

Data Sheet

Fujitsu ManageNow® for Data Center Monitoring Deployment Service

Your Requirements

The main task of IT Operations Management (ITOM) is to monitor and ensure the availability and stability of IT infrastructures and applications to meet all existing and changing business requirements. Management and automation of enterprise IT are top priorities for data center managers. The range of IT management software, solutions and services typically required to fulfill the necessary tasks is broad - implementation efforts and impact to productive operations are key factors to be taken into account:

- Implementation and customization with minimum risk in meeting schedule and budget
- Integration of existing management tooling to preserve investments
- Visualize the impact of problems in the IT infrastructure to business services
- Reproducible customization and customer-specific changes
- Support for complete IT infrastructure

The ManageNow® Approach

Fujitsu ManageNow® is a portfolio of modular solutions for efficient IT operations management. The solutions are comprised of a package of finely tuned components; software, deployment, customization and support services which utilize market-leading open source IT management software as a foundation, coupled with best-in-class methodologies derived from more than 10 years experience in delivering IT operations management solutions. ManageNow® enables highly automated integration of enterprise IT management with cost reductions of up to 65% compared to a typical manual installation and customization, and with Fujitsu's deployment service realizes a productive solution in just one week! Due to the high level of automation and consolidation of IT infrastructure management, operating costs can be improved by 40%.

Fujitsu ManageNow® for Data Center Monitoring

ManageNow® for Data Center Monitoring is a highly scalable solution for the monitoring of heterogeneous data center IT infrastructure, providing a highly-efficient out-of-the-box monitoring for Fujitsu IT products (PRIMERGY, ETERNUS, etc.) as well as for products from the main SAN and storage vendors (Brocade, EMC, NetApp,...). ManageNow® supports inventory of the monitored systems including best practice threshold values to reduce the customizing efforts for monitored systems. The integration of open source Nagios®/Icinga® native plugins preserves investments in own-developed plugins and enhances flexibility by using plugins sourced from the Nagios® community. Easy to define services visualize the impact of infrastructure problems to the affected services (business process

views). Comfortable service dashboards provide operational task-focused views for various operators and/or operator teams. Easy to define topology views visualize the topology, including



dependencies between monitored systems and provide root cause and impact cause analysis of events and alarms. The patent pending ManageNow® Automated Control Process reduces the operational efforts in the daily data center business.

ManageNow® Deployment Services

With ManageNow® for Data Center Monitoring Fujitsu offers a rapid and stress-free deployment of an efficient Enterprise IT Management solution. The ManageNow® for Data Center Monitoring ready-to-run software appliance minimizes installation time and effort, whilst ensuring a reproducible monitoring environment. Fujitsu consultants scope an organization's specific requirements in a structured solution concept that can be rapidly implemented, to ensure fast time-to-productivity and reduced installation costs. The implementation and configuration of ManageNow® environments can be fully reproduced, customizing can be automated, all installation and configuration steps are documented in detail, and Fujitsu consultants carry out the implementation according to a standardized methodology.

Your Benefits

- Standardized, automated and reproducible monitoring of heterogeneous IT environments ensures maximum flexibility
- High degree of automation combined with rapid deployment enables maximum efficiency and productivity from week 1
- Considerable implementation costs can be saved (up to 65%)

Service Details

Service description

Fujitsu consultants follow proven, structured methods to implement a standardized, reproducible and highly efficient Data Center Monitoring solution in 5 days, consisting of:

Deployment of ManageNow® Server

- Installation of ManageNow® software appliance including configuration and base customizing.
- For scalability and/or organizational reasons a multi-site manager installation with a single web GUI will be installed and configured.

