



Network Operations Center – Inside

Network Operations Center - Inside (NoCi) is an integrated platform for comprehensive IT Infrastructure Management and provides a single view console across IT Monitoring, IT Service Desk, IT Asset Management and IP Traffic Analysis. NoCi is deployed on the customer's servers in their IT environment. NoCi is available on a subscription model and provides flexibility by leveraging the operation expense model.

Features

- ✓ Integrated web based portal across Monitoring, Service Desk, IT Asset Management & IP Traffic Analysis
- ✓ Availability & Performance monitoring across networks, servers, databases, middleware, etc
- ✓ ITIL® centric Service Desk for Incident, Problem, Change & Configuration Management
- ✓ Includes a flexible and full featured Configuration Management Database (CMDB)
- ✓ Excellent support for Incident, Problem, Change, Configuration management
- ✓ IT Asset Management including auto discovery, hardware/software inventory and Software License Compliance
- ✓ IP Traffic Analysis & Profiling using Cisco® Netflow and/or software based Sniffer
- ✓ Multiple Real time dashboards & Historical Reports
- ✓ Email/SMS Alerts, Notifications, Escalations
- ✓ Permission & Role base access control and security model
- ✓ Available on a subscription model and includes free upgrades and unlimited support
- ✓ Optional IT Advisory and customized recommendations available to ensure continuous improvements

Benefits

- ✓ Extremely fast deployment and implementation in days rather than months - ensures quick ROI
- ✓ Easy to use, operate and maintain – does not require experts
- ✓ Enables easy measurement & improvement of end user satisfaction with IT services
- ✓ Ready to use reports and dashboards
- ✓ Poses no issues with data security, retention, etc – since it is deployed and delivered in your premises.
- ✓ Annuity based subscription service allows you to pay as you grow
- ✓ Reduced risk – use only as long as you need to.
- ✓ Subscription model allows you to leverage operational expense mode.
- ✓ Zero risk of obsolescence – free automation upgrades included
- ✓ IT Advisory ensures customized recommendations to optimize availability, performance and capacity of your IT infrastructure.
- ✓ Includes implementation, support, fixes and upgrades throughout the subscription period
- ✓ Does not need high trained experts to operate, maintain and use
- ✓ Includes optional IT advisory service for continuous improvements via customized recommendations and advisories.



IT Monitoring

- ✓ Availability & Performance Monitoring of networks, servers, databases, middleware and more
- ✓ Highly scalable & distributed architecture with ability to support large number of IT elements
- ✓ Monitors network elements like routers, switches, links, printers and any SNMP v1, v2, v3 compliant element
- ✓ Agentless monitoring of Servers, Applications and Databases
- ✓ Monitors availability of Ports, Process, Windows Services and Daemons
- ✓ Provides monitoring for Microsoft Windows, IBM AIX, Linux, Sun Solaris, HP-UX, OpenVMS and IBM i5/OS servers
- ✓ Provides monitoring for mail servers like Microsoft Exchange and Lotus Domino
- ✓ Provides monitoring for database servers like DB2, Oracle, MS-SQL, MySQL, and Sybase.
- ✓ Provides monitoring support for middleware like WebSphere, Web Logic, Apache Tomcat, Microsoft IIS, IBM MQ-Series
- ✓ Provides monitoring support for IT infrastructure components including Windows DHCP, Windows DNS, Windows ADS
- ✓ Monitors Jitter, Latency, QoS, Echo for Cisco routers and switches; monitors Cisco VOIP components like Call Manager, Voice Gateway and Unity.
- ✓ Provides ASCII log file parsing and alerting on detection of specific tokens
- ✓ Provides email & SMS alerts on availability or performance breaches
- ✓ Automatically creates incident ticket and routes to available engineer or team for faster resolution
- ✓ Provides multiple diagnosis and analysis dashboards for faster Root Cause Analysis
- ✓ Provides sophisticated correlation to analyze impact of IT on business
- ✓ Provides multiple real time topology views, availability & performance dashboards and historical analysis reports for capacity planning, availability analysis, etc

IT Service Desk

- ✓ Full featured web based service desk for resolving IT & non-IT issues
- ✓ Includes a comprehensive workflow engine to automate ITIL® Service Support Processes
- ✓ Excellent support for Incident, Problem, Change, Configuration management
- ✓ Supports Web and Email based call logging
- ✓ Includes powerful & flexible Routing Engine
- ✓ Provides Service Level Management for Incident SLA and Problem OLA
- ✓ Supports Change Management including Change Approvals, CAB, Authorizations, Implementation, Post Implementation Reviews, Work Orders, etc
- ✓ Includes a flexible & extensible Configuration Management Database (CMDB) to track assets, vendors, owners, users and associated incidents, problems and changes
- ✓ Generates email/SMS notifications, escalations, reminders
- ✓ Includes strong audit log capabilities
- ✓ Provides out of the box reports, real time dashboards and analytics
- ✓ Provides role based access control for secure data access
- ✓ Supports End User Call Closure
- ✓ Tracks End User Rating per call
- ✓ Includes full featured Knowledge Base, Bulletin Board & Ticker
- ✓ Supports Microsoft Windows ADS authentication
- ✓ Supports multiple tenancy support for Service Providers
- ✓ Highly scalable architecture with ability to support large number of concurrent users



