

NetIQ AppManager Suite

Monitor and manage essential applications and services across hybrid infrastructures

Today's IT organization operates an increasingly complex environment driven by new technologies and a more dynamic infrastructure. Technologies such as virtualization place greater demands on IT staff due to the effect of accelerated change that they bring. Dynamic systems, such as clustering, load balancing, and automated virtual provisioning, force management systems to adapt or become management challenges themselves. Meanwhile, available resources remain limited, operating costs are soaring, and the business doesn't tolerate service interruptions.

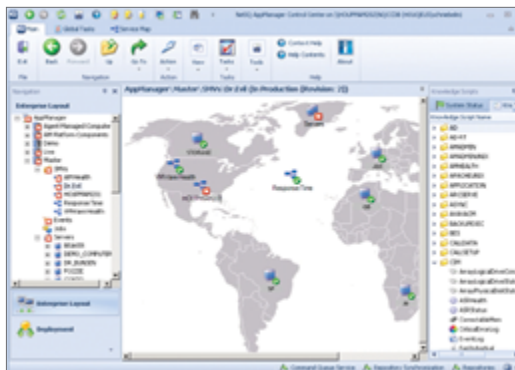
Product Overview

NetIQ® AppManager® Suite delivers comprehensive application and system monitoring and management across hybrid infrastructure and includes support for highly virtualized environments and unique support for unified communications. It meets enterprise requirements for reporting, analysis, diagnostics and issue resolution across physical hardware, business applications and the end user experience.

It helps IT organizations:

- Manage application performance to ensure they meet user service demands
- Keep monitoring current with policies in fast-changing virtualized environments
- Collect service level and capacity management data to measure and maintain performance

NetIQ AppManager is a balanced platform, distinguished by strong support across Windows, UNIX and Linux platforms. It



NetIQ AppManager provides a complete view of your entire environment from a multinational level down to specific servers or objects with click-through capabilities.

includes both end-user perspectives and in-depth application monitoring, with the right balance of built-in knowledge and flexibility to deliver rapid time-to-value while meeting the needs of diverse business units.

Key Benefits

NetIQ AppManager Suite helps IT organizations:

- **Gain centralized control over the IT environment**
 - Scalability beyond 85,000 objects all managed from a single console
- **Reduce the time and skills needed to operate the IT environment**
 - Discovers system and application changes and applies accurate monitoring according to policy
 - Enables rapid monitoring deployment for more than 60 popular applications such as Microsoft Exchange, Active Directory and SQL Server using prebuilt Knowledge Scripts



SOLUTION

Systems and Application Management

PRODUCT:

NetIQ® AppManager® Suite

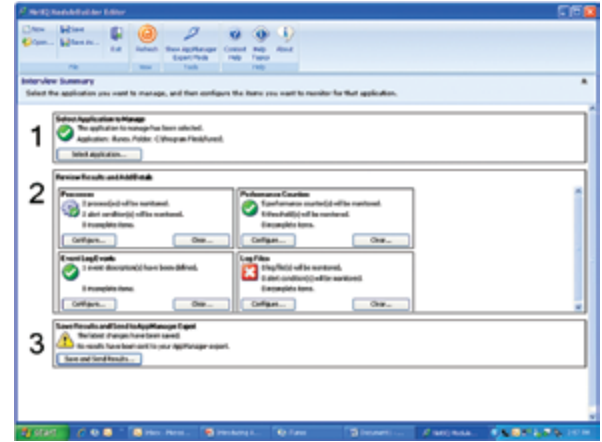
NetIQ AppManager is designed for IT operations teams who need rapid time to value, but the flexibility to support the diverse needs of multiple business units. It provides broader and deeper technology support than competitors, greater automation to reduce monitoring gaps, and more relevant events so operations can focus on what matters most.

- Provides self-monitoring to identify problems and makes configuration suggestions to optimize reliability, even when skilled staff are in short supply
- **Meet the different needs of multiple business units or customers**
 - Supports exceptions and customizations with industry-leading flexibility
 - Provides the end-user perspective of business service performance, enabling operations to prioritize incident response

Application and Systems Monitoring and Management

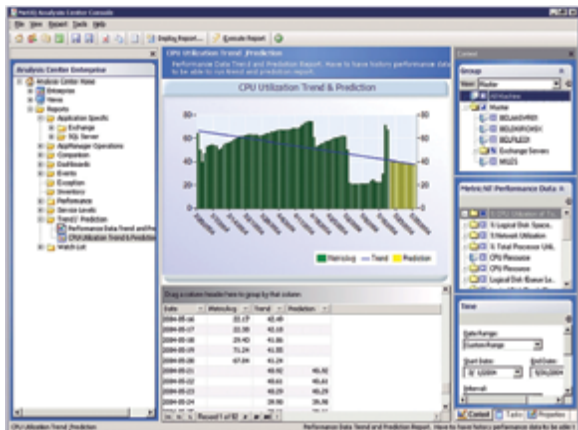
NetIQ AppManager Suite provides these unique capabilities:

