsets based on geography, department, device type, application service, and more. This lets IT teams prioritize based on severity and business impact, and offers drilldown within groups for sub-level analysis.

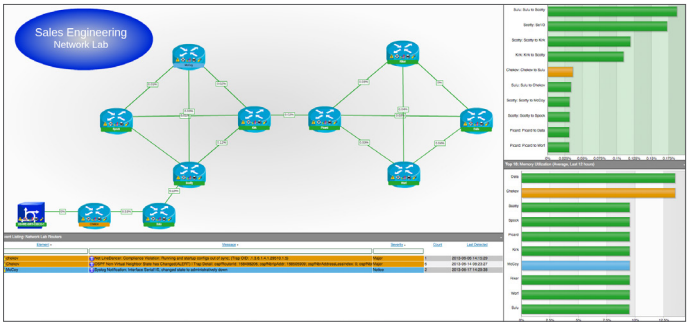
Service Health Management

SightOps provides comprehensive views into application, database, and web services (on-prem and off-prem). It tracks the performance and availability of specific components and enables customized views of health, availability, and risk at the service level. It comes ready to offer deep visibility into these higher-level services, without the need for add-on modules. Whether it's an Apache™ web front-end server, backend Oracle® database, or middleware solution such as WebSphere® MQ , SightOps captures the metrics needed for these and many additional platforms through a series of over 1,500 PowerApps that provide extensive device and technology support.



Automated Device Discovery and Dependency Mapping

Next-generation discovery technology automatically maps dependencies between servers, network elements, compute resources, and storage systems, providing live visibility into root cause of multi-domain problems.



Asset Management

Track every device on your network plus essential individual attributes like removable hard drives, RAM, installed software, and more. Use the SightOps reporting, process control enforcement, and centralized tracking of IT asset utilization throughout lifecycles, including performance and event management.

Service Desk

Integrate with automated alerts, ticketing workflow, and runbook automation for documenting and accelerating the problem resolution process.

Packet-Level Intelligence

SightOps can mine relevant traffic from Observer GigaStor™ that aligns with detected device, asset, and service anomalies. This greatly simplifies underlying resource and traffic problem correlation while optimizing troubleshooting.

Efficient Upgrading

By eliminating the need to patch and upgrade multiple modules separately, SightOps quickly and easily upgrades and requires far fewer professional service resources, making it significantly less costly to maintain.

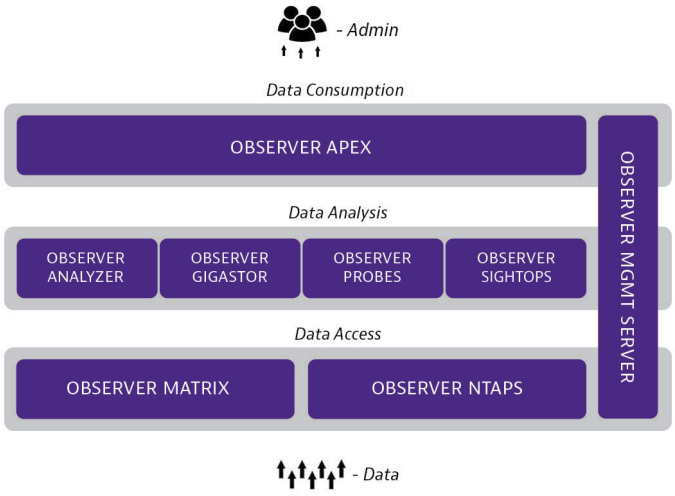
Observer Performance Management Platform Integration

The Observer platform is a full-service IT solution for optimizing application, infrastructure, and network operations. The pre-built platform software significantly reduces time-to-value by eliminating many hardware/software integration and troubleshooting issues.

As an integral part of the Observer platform, SightOps plays a key role in providing comprehensive visibility into hybrid IT infrastructure status while simultaneously enabling correlation between underlying resource health and network traffic behavior.

SightOps specifically works in tandem with Observer Analyzer and GigaStor to provide the following benefits:

- Integrates SightOps infrastructure intelligence with GigaStor packet capture network traffic service awareness for streamlined troubleshooting
- Automates GigaStor data mining with flexible, user-defined alerts to shorten MTTR or perform manual packet extraction for custom service anomaly investigations
- Alerts on SNMP alarms generated by GigaStor and Analyzer based on detected service anomalies
- Monitors the health of all Observer platform software and hardware assets



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