ScienceLogic

White Paper

Top 5 Characteristics to Seek in a Hybrid IT Monitoring Solution

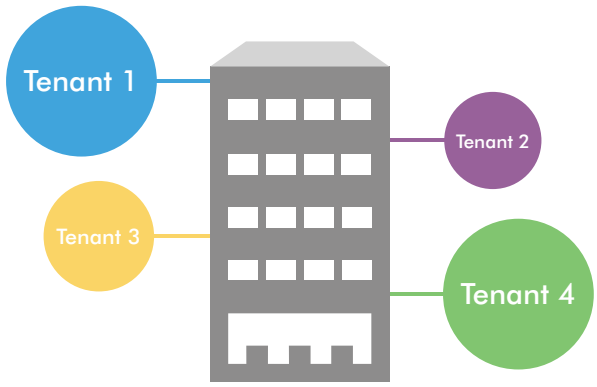
With the increasing adoption of hybrid IT, organizations are seeking ways to manage these new "bimodal" environments. One proven way to managed a hybrid IT environment is to use a monitoring solution to ensure service, availability, and performance. This short document discusses 5 characteristics you should seek in a hybrid IT monitoring solution and should be seen as an addendum to another whitepaper ***"The Top 20 Tools Needed for Hybrid IT."***

Today's IT environment provides greater promise than ever before. New technologies are driving new capabilities and even more opportunities to differentiate. The opportunity for innovation has never been greater: faster compute, more storage, and new applications all working together to drive greater efficiency and greater power. But this wave of innovations has also added greater complexity since one failure in this increasingly complex IT stack means a failure of the entire service. New consumer focused cloud-based applications are setting a high standard — nearly 100% uptime with peak performance — all while IT is asked to cut costs even further.

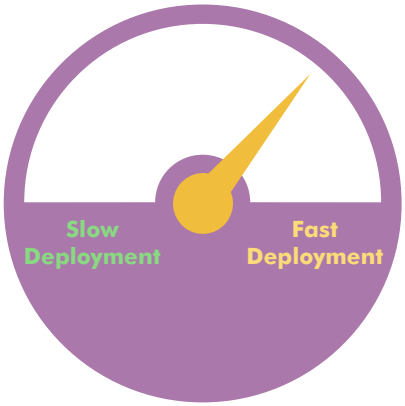
IT organizations face greater expectations from users in availability and performance, reduced budgets, and a completely hybrid infrastructure (private virtual servers, network, applications, and storage, interweaved with public virtual servers, network, storage, and applications). The stress on IT resources has never been greater. Yet many organizations have infrastructure operations tools built for yesterday's world. Monolithic systems cobbled together and window dressed to look like they come from the same company, requiring expensive resources to manage and hours of expensive service engagements. These systems were not designed for hybrid IT and are leaving organizations with a challenge: do they retrofit their old solutions with the hope of managing a complex environment with an even more complex tool or do they go in a completely new direction?

Should organizations choose not to augment their current legacy tool and purchase a next generation monitoring platform, they should look for several capabilities. Beyond core monitoring functions (**a list of which are available in this whitepaper**), the following five should strongly be considered:

- **Multi-tenancy.** Let's face it, IT departments have silos. Different groups want to protect the data that sits in their silo. This results in each group having their own reporting tools and sets of data. This can cost management days of work to compile and aggregate all of the reports into a holistic view. With a truly multi-tenant solution you can ensure business units only see the data they are entitled to see, and even have their own views and dashboards separate from other business units. It will also ensure you can access aggregated views of the data, saving management weeks of work and frustration. The result is high employee morale, respected cultural divides between IT departments, and a holistic picture of IT's health.



- **Flexibility.** Technology is constantly changing. First, we had the onset of virtualization, then external cloud services hit the market, and now we are at the cusp of the software defined data center. One thing is certain, technology will not stop there. As different vendors emerge, new mediums for transmitting performance data are also emerging. Beyond the simple SNMP protocol, vendors such as VMware, Microsoft, and Amazon, are delivering performance data across proprietary channels. Your solution must be flexible enough to support any proprietary channel in the market today and in the future. Lack of flexibility could cost you the ability to gain a competitive advantage with new technologies.
- **Speed of deployment.** We've all been there. An expensive, enterprise IT solution has been purchased. Enormous amounts of money have been invested, only to discover that it takes years, and hundreds of thousands to millions of dollars to get the solution usable. It's key to find a platform that will allow you to quickly "plug it into your environment." The appliance model (whether virtual or physical), SaaS model, or even Amazon Machine Instance model, coupled with out-of-the-box templates, really makes sense here. Something you can have running a few hours later, drives a quick return on investment.



- **Consolidated Event Console.** With multiple events coming from multiple technologies, having one console that brings everything into one view can make a huge operational difference. Pairing this with built-in event correlation ensuring multiple events related to the same issue or technology are correlated, along with the previously mentioned multi-tenancy, ensures the right events go to the right people, and duplicate events are eliminated.
- **Scalability.** Few organizations aspire to flat or declining growth. If your goal is to drive revenues and/or deliver greater differentiated services, finding a solution that can grow with you, no matter how much you grow, is essential. Look for a product architected to support over 2 million devices, however, be sure it doesn't simply provide the ability to "monitor" but rather provides context driven views into massive amounts of data that matter.

If an organization focuses on these core capabilities along with the ones highlighted in the **"The Top 20 Tools Needed for Hybrid IT"** whitepaper, they will be well armed for this new hybrid IT world. It is this set of requirements that ScienceLogic's hybrid IT monitoring solution was designed to address. ScienceLogic's founders came from managed service provider backgrounds and after experiencing the nightmare of managing an environment using a "Big 4" legacy product, decided there had to be a better way. They focused on creating a product that offered rapid time to value through simple to manage deployment models — appliance (virtual or physical), SaaS, and Amazon Machine Instance. Rather than having multiple different tools loosely tied together and packaged under one name, they designed a product that was all inclusive from the start, operating on a single codebase, with multi-tenancy built-in across all aspects of the product. With the sophistication to support complex environments in the millions of devices but the simplicity needed for environments with hundreds of devices, ScienceLogic's platform will grow with your organization. **Visit www.sciencelogic.com today and register for a demo.**

About ScienceLogic

ScienceLogic delivers the next generation IT monitoring platform for the network of everything. Over 15,000 global Service Providers, enterprises, and government organizations rely on ScienceLogic every day to significantly enhance their IT operations. With over 1,000 dynamic management Apps included in the platform, our customers are able to intelligently maximize efficiency, optimize operations, and ensure business continuity. We deliver the scale, security, automation, and resiliency necessary to simplify the ever-expanding task of managing resources, services, and applications that are in constant motion.

ScienceLogic won InfoWorld's 2013 Technology of the Year award, Red Herring's Global 100 Award, Deloitte's Technology Fast 500™, and MSPmentor 250, among other worldwide recognitions of excellence. For more information, visit www.sciencelogic.com.

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