

NetIQ® AppManager® Suite

End-to-end systems management enabling the safe adoption of next-generation technologies

Overview

NetIQ AppManager delivers the productivity and visibility enterprises demand of their systems management solutions while providing the critical foundation needed for safely adopting and exploiting next-generation technologies, such as: VMware ESX Server, Microsoft SharePoint and Exchange Server 2007, BlackBerry Enterprise Server, Oracle Grid Computing, and Cisco or Nortel IP Telephony (VoIP) solutions.

Organizational Challenges

Today's IT organization operates an increasingly complex environment driven by new technologies and a more dynamic infrastructure. New technologies such as virtualization and unified communications place greater demands on IT staff while promising to reduce other costs (hardware and telecommunications respectively). Dynamic systems, such as clustering, load balancing and automated virtual provisioning force management systems to adapt or themselves become management challenges.

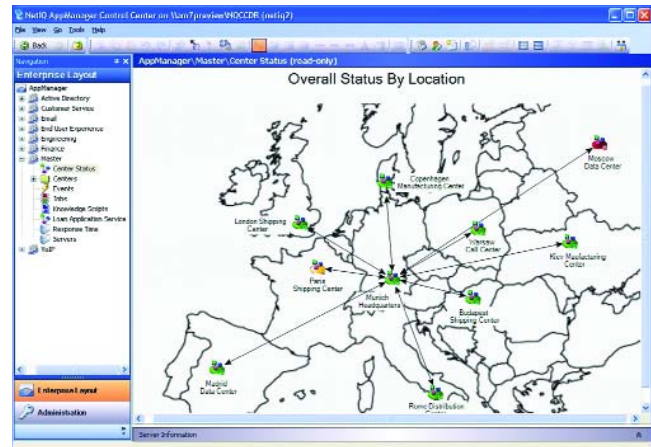
Meanwhile, available resources, remain limited, operating costs are soaring, and service interruptions are less tolerated by the business.

Solution

Fortunately, automation with NetIQ AppManager can help address these challenges. NetIQ AppManager Suite helps simultaneously reduce operating costs, shorten the mean time to resolve incidents, and improve service across a heterogeneous environment.

For example, NetIQ AppManager can help IT organizations:

- Reconcile system and application events with the impact to end user services, improving the prioritization of work;
- Adopt and exploit next-generation technologies while avoiding the operational risks they create;
- Keep pace with constant changes in a dynamic environment by providing adaptive management;
- Cost-effectively deliver tailored services by providing flexibility and easier customization; and
- Gain greater control over IT assets and costs by providing cross-platform visibility with proven enterprise scalability.



AppManager provides a complete view of your entire environment from a multi-national level down to specific servers or objects with click-through capability.

Key Benefits

NetIQ AppManager Suite delivers the following benefits:

Gain Greater Control over the IT Environment

- Discovers static, dynamic and virtualized platforms and applications to ensure accurate monitoring according to policy.
- Employs zero-touch remote deployment of agents and Knowledge Scripts™ to eliminate manual installation.

Further Align IT with Business

- Provides end-to-end visibility of business services, allowing operations to prioritize response and resolution.
- Supports and manages monitoring policy exceptions to accommodate customer-specific requirements.

Maximize Return on IT Investment

- Manages promising new technologies such as VMware and VoIP to allow their safe adoption in the enterprise.
- Quickly delivers value by providing out-of-the-box functionality and knowledge while allowing easier integration with existing tools.