IT Asset Management

- ✓ Includes flexible & extensible Configuration Management Database (CMDB) with ability to create new Configuration Item types and relate types to one another.
- ✓ Provides auto-discovery of desktops, servers, laptops, routers, switches and printers
- ✓ Agentless discovery and scanning eliminates deployment overhead and complexity
- ✓ Tracks hardware & software installed on each desktop, laptop, server
- ✓ Tracks hardware inventory like CPU, BIOS, RAM, Hard disk details, Network Interface & more
- ✓ Tracks software inventory like application name, versions, date of install and software vendor name
- ✓ Tracks Software License Compliance Policies
- ✓ Tracks Authorized & Unauthorized software installed on desktops and servers
- ✓ Stores relations between Assets, Users, Owners, Maintainers, Locations, Buildings, Departments, Projects, etc
- ✓ Ability to relate Assets with Purchase Orders, Annual Maintenance Contracts, Warranties, Payments, Vendors, etc – when integrated with Netsol Asset Manager.
- ✓ Support for pre-defined Asset types like Desktops, Servers, Switches, Routers, Servers, Operating Systems, Applications, Firewalls, etc
- ✓ Track Serial Numbers and barcodes for efficient asset verification
- ✓ Includes ability to perform asset reconciliation
- ✓ Track Incidents, Problems and Change Requests associated with each asset
- ✓ Ability to keep track of changes to assets over a period of time
- ✓ Strong Audit Log capabilities for Asset history
- ✓ Notifications & Alerts available on change of Asset inventory, status, movement, policy violations, etc
- ✓ Ability to create and model new asset types and relationships on the fly

IP Traffic Analysis

- ✓ Traffic Metering Application for Enterprises and Service Providers
- ✓ Provides analysis on how applications impact network performance and usage.
- ✓ Collect facts to chargeback bandwidth usage to business functions.
- ✓ Develop & justify policies (like QoS) to classify and allocate bandwidth.
- ✓ Use analytics for bandwidth capacity planning
- ✓ Audit bandwidth usage
- ✓ Troubleshoot rogue/bandwidth hungry applications and hosts
- ✓ Detailed audit & analysis for Bandwidth Utilization
- ✓ Real time traffic Analysis and Audit
- ✓ Historical Traffic Analysis by Location, Departments, Applications
- ✓ Policy Management and Monitoring
- ✓ Includes Software based Network Sniffer, Supports Cisco Netflow v5 & v9
- ✓ Non-Invasive Database Analysis (via Sniffing)
- ✓ Autonomous System (AS numbers) Support

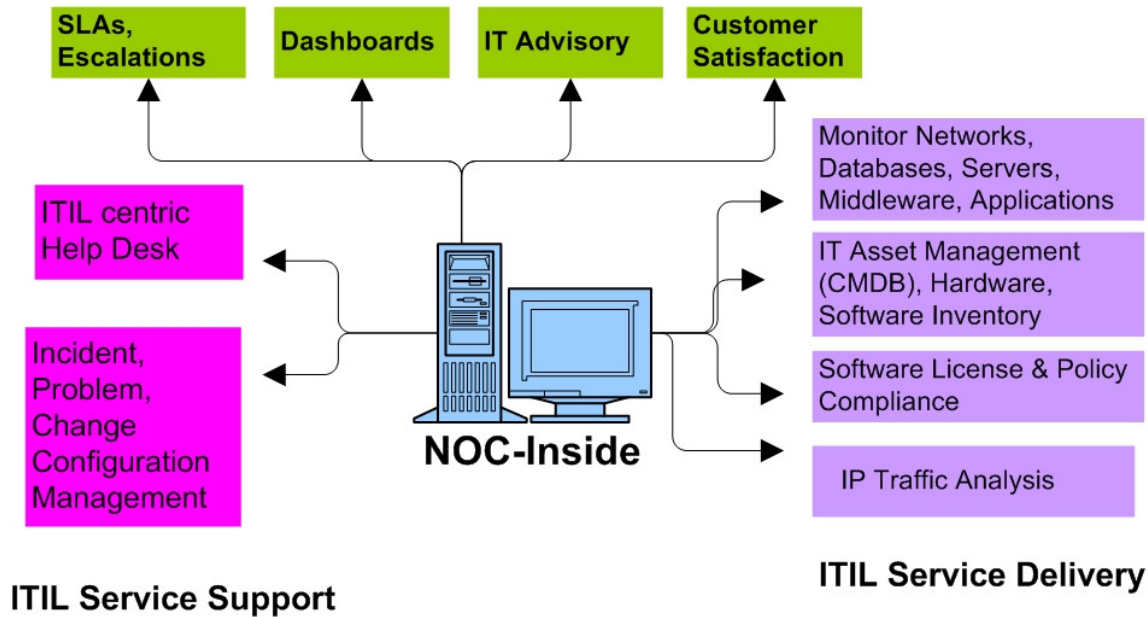
Minimum System Requirements

- ✓ System Requirements are dependent on the scope of IT infrastructure to be monitored.
- ✓ Minimum requirements listed below -
 - Dual core Intel Server with Windows 2003/2008 Server OS with 2-4 GB RAM, 100 GB hard disk
 - Database – IBM DB2 9.5 or Microsoft SQL 2005/2008
 - Client Browser – Internet Explorer 7.x or Firefox 3.x



Logical View

The logical view illustrated below highlights the multiple capabilities of NoC Inside. On the right below are capabilities related to IT Monitoring, IT Asset Management and IP Traffic Analysis. On the left hand side are capabilities related to IT Service Desk including Incident, Problem and Change Management. On the top are capabilities relating to Service Level Agreements, Escalations and notifications, Reports & Dashboards as well as an integrated customer satisfaction tracking.



For more information

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