

Traverse Business Service Containers

Powering faster root cause analysis and improved business service management

Business Service Containers Overview

Traverse's unique object-oriented 'container' technology links applications and underlying infrastructure to IT services. Business Service Containers enable grouping of an organization's IT infrastructure to create logical, business-oriented views of the network. Users can create service containers that include tests and/or devices from multiple departments, generate reports on service containers, get uptime information and real-time status for services, and be alerted if services fail or exceed defined thresholds.

Traverse's Business Service Containers allow different departments and users to create views of the network that align with their roles within an organization. A network administrator might create a container for the backbone routers and another for edge routers, while the database administrator might group all the databases in a Database container. A senior manager might want to create a Payroll Service container which includes parts of the network as well as the relevant database from the database administrator's container. When the particular database fails, the Payroll container and the Database container will both show a 'down' status, and on drill down, both will indicate that the true cause of the failure is the same (the failed database).

Flexible Components

Traverse Business Service Containers can be as simple as a collection of individual metrics or as complex as nested containers with rules controlling their creation or status. Using individual metrics from one or more devices, users can create a virtual device container. Users can then nest this container within other containers to any level of recursive nesting.

Device containers can include both real devices and virtual devices (described above), and can also include other device containers, creating a nested hierarchy. For example, a device container called Payroll can be created which comprises the web server, router, and backend database used by the Payroll division. This allows quick spotting and troubleshooting of problems that affect the Payroll group's processes and services.

Alerts for Business Service Containers

Alerts can be triggered and email pages generated when a Business Service Container turns into a non-OK state.

Service Level Agreements (SLAs) for Business Services

Service level metrics can be defined for Business Containers, and Traverse's Service Level Agreement (SLA) Manager can track compliance against these metrics. This allows organizations to monitor and measure SLAs from a business service perspective.

Rule-based Containers

Device containers can be populated manually or through execution of rules. All real devices that match the container-specific rule(s) will automatically be added to the given container. This is a powerful capability that allows creating and maintaining contextually relevant, up-to-date, and accurate Business Service Containers without requiring encyclopedic knowledge of all devices within a given network.



Mapping Containers to Underlying L2/L3 Topology

Rather than just labeling a loose collection of objects as a "business service," Traverse goes much further by making its Business Service Containers fully aware of the underlying L2/L3 relationships between components. In building topological awareness and connectivity dependencies into business containers, Traverse provides IT and business managers business services views that show the full impact of IT infrastructure on service delivery.

Tools to Model Network Complexity

Traverse provides the ability to define container severities to support varying business needs and objectives. Since most IT infrastructures are redundant, users can specify rules to indicate when a container is identified as being in a non-OK state. For example, if there are two redundant network paths between two endpoints, this can be specified in a business container. If there is a server farm behind a load balancer and an outage of some of the servers does not affect the supported business service, this can also be specified in a business service container. Similarly, if there is a single database that supports the same business service, the business service container can be defined to indicate the status of the business service as being 'critical' if the database fails.

Finally, more complex metrics can be created using the Composite Metrics. For example, a user could use this feature to calculate the average bandwidth or CPU utilization across a number of links or servers and make these as part of the business service containers.

ABOUT TRAVERSE

Traverse is a next-generation monitoring solution from Kaseya, a global software solution provider with over 10,000 customers globally. Traverse's patented technology offers a distributed, scalable monitoring platform with rich data analytics and unified cloud & network management. Traverse allows enterprises and Managed Service Providers to optimize their IT operations with faster mean time to resolution for slow or failed IT services within their infrastructure. Customers leveraging Traverse include the Fortune 100 as well as small-sized and medium-sized businesses worldwide. For more information, visit www.traverse-monitoring.com

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