



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. Whilst 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's 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's 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.

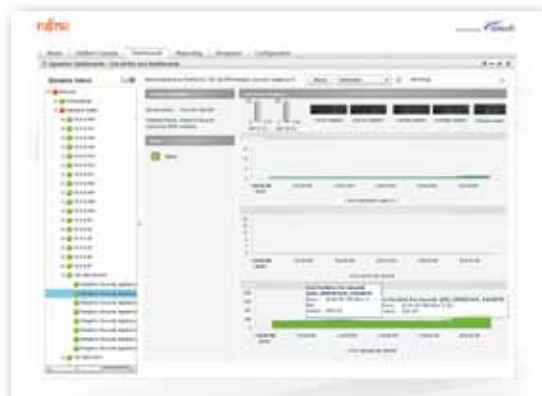
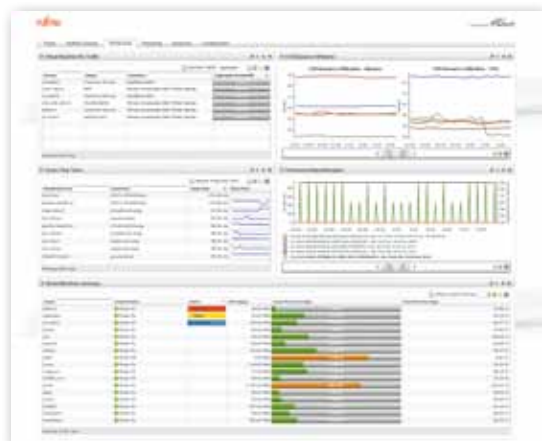
■ Optimized service levels

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



Fujitsu Monitoring as a Service

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

What next?

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