Systemwalker

![Fujitsu logo]

At a glance

Systemwalker
Service Quality Coordinator V15.0

Systemwalker Service Quality Coordinator visualizes and analyzes business service quality, including virtual resources, to assist with the maintenance and optimization of the entire ICT system.

As soon as *Systemwalker Service Quality Coordinator* is installed, it can be used to gather the system configuration automatically and to start collecting essential performance information (smart setup). It is easy to install and use without any special knowledge of performance analysis. The performance analysis and capacity management functions, which draw on years of extensive Fujitsu system construction and operation expertise, assist with maintaining business service quality and optimizing ICT investment.

Performance analysis and capacity management

Systemwalker Service Quality Coordinator collects various types of performance information, such as information on physical servers, virtualization servers, storage, and middleware, according to the system configuration. It makes business service quality visible from a variety of perspectives and focus. It assists with maintaining system availability via realtime monitoring and via fault-finding when problems occur. This performance information also enables capacity analysis based on Fujitsu's expertise in bottleneck diagnosis, predictive estimates, simulations, and so on, which assists with optimizing ICT investment.

Giving visibility to business service quality

Systemwalker Service Quality Coordinator enables trends to be clarified by comparing, from various perspectives, information such as the response times experienced by end users, response times and throughput information for the system as a whole, and information specific to business applications. It also enables centralized management of the operational status of the servers and resources (CPU, memory, disks, etc) within a business service, and of middleware (Interstage, Symfoware, Oracle Database, Microsoft SQL, SAP NetWeaver, etc). Dashboard functions are also provided with freely customizable monitoring views to suit operation and monitoring methods. Note that a method in which the Manager collects information remotely (Agentless Monitoring) can be selected to reduce the cost of installation on a currently working system, and the cost of maintenance, such as patch application.
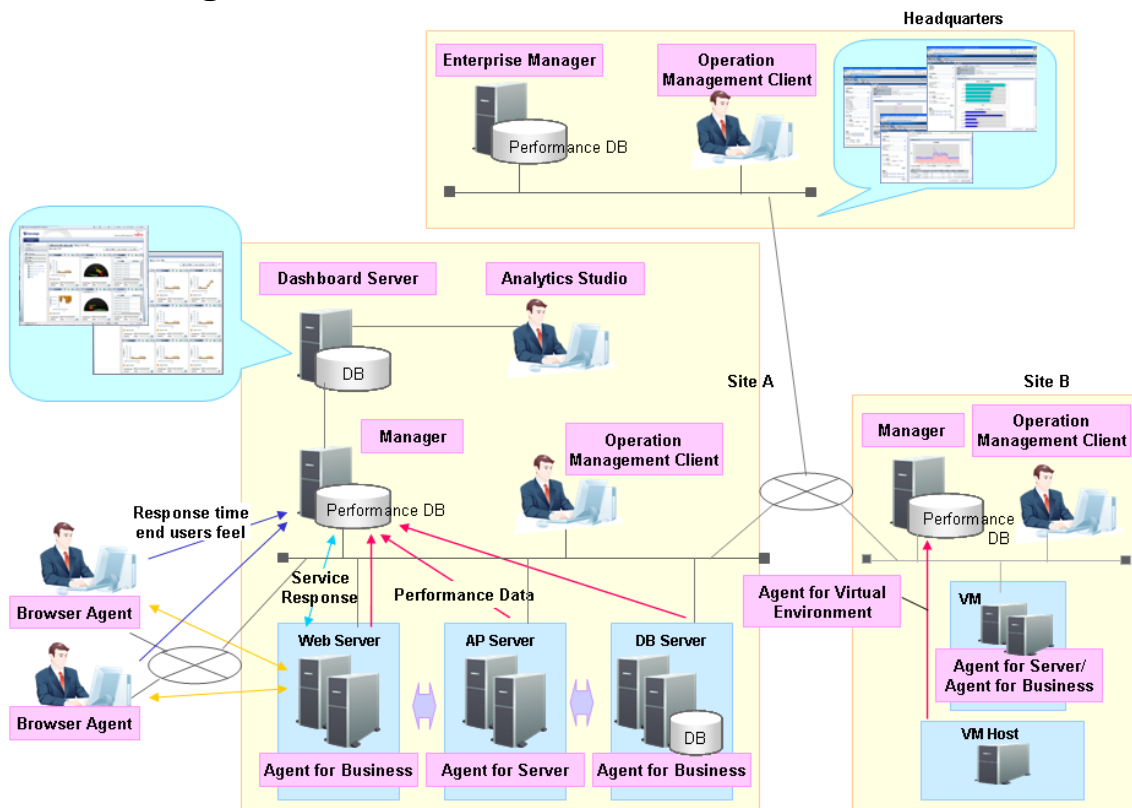
Maintaining business service level