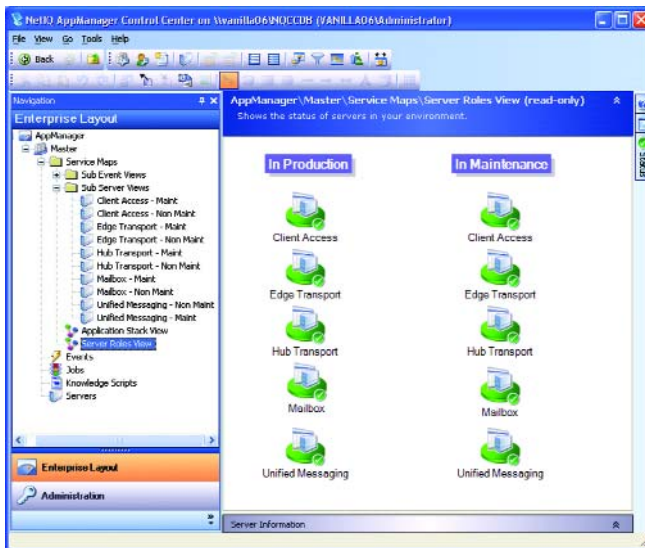
Systems Monitoring and Management

Manage your critical IT systems with AppManager Suite, a comprehensive, scalable and easy-to-use cross-platform systems management solution

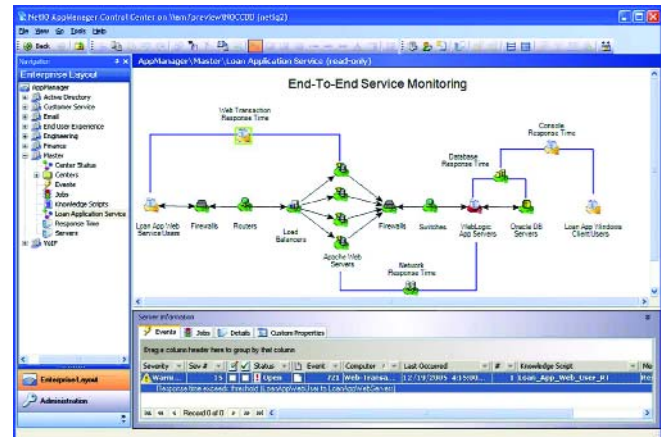
Get the broadest and deepest management view of your cross-platform infrastructure – Centrally manage the health, performance and availability of more than 65 applications and services out of the box across Windows, UNIX, Linux, VoIP and network devices. You can also extend monitoring to a broad range of systems and devices using the AppManager SNMP Toolkit.

Utilize rule-based management groups – Rule-based management groups allow administrators to define criteria for grouping servers, which will automate the organization of objects for mapping and management.

Scale your architecture to match your business – Robust, flexible architecture enables you to efficiently manage thousands of servers. This enables administrators to more efficiently manage large server configurations.



Service Map Views in AppManager automatically change with your environment. Based on criteria supplied in rule-based management groups, servers will be added or moved from service maps representing those groups so that operations teams are always working with the most current information. This frees administrators from having to manually maintain these maps and makes operations teams more efficient.



AppManager utilizes ResponseTime modules to record, emulate and measure the end-user experience. This gives you a clearer picture of issues impacting web-based applications, database transactions, applications on a Windows workstation and more. AppManager correlates results with other system-level events, helping you understand service impact and pinpoint the likely cause.

Manage your IT infrastructure in a business service context – With AppManager Control Center, you can take advantage of a visual representation of IT resources mapped to business applications or services, enabling you to prioritize problem response. By mapping services to elements, you will understand ownership and headcount for all elements the service depends upon, as well as understand how element failure impacts the service.

Easily adapt to your unique infrastructure – Customize your solution without learning proprietary languages or technologies. AppManager's use of industry-standard scripting languages, such as XML, VBA, and Perl minimizes training costs by using the technologies with which your staff is most familiar.

Snap in seamlessly with other management products – Integrate AppManager with additional systems and network management products, such as Microsoft Operations Manager, Netcool/OMNibus, CA Unicenter, Tivoli Enterprise, HP OpenView, and BMC Remedy. This single system view enables more efficient management of your IT environment.

