

THE OPTANIX PLATFORM: DELIVERING AUTOMATION FOR IT OPERATIONS

BUSINESSES TODAY ARE TRANSFORMING THEMSELVES AND THEIR BUSINESS SERVICES TO ALL-DIGITAL MODELS. THIS IS LEADING TO AN INCREASE IN THE SIZE AND COMPLEXITY OF IT ENVIRONMENTS – WHETHER THEY BE ON-PREMISE, OFF-PREMISE OR IN THE CLOUD – AND PLACING IT OPERATIONS IN A CRITICAL ROLE.

In order to keep business services operating effectively, IT operations teams are increasingly utilizing automation in favor of time-consuming, error-prone manual processes fraught with high costs and high risk.

The advent of delivery automation and orchestration tools has improved the lives of IT operations teams everywhere, but the use of such tools has been limited to configuration management to date. For network operations centers and those responsible for service assurance, automation has often translated into a “bunch of scripts” used for simple, non-critical routines, batch processes or task-specific shortcuts. This approach is difficult to standardize and maintain, doesn’t scale and isn’t fit for complex, dynamic environments.

Modern monitoring platforms need to offer automation capabilities, not just for reducing cost, time and risk, but to improve the effectiveness of service assurance efforts. Such platforms must go beyond centralizing and standardizing automated tasks, they must enable an automatic response to events. To ensure success, automations must be easily customizable for specific tasks, data inputs and systems, and must be part of the overall platform to ensure they can scale to handle large, complex environments.



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THE OPTANIX PLATFORM

The Optanix Platform provides predictive and proactive business service assurance across hybrid infrastructures, with actionable intelligence for prioritizing and addressing problems before they impact critical business services. This protects revenue, improves customer experience and reduces IT costs.

The platform's Execution Framework reduces the cost and complexity of managing today's IT environments while reducing errors and improving monitoring effectiveness through automation. The Execution Framework works by automating key tasks to increase the efficiency

of the IT staff and reduce errors. Tasks can be executed on a schedule, in response to an event, or on demand, and dashboards and reports are provided to help users understand the details of the automated workflows performed.

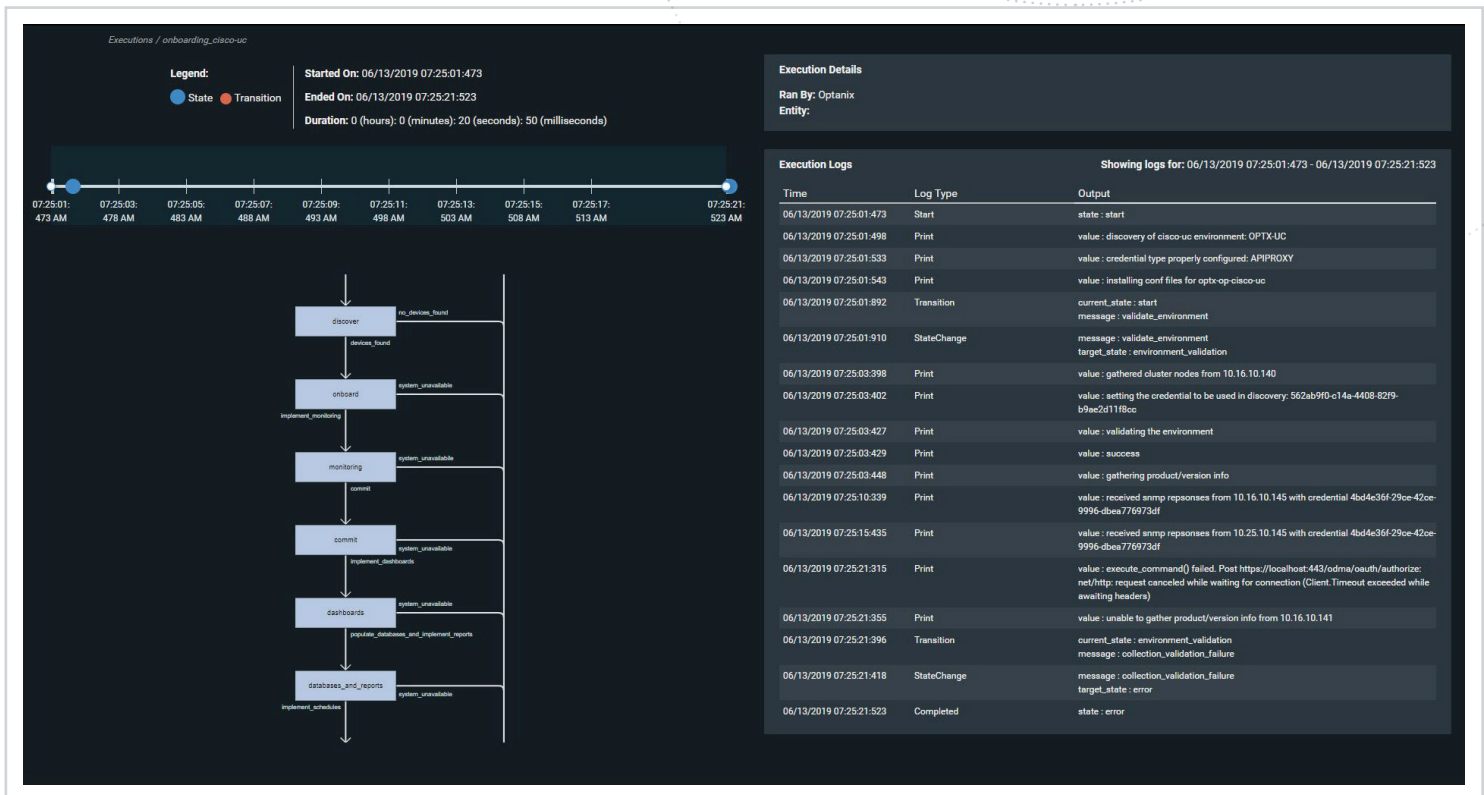
Some examples of automated tasks include – but are not limited to – validation of root cause analysis, opening or updating of tickets, onboarding of devices and/or running diagnostic tests against them, and gathering of additional troubleshooting information. The Execution Framework also enables users to create custom automations and to extend the platform to include devices not currently managed.