When *Systemwalker Service Quality Coordinator* detects deterioration in the service level, an alarm is posted to the administrator.
Based on Fujitsu operation expertise, the administrator can track down problems using the collected detailed performance information and identify the cause of the problem. Identifying the problem location makes it quick and easy to determine the appropriate recovery method so that service levels can be maintained.
Note that linkage with the Systemwalker Centric Manager integrated operation management product enables a seamless flow of operations, from detecting that a problem has occurred and checking the content, to identifying the location of the problem.

Optimizing ICT investment

Systemwalker Service Quality Coordinator assists both the provider and user of a virtualization environment with capacity management.
The simulation, tuning guidance, and other analysis functions enable efficient use of virtual resources and enable accurate investment decisions. The simulation function enables checking of the effect of aggregation to a virtual environment in advance, redeployment results, predicted response times after scale out, and similar. Tuning guidance, based on Fujitsu's tuning technology, enables resource bottlenecks to be found and suggests countermeasures.
When used in combination with the private cloud product ServerView Resource Orchestrator, Systemwalker Service Quality Coordinator collects information from virtual machines created by VMware, Hyper-V, KVM (Kernel-based Virtual Machine), Oracle Solaris zone, and so on, and automatically outputs reports, in tandem with ServerView Resource Orchestrator management units (tenant fluctuations).

System Configuration

Headquarters

Enterprise Manager | Operation Management Client

Performance DB

Dashboard Server | **Analytics Studio**

DB

Site A | **Site B**

Manager | Operation Management Client

Manager | Operation Management Client

Performance DB

Performance DB

Response time end users feel

Service Response | Performance Data

Agent for Virtual Environment

VM

Browser Agent

Web Server | AP Server | DB Server

Agent for Server/ Agent for Business

DB

VM Host

Browser Agent

Agent for Business | Agent for Server | Agent for Business

Enterprise Manager: Manages centrally Mangers installed on a section basis to achieve load balancing
Manager: Manages information together collected by Agent and Proxy Manager. Also, functions as server to receive information which Browser Agent collects
Proxy Manager: Provides relay functions between Managers and Agents. Proxy Managers also can receive information collected by Browser Agents and can monitor the operational status of services
Operation Management Client: Provides console function available via Web Browser .If platform of Manager/Enterprise Manager is Windows, Manager/EM and OMC can be installed on a same server.
Agent for Virtual Environment: Collects virtual host performance information (CPU, memory, disks, etc)
Agent for Server: Collects resource information from server such as CPU, memory, disk
Agent for Business: Function of Agent for Server + collects middleware information such as Interstage and database information of Symfoware and Oracle. Also, Can manage Web usage
Browser Agent: Measures response which an end user feels from information that the end user has access to Web server
Dashboard Can create views for displaying at a glance only the most important aspects of the system performance information collected by this product

Product Lineup

Systemwalker Service Quality Coordinator is available in the following two editions:

Systemwalker Service Quality Coordinator Standard Edition
Provides management functions in standard environments.

Systemwalker Service Quality Coordinator Enterprise Edition
Provides all the functions of the Standard Edition and is also suited to the following environments:

Large-scale system operation
Supports large-scale system management by performing load distribution using a two-tier Manager configuration.