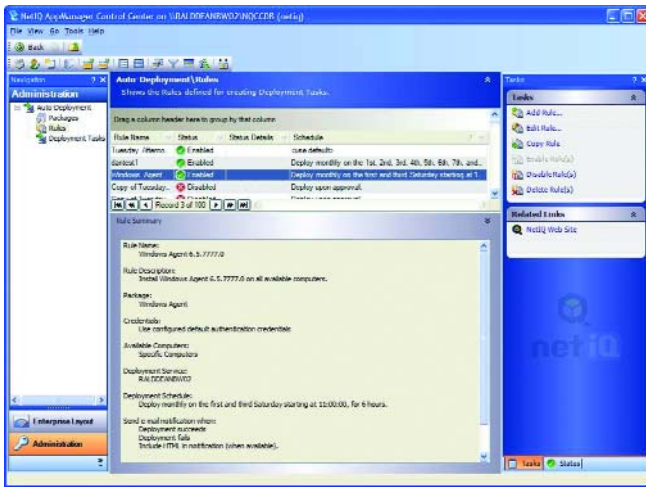
Productivity at Red Robin Up 90 Percent with AppManager

Red Robin Gourmet Burgers is a casual dining restaurant chain with more than 250 company-owned and franchise locations across the United States and Canada. Red Robin required a secure solution that could help its small IT team proactively monitor its networked systems and anticipate problem areas.

AppManager has enabled Red Robin to effectively and easily monitor its entire network performance and availability.

"We always have a snapshot of the health of our network. With AppManager, we have been able to reduce the hours our team spends on troubleshooting from 12 to one hour a week—a productivity increase of more than 90 percent in this area."

Bill Randall,
Director of MIS Infrastructure for Red Robin



AppManager 7 automatically detects new systems & applications and remotely deploys agents and modules to ensure accurate and expected monitoring remains in effect.

Automation

AppManager leverages automation extensively to reduce the total cost of ownership of the platform.

Auto-deployment capabilities include:

- Rapid response to changing environments
- Multiple, firewall-friendly deployment servers
- Control over when deployments are made
- Wait for approvals or complete automation as required

Self-maintaining service maps – Service maps built using rule-based management groups will automatically be updated as components enter or are withdrawn from the environment.

Scheduled report distribution – Automatically communicate the information your customers and managers demand.

Schedule jobs – Efficiently perform critical tasks using AppManager's robust job scheduling and script execution engine.

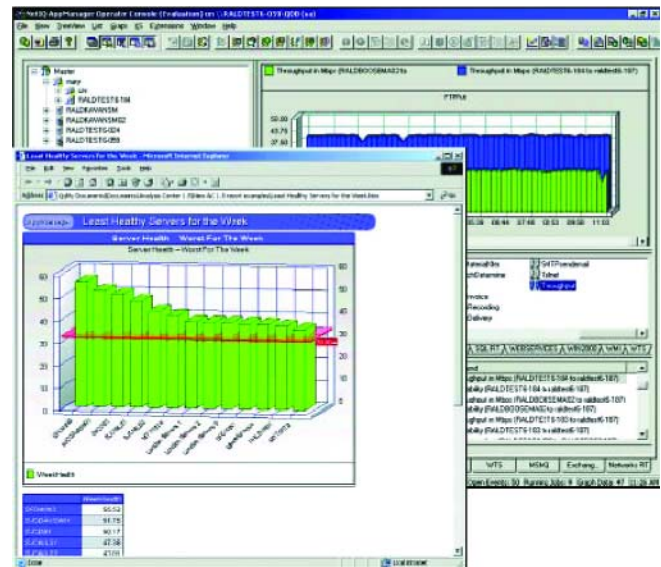
Reporting and Analysis

Turn data into actionable knowledge with AppManager Suite's advanced reporting and analysis capabilities.

Collect data efficiently and easily – Benefit from AppManager's single repository containing all of your management information, both events and performance data, enabling a central view of all servers and resources. This single repository enables efficient and comprehensive reporting.

Visualize your data – Use interactive charting and snapshot reports to give a visual view of your data for easier analysis and information sharing.