OPTANIX'S EXECUTION FRAMEWORK

Increases management efficiency and effectiveness through automation

Decreases configuration errors caused by manual entries

Provides management system extensibility and customization



Optanix Platform dashboard showing history of executions performed over time

OUT-OF-THE-BOX AND CUSTOM AUTOMATIONS

The Optanix Platform comes with a series of out-of-the-box automations that can be performed in response to events or on a schedule. Users can also easily perform tasks on a device by simply connecting to it with workflows ready to run upon connection. In addition to performing actions, the automations can also be used to extend the platform to collect additional configuration and telemetry data for troubleshooting or to feed other automations.

- Create custom automations to meet specific needs
- Easily perform tasks on a system by simply connecting to it – replaces need for an engineer to run multiple scripts against a system
- Create custom responses to events such as opening or updating tickets

DEVICE INTEGRATION

Device integration capabilities provide the ability to quickly add support for new kinds of devices using standard protocols and interfaces. Once integrated, the custom and out-of-the-box automations can be fully utilized, along with the full workflow reporting from the Execution Framework.

- Extend the system to collect additional configuration and telemetry data
- Quickly integrate currently unsupported devices using standard protocols and interfaces
- Automate runbooks to perform scheduled tasks such as device onboarding or testing

INTUITIVE UI AND CONFIGURATION

The platform’s intuitive graphical user interface and configuration tools provide a streamlined approach for creating custom automations and integrating devices. Reusable libraries can easily be created and used in multiple workflows to increase accuracy and decrease time required to create workflows. Full reporting capabilities show which workflows have been completed and also provide associated logs, a graphical timeline and metadata.

- Quickly and easily create custom automations
- Create and utilize reusable libraries for consistency and efficiency
- Quickly view comprehensive reports to see details of workflows that have been performed

OPTANIX’S EXECUTION FRAMEWORK REDUCES COST, COMPLEXITY AND ERRORS

The Execution Framework delivers streamlined management processes through automation to improve the accuracy of service assurance efforts and reduce the cost, complexity and errors associated with manual

performance of IT operations management tasks. Additionally, it allows IT teams to:

- Take advantage of out-of-the-box workflows and automations
- Easily create customer-specific workflows and automations
- Automate repetitive tasks, including scheduled tasks

- Automatically collect additional troubleshooting data when errors occur
- Run automated tasks by simply connecting to a system
- Automate responses to events
- Utilize standard protocols and interfaces to quickly integrate unsupported devices

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