High-reliability system operation
- Redundant operation
Increases the availability of operation management by making the Manager dual so that redundant operation can be performed.
- Cluster system operation
Provides support for cluster systems so that if a problem occurs in one Manager node, management operations can switch to another node that is functioning normally. It is also possible to monitor Agents in cluster system configurations.

Dashboard
Can create views for displaying at a glance only the most important aspects of the system performance information collected by this product.

Operating Environment

Function	OS
Manager	Windows Server 2003, Enterprise Edition / Standard Edition Windows Server 2003 R2, Enterprise Edition / Standard Edition Windows Server 2008 Enterprise / Standard / Foundation Windows Server 2008 R2 Enterprise / Standard / Foundation Windows Server 2008 Enterprise without Hyper-V / Standard without Hyper-V Windows Server 2012 Datacenter / Standard / Foundation Solaris 9 / Oracle Solaris 10 / Oracle Solaris 11 Red Hat Enterprise Linux 5 / 6 (for x86 / for Intel64)
Operation Management Client	Windows Server 2003, Enterprise Edition / Standard Edition Windows Server 2003 R2, Enterprise Edition / Standard Edition Windows Server 2008 Enterprise / Standard / Foundation Windows Server 2008 R2 Enterprise / Standard / Foundation Windows Server 2008 Enterprise without Hyper-V / Standard without Hyper-V Windows Server 2012 Datacenter / Standard / Foundation Windows XP Professional Windows Vista Business / Ultimate / Enterprise Windows 7 Professional / Ultimate / Enterprise Windows 8 Pro / Windows 8 Enterprise
Browser Agent	Windows XP Professional / Home Edition Windows Vista Business / Ultimate / Enterprise / Home Premium / Home Basic Windows 7 Professional / Ultimate / Enterprise / Home Premium Windows 8 / Windows 8 Pro / Windows 8 Enterprise
Agent	Windows Server 2003 Datacenter Edition / Enterprise Edition / Standard Edition Windows Server 2003 R2, Datacenter Edition / Enterprise Edition / Standard Edition Windows Server 2008 Datacenter / Enterprise / Standard / Foundation Windows Server 2008 R2 Datacenter / Enterprise / Standard / Foundation Windows Server 2008 Datacenter without Hyper-V / Enterprise without Hyper-V / Standard without Hyper-V Windows Server 2008 Datacenter Server Core / Enterprise Server Core / Standard Server Core Windows Server 2008 Datacenter without Hyper-V Server Core / Enterprise without Hyper-V Server Core Windows Server 2008 Standard without Hyper-V Server Core Windows Server 2012 Datacenter / Standard / Foundation Solaris 9 / Oracle Solaris 10 / Oracle Solaris 11 Red Hat Enterprise Linux 5 / 6 (for x86 / for Intel64)
Agent for Agentless Monitoring	Windows Server 2003 Datacenter Edition / Enterprise Edition / Standard Edition Windows Server 2003 R2 Datacenter Edition / Enterprise Edition / Standard Edition Windows Server 2008 Datacenter / Enterprise / Standard / Foundation Windows Server 2008 R2 Datacenter / Enterprise / Standard / Foundation Windows Server 2008 Datacenter without Hyper-V / Enterprise without Hyper-V / Standard without Hyper-V Windows Server 2012 Datacenter / Standard / Foundation Solaris 9 / Oracle Solaris 10 / Oracle Solaris 11 Red Hat Enterprise Linux 5 / 6 (for x86 / for Intel64) HP-UX 11i V2(11.23) / V3 AIX 5L V5.2 / 5L V5.3 / 6.1 / 7.1
Dashboard Server	Windows Server 2003 R2, Enterprise Edition / Standard Edition Windows Server 2008 Enterprise / Standard Windows Server 2008 R2 Enterprise / Standard

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Product information can be found on the Internet http://www.fujitsu.com/systemwalker/

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