Importing systems to be monitored into ManageNow®

- Import systems via GUI and/or import interface
- Assign check plugins to imported systems
- Check pre-configured ManageNow® best-practises threshold values and adapt these to specific customers requirements, if required
- Check monitoring parameters in "development mode"
- Specify customer-specific trigger rule sets for future import of systems

Define services

- Define services (business process views) based on customer-specific requirements
- Define specific monitoring rule sets for these services

Specify service views

- Define service views for task focused views
- Assign service views to dedicated operators and/or operator teams

Define dependencies and topology

- Define topology view to visualize the topology including dependencies between monitored systems and provide root cause and impact cause analysis of events and alarms.

Specify escalation rules

- Define customer-specific escalation rules based on existing ManageNow® escalation rules (example rule set)
- Test escalation rules in a test environment

Training on the job based on detailed Documentation

For all ManageNow® installation and configuration steps above consistent online documentation is delivered with the following:

- ManageNow® online documentation in wiki format
- Customers can use the ManageNow® online documentation as a foundation for their project documentation, e.g. the ManageNow® documentation can be extended by project specific descriptions, enhancements, changes, etc.



Service conditions

The Customer agrees to the following conditions as pursuant to the delivery of the service defined:

- A contact person(s) from the customer organization available to Fujitsu for the duration of the service
- If requested by Fujitsu, other subject matter experts from the customer organization be made available for consultation selectively on related subjects

Fujitsu will not be held responsible for any data loss. The Customer is responsible for ensuring that all data on measured systems is backed-up prior to service commencement.

Unless expressly agreed otherwise the Fujitsu IT Services as set out in this datasheet will be performed based on the Fujitsu **"General Terms on Consulting and Technical Assistance"** or alternatively - where the main emphasis of the services is on the performance of works - based on the Fujitsu **"General Terms for IT Integration Services, IMAC/D Services and other works and services subject to acceptance"**.

Ordering

This Deployment Service is available from your local Fujitsu Technology Solutions sales office. When ordering please quote:

Title	ManageNow® for Data Center Monitoring Deployment Service
Order code	CPS: IT-MNS-00004FD

More information

Fujitsu platform solutions

In addition to the ManageNow® Services Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

Dynamic Infrastructures

With the Fujitsu Dynamic Infrastructures approach, Fujitsu offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure as a Service. How much you benefit from Fujitsu technologies and services depends on the level of cooperation you choose. This takes IT flexibility and efficiency to the next level.

Computing Products

www.fujitsu.com/fts/products

- PRIMERGY: Industry Standard Server
- SPARC Enterprise: UNIX-Server
- BS2000/OSD Mainframes
- PRIMEQUEST: Mission Critical IA Server
- ETERNUS: Storage Solutions
- ESPRIMO, LIFEBOOK: Workplaces

Software

www.fujitsu.com/fts/products/software

- Operating Systems
- Middleware
- Applications
- Partner Software

Services

www.fujitsu.com/fts/services

- Managed Services
- Infrastructure as a Service
- Consulting & Integration Services
- Maintenance & Support Services

More information

To learn more about ManageNow® and other related services please contact your Fujitsu sales representative, email us at expert@ts.fujitsu.com, or visit our website at www.fujitsu.com/fts/managenow

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

© Copyright 2014 Fujitsu Technology Solutions GmbH
Fujitsu, the Fujitsu logo, ManageNow and other Fujitsu brand names are trademarks or registered trademarks of Fujitsu Limited in Japan and other countries. Nagios and the Nagios logo are trademarks or registered trademarks of Nagios Enterprises, LLC in the USA. Icinga is a registered Trademark in the USA, the EU and Germany. Other company, product and service names may be trademarks or registered trademarks of their respective owners.

Disclaimer

Technical data subject to modification and delivery subject to availability. Any liability that the data and illustrations are complete, actual or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner.

Contact

FUJITSU Technology Solutions GmbH
Mies-van-der-Rohe-Straße 8, 80807 Munich, Germany
Telephone: +49(0) 1805 372 900*
Email: expert@ts.fujitsu.com
Web: www.fujitsu.com/fts/
2014-01-14 CEMEA&I EN

*) each call 14 ct/min.; the prices for calls made from mobile devices are limited to 42 ct/min.