- **The broadest and deepest management view into your Microsoft Windows and UNIX environments** – Centrally manage the performance and availability of more than 60 applications and systems out of the box with NetIQ AppManager Modules. You can also extend monitoring to many devices using the NetIQ AppManager SNMP Toolkit, as well as to any Windows-based application with NetIQ AppManager Module Builder.
- **Automatic discovery and deployment** – Set the system to detect application changes and either alert you to reconcile them in accordance with change management processes or automatically deploy monitoring according to policy, providing the highest-possible monitoring fidelity.
- **Dynamic server grouping** – Rule-based management groups allow you to define criteria for grouping servers, which will automatically organize objects for mapping and management.
- **Scalable architecture to match your environment** – A robust, flexible architecture enables you to efficiently manage thousands of servers from one central interface. This enables fewer administrators to more efficiently manage large server configurations.
- **End-user perspective monitoring for web and thick clients** – Only NetIQ AppManager provides a means of monitoring the end-user perspective of both web applications and applications accessed via a Windows desktop client such as Citrix XenApp.
- **Flexibility to suit your unique business requirements** – Rather than lock you in to default settings which can produce unwanted event noise, NetIQ AppManager provides user-friendly controls for selecting options. Support for industry-standard scripting languages such as XML, VBA, PowerShell and Perl enables nonprogrammers to extend the product to perform additional timesaving tasks.
- **Automatic self-monitoring and configuration support** – NetIQ AppManager provides market-leading reliability by automatically employing self-monitoring for problem notification and recommended configuration changes to optimize performance.



NetIQ AppManager Module Builder “fingerprints” Windows-based custom applications that are not managed with out-of-the-box modules. Application experts can set up application monitoring within a few hours by answering a few questions needed to create modules.





NetIQ AppManager Analysis Center stores years of data to assist in identifying trends, planning for capacity upgrades, troubleshooting and reporting against performance objectives.

- **OLAP-based data warehousing and reporting** – NetIQ Analysis Center provides long-term data retention and three-dimensional analysis, which enables capacity and problem management.

Integrated Automation

NetIQ AppManager leverages automation extensively to reduce the time and skills needed to use it effectively.

- Auto-deployment capabilities include:
 - Detect changes on as little as 15-minute intervals
 - Compare changes to monitoring policies
 - Deploy updated monitoring in accordance with policy
 - Ability to wait for approvals or complete automation as required
- **Rule-based management groups** – NetIQ AppManager minimizes maintenance by assigning newly discovered

components to management groups based on predetermined rules, which can be based on a location or a business unit, for example. Monitoring policies, service maps and other features can then use management groups to reduce the maintenance workload on administrators.

- **Scheduled report distribution** – NetIQ AppManager automatically communicates the information your customers and managers demand.
- **Scheduled jobs** – You can efficiently perform critical tasks using the robust NetIQ AppManager job scheduling and script execution engine.
- **Self-monitoring** – Automatic, on-by-default monitoring of the NetIQ AppManager infrastructure notifies administrators of problems and provides assistance in optimizing NetIQ AppManager configurations.

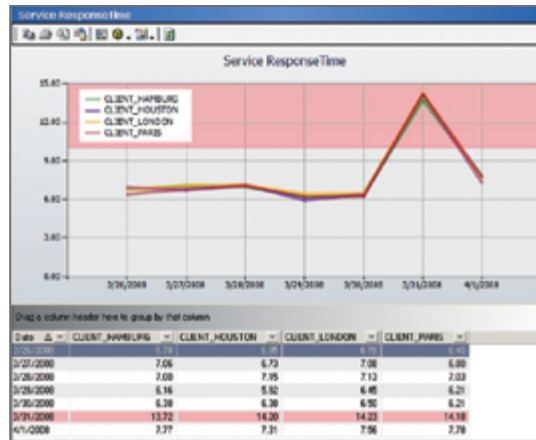
Reporting and Analysis

NetIQ AppManager Suite advanced data collection and reporting capabilities provide actionable knowledge by:

- **Collecting data efficiently** – NetIQ AppManager uses a single agent and a single repository to collect and store all your management information, both events and performance data, enabling a central view of all servers and resources.
- **Visualizing your data** – Interactive charting and snapshot reports give you a visual view of your data for easier analysis and information sharing.

NetIQ AppManager is built with automation to keep pace with the changes that keep accelerating as technologies such as private clouds are introduced.

To learn more about NetIQ AppManager Suite, or to start a trial, go to www.netiq.com/am.



NetIQ AppManager uses ResponseTime modules to record, emulate and measure the end-user experience, helping you understand service impact and prioritize responses.

Diagnostics and Resolution

NetIQ AppManager Suite decreases recovery time and helps identify root causes of problems by:

- **Quickly troubleshooting your performance and availability issues** – You can use NetIQ AppManager drag-and-drop Knowledge Scripts, event details and interactive 3-D charting to troubleshoot problems.
- **Performing remote diagnosis** – Diagnose and resolve common problems on Windows, Exchange and Active Directory servers with the NetIQ AppManager Diagnostic Console.
- **Mapping problems in service maps** – The display provides visual representations of groups or geographies to indicate current red, yellow or green status and give you a perspective of what is affected in the environment.

Conclusion

For IT operations teams tasked with managing the performance and availability of systems and applications, NetIQ AppManager is the industry-defining monitoring suite for enterprises and managed service providers (MSPs) across Windows, Unix and Linux environments with unique support for technologies such as virtualization, unified communications, Microsoft applications and databases.

Unlike other vendors that claim to have best-in-class monitoring for Microsoft technologies, NetIQ AppManager provides better monitoring fidelity with fewer gaps in coverage, greater flexibility to meet the diverse needs of multiple business units, and more relevant events so operations can focus on what matters most.

While NetIQ AppManager began with a focus on more easily managing the Windows platform, today the NetIQ AppManager Suite manages more than 60 applications, services and devices. Setting NetIQ AppManager Suite apart from competing products is its strength in managing a wide variety of technologies, such as VMware and unified communications environments.

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