Gather and report on service level metrics – Use ResponseTime modules to gather information, even without a remote agent on the system being measured. Synthetic transactions (i.e. LDAP Authentication; Web Transaction, etc.) validate that a system is actually providing the expected service, as well as a breakdown of the individual transaction steps in many cases.



AppManager's powerful reporting infrastructure is designed specifically to meet the needs of systems management professionals.

NetIQ Provides Cure for Acusis Medical Transcription Services

Acusis, a global medical-transcription company headquartered in Pittsburgh, PA, has a core business that provides medical records to small physician practices, clinics and large hospital systems. One of their biggest challenges is the expectation of a 24-hour or less turnaround time, which in reality could mean as little as one to three hours. The company required a quality tool that would provide private and secure monitoring from all locations, ensuring high availability.

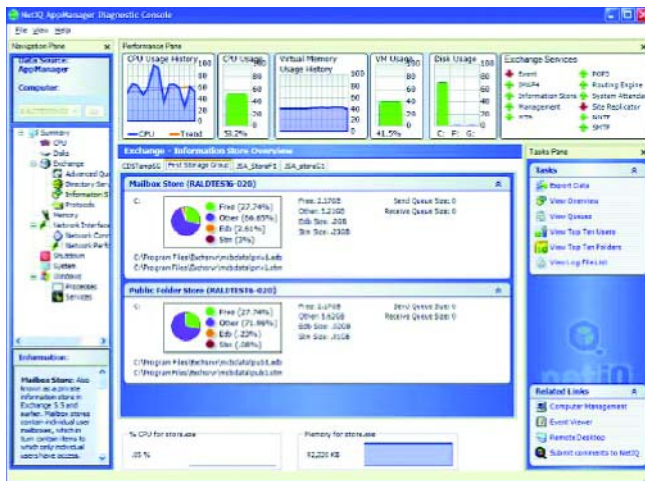
They chose NetIQ and its AppManager and NetIQ Security Manager products because they could assure, optimize and secure their systems in all worldwide locations.

"When I assumed responsibility for Acusis information technology, the first thing I noticed missing was network monitoring. Choosing AppManager to provide network monitoring solutions was a no-brainer."

Barry Winseck,

Vice president for U.S. Operations for Acusis

NetIQ® AppManager® Suite



AppManager Diagnostic Console provides a centralized console for the remote investigation and correction of common problems on Microsoft Windows servers.

Diagnostics and Resolution

Decrease recovery time and resolve root causes of system issues.

Quickly troubleshoot your performance and availability issues – Use AppManager's drag-and-drop Knowledge Scripts, data detail and interactive 3-D charting to troubleshoot problems.

Perform remote diagnosis – Diagnose and resolve common problems on Windows, Exchange and Active Directory with the AppManager Diagnostic Console.

Application Root Cause Analysis – Assist IT administrators in identifying the root cause of problems using AppManager Performance Profiler's combination of intelligent algorithms and application-specific knowledge.

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Conclusion

NetIQ was founded in 1995 on the notion that there is a better way to approach enterprise systems management. At the time, "frameworks" began to prove too costly—that an all encompassing management infrastructure was itself too difficult to implement and manage. A best-of-breed approach was a better way to go.

Our goal was to make systems management practical yet powerful. From this tenet, NetIQ AppManager was born. While NetIQ AppManager began by making the Windows platform easy to manage, today the AppManager Suite currently manages over 65 cross-platform applications, services and devices. One way AppManager Suite differs from competing products is its strength in managing many next-generation technologies, such as VMware, Microsoft Sharepoint, Exchange 2007, Blackberry Server, Oracle 10g and Nortel and Cisco VoIP environments.

NetIQ continues to maintain that systems management needs to be practical yet powerful. Customers need to a solid foundation to improve IT management maturity as well as to effectively adopt new technologies and manage a more dynamic infrastructure.

Learn more about the NetIQ AppManager Suite at www.netiq.com/go/amproducts/.