ZENOSS SERVICE DYNAMICS:
Monitoring VMware vCloud
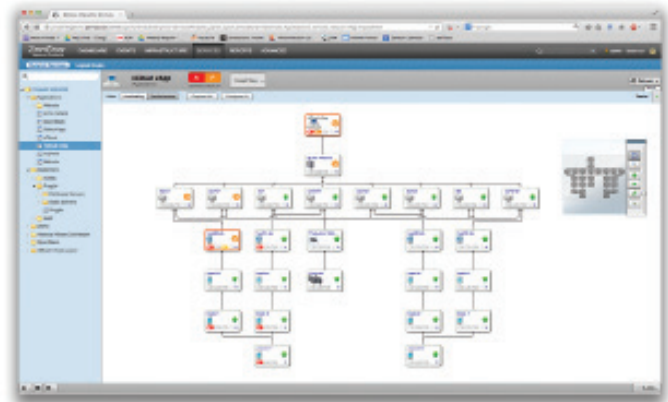
Unified Service Insight for VMware vCloud

Business Challenge

Private and public cloud infrastructures help IT Operations teams improve their service delivery agility and operational efficiency. VMware vCloud offers enterprise-level performance and security for organizations who want to capitalize on the benefits cloud environments provide. However, cloud technologies alone are not enough. IT Operations teams must be able to identify resource conflicts and workload issues -- as well as the most probable root cause -- when they arise within their Virtual Data Center (VDC). Without the ability to see their entire VMware vCloud infrastructure end-to-end, meeting services levels is next to impