FUJITSU

Fact Sheet
Delivering the insight to optimize your environment – on demand

Powered by Nimsoft®
Fujitsu Monitoring as a Service offers a single, unified interface for tracking all the vital, dynamic resources your business relies on across your entire environment; whether in the cloud, on-premises or a combination – so you can ensure your business performs optimally at all times.

Gaining a single, unified view of all environments

Businesses today are supported by an increasingly diverse mix of IT delivery models, from on-premise infrastructures and outsourced services to private and public cloud services. While much has changed in recent years, one thing has not: the requirement for high performance and availability to maximize business productivity, revenues and success.

Monitoring is vital as organizations seek to optimize performance of their critical business services. However, employing disjointed, on-premise point solutions to monitor each distinct system and environment is costly, inefficient, and ultimately ineffective, there are simply too many interrelationships in today's dynamic IT environments. In order to truly understand and optimize performance, it is vital to gain a unified view of all the infrastructures that a business relies on, whether they run in public clouds, private clouds, remotely hosted environments, enterprise data centers, or any combination of these. Fujitsu Monitoring as a Service, powered by Nimsoft, provides an effective and cost-efficient way for you to rise to the challenge.

Keep track of all your business services with Fujitsu

Fujitsu Monitoring as a Service gives you the comprehensive monitoring insights you need to ensure all your business services perform

optimally at all times. Based on Nimsoft's advanced service management technology, it provides a single, unified interface to track all the vital, dynamic resources your business relies on, whether in the cloud or on-premises.

As a fully hosted Software as a Service solution, your business can be rapidly up and running, with no need to deploy, manage or support new infrastructure--delivering considerable cost savings.

What's more, the service is delivered from the Fujitsu Global Cloud Platform, a trusted cloud service that gives you flexible, on-demand access to the monitoring capabilities you need to keep track of your business, locally and worldwide.

Is Fujitsu Monitoring as a Service right for you?

It is a complete, cost-effective and long-term solution for a wide range of organizations including:

- **Medium to large enterprises and Government departments,** enabling IT management to track and optimize IT, across their hybrid environments.

- **Independent software vendors,** providing capabilities for ensuring that their solutions hosted in the Fujitsu Global Cloud platform (or other environments) continue to deliver an optimal customer experience.

- **Managed service providers,** delivering vital capabilities that underpin their own managed service offerings.
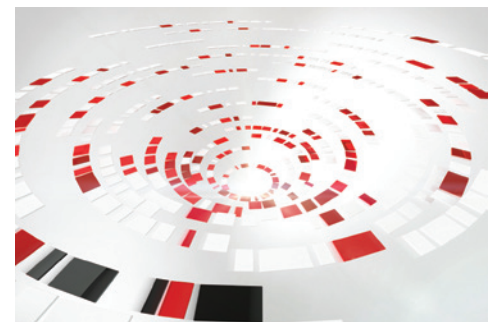
Best in class unified IT management

Fujitsu Monitoring as a Service is delivered in partnership with Nimsoft, a CA Technologies® company. Nimsoft provides the industry's only unified IT management solution, combining a broad set of network monitoring and service desk management capabilities, plus the flexibility of deploying the solution

on-premise and in the cloud. Today over 20,000 enterprises are already reaping the benefits – using Nimsoft to optimize their business services, driving greater agility and performance.

A comprehensive solution to meet your needs

Fujitsu Monitoring as a Service is a complete solution enabling you to choose the capabilities and coverage your business needs. The service is ready to deploy immediately, featuring preconfigured polling and thresholds. It also offers easy integration with Fujitsu Service Desk as a Service.

The solution is powered by Nimsoft Monitor, a robust, yet easy to use monitoring solution. Trusted by thousands of enterprises around the world, Nimsoft Monitor features proven scalability, reliability, and insights. We offer a unified monitoring portal that allows administrators and service providers to gain a consolidated view of all their computing environments and to provide dynamically generated, on-demand dashboards and reports to their users and customers.

A SaaS based portfolio enabling effective IT management

Monitoring as a Service is part of the Fujitsu IT Management as a Service (ITMaaS) suite of SaaS-based applications. ITMaaS provides the infrastructure, application monitoring and service desk capabilities needed to underpin an efficient and cost-effective IT Management operation. It also includes Fujitsu Service Desk as a Service and Fujitsu Cloud Experience Monitor.

Benefits

■ **Faster deployment**

There's no need to acquire or set up the IT infrastructure to support the solution, so your organization can deploy monitoring more quickly and you can start enjoying optimized performance sooner.

■ **Reduced costs**

Your organization doesn't have to procure, support, or maintain hardware or software for your monitoring platform. In addition, with its complete capabilities and coverage, Fujitsu Monitoring as a Service eliminates the need to manage and maintain multiple point monitoring solutions.

■ **Optimized service levels**

By using Fujitsu Monitoring as a Service, you'll get the timely insights you need to not only respond more quickly when issues arise, but to proactively avoid outages from happening in the first place.

Why Fujitsu?

Fujitsu is a leading provider of monitoring and service desk services to clients globally, leveraging over 30 years' experience in managed services delivery. It means we understand how to optimize IT management to ensure your organization reaps maximum value:

■ Over 1,900 service desk clients worldwide

■ 5 Global Service Desk Delivery Centers – with services delivered from 145 data centers – a mix of traditional and cloud services

■ 5,500 service desk employees

■ Annual call volumes of over 18 million

■ Over 3.2 million end users

■ Support provided in 41 languages globally
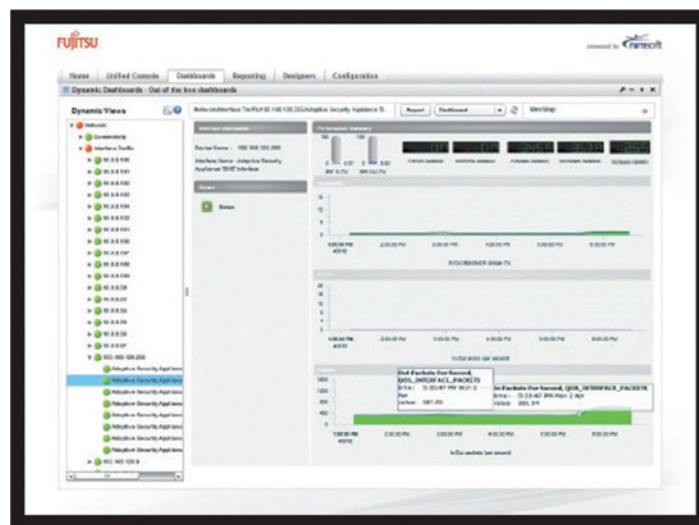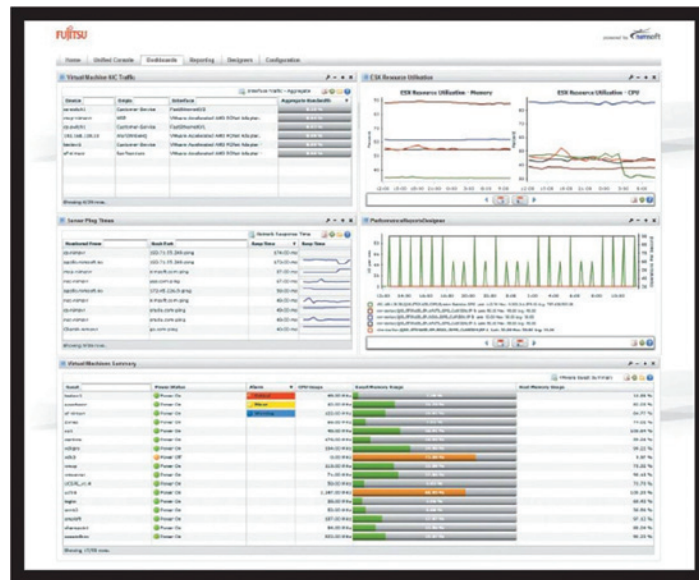
Service Offering

Fujitsu Monitoring as a Service delivers essential availability and resource monitoring for cloud and data center infrastructure. It can be applied to monitor resources across all business services, on premise or off, virtualized or non-virtualized and can include all the applications you have running in these environments. In addition, the solution helps ensure your administrators get the insights they need, when they need them. Whether your organization deploys economy or high performance virtual servers, Fujitsu Monitoring as a Service provides intuitive reports, dashboards, and alerts that ensure timely response and remediation.

Capabilities:

■ **Server monitoring:** enables the monitoring of Linux (including CentOS, RedHat®, and others), UNIX®, Windows®, Cisco® UCS, FlexPod®, IBM® Power Systems, and Novell® Open Enterprise servers. The solution does up/down testing of hosts, monitors core OS processes and services, and tracks such server resources as CPU, disk, and memory.

- **Device monitoring:** provides up/down monitoring of any IP-based device, including routers, switches, and services. It can track availability of network interface cards and interfaces, bandwidth usage, and connections between specific devices.
- **Website availability monitoring:** provides the capability to routinely test specific URLs, tracking status and page load time metrics.
- **Cloud Services monitoring:** whether Infrastructure as a Service, Software as a Service or Platform as a Service on a public, private or hybrid cloud service.
- **Database monitoring:** including IBM DB2, Informix®, Microsoft® SQL Server®, MySQL®, Oracle®, and Sybase®.
- **Application monitoring:** including Apache HTTP and Tomcat; Citrix® XenApp®; Microsoft Active Directory, Exchange, and IIS; Oracle WebLogic®; SAP®; and more.
- **Network monitoring:** offers advanced monitoring for critical network segments. The solution can do traffic simulation and test for packet loss, jitter, round trip response time, and more. Plus, the solution can automatically generate network topologies and support fast, efficient root cause analysis.
- **File system monitoring:** watching for directories and files for integrity.

List of reports available
Availability and Response Monitoring
- Servers and network devices
- Service ports, DNS, HTTP, others
- URL monitoring

Server Resource Monitoring
- CPU, disk, memory
- Swap and paging
- System load
- Process monitoring: Up to core OS processes

Network Device and Interface Monitoring
- Interface status and bandwidth
- Queue and packets

Cisco Device Monitoring
- CPU, fan, memory
- Power, temperature, voltage

Cross Platform Support
- Windows, Linux, UNIX
- Routers and switches

Unified Monitoring Portal
- Real-time alarm display
- Performance trend graphs
- SLA monitoring and reporting

Custom services
Fujitsu also offers custom services, so you can more fully tailor the monitoring solution to your organization's specific needs, environments, and objectives. The following are just a few examples of how we can help:
- Integrating the solution with your existing tools and infrastructure
- Creating more advanced processes for correlating alarms and events
- Developing custom notification and escalation rules

About Fujitsu America

Fujitsu America, Inc., is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings and solutions, including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications; data center and field services; and server, storage, software and mobile/tablet technologies.
For more information, please visit: http://solutions.us.fujitsu.com/ and http://twitter.com/fujitsuamerica

Fujitsu IT solutions

You can look to Fujitsu for a complete suite of Business IT solutions

Sustainability

Fujitsu sustainability offerings seek to align IT strategy with your corporate goals for social responsibility, while improving the efficiency of IT assets. We have reduced power consumption in customer data centers by an average of 30%.

Performance Management

Our Performance Management/Lean offering focuses on maximizing the added value delivered by your operations and processes. Our skilled professionals work closely with you to minimize inefficiencies and optimize resource utilization. We cover the Retail, Manufacturing and Service Industries.

Cloud Advisory Services

Our Explore and Advise cloud advisory services are designed to help you quickly explore and assess how the cloud can impact your business, understand the various cloud options open to you, measure the potential benefits, and minimizes risk. As a result, you can define a suitable cloud strategy.

More information

For more information, please visit:
http://solutions.us.fujitsu.com/
For more information on sustainability, please visit:
http://solutions.us.fujitsu.com/www/content/services/business/sustainability/index.php
For more information about cloud Advisory Services, please visit:
solutions.us.fujitsu.com/www/content/services/cloud/index.php

Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:
www.fujitsu.com/global/about/environment/

Copyright

Fujitsu, the Fujitsu logo, and "shaping tomorrow with you" are trademarks or registered trademarks of Fujitsu Limited in the United States and other countries. CA Technologies is a trademark or registered trademark of CA, Inc. in the United States and other countries. Nimsoft is a trademark or registered trademark of Nimsoft AS in the United States and other countries. Red Hat is a trademark or registered trademark of Red Hat, Inc. in the United States and other countries. FlexPod is a trademark or registered trademark of NetApp, Inc. in the United States and other countries. UNIX is a registered trademark of The Open Group in the United States and other countries. Microsoft, Windows and SQL Server are trademarks or registered trademarks of Microsoft Corporation in the United States and other countries. Cisco is a trademark or registered trademark of Cisco Systems, Inc. in the United States and other countries. IBM and Informix are trademarks or registered trademarks of International Business Machines Corporation in the United States and other countries. MySQL is a trademark or registered trademark of MySQL AB in he United States and other countries. Novell is a trademark or registered trademark of Novell, Inc. in the United States and other countries. Oracle and WebLogic are trademarks or registered trademarks of Oracle Corporation in the United States and other countries. Citrix and XenApp are trademarks or registered trademarks of Citrix Systems, Inc. in the United States and other countries. SAP is a trademark or registered trademark of SAP AG in the United States and other countries. All other trademarks referenced herein are the property of their respective owners.

The statements provided herein are for informational purposes only and may be amended or altered by Fujitsu America, Inc. without notice or liability. Product description data represents Fujitsu design objectives and is provided for comparative purposes; actual results may vary based on a variety of factors. Specifications are subject to change without notice.

FPC58-3116-01 07/12
FCI_12.0513

Contact
FUJITSU AMERICA, INC.
Address: 1250 East Arques Avenue Sunnyvale, CA 94085-3470, U.S.A.
Telephone: 800 831 3183 or 408 746 6000
Website: http://solutions.us.fujitsu.com
Contact Form: http://solutions.us.fujitsu.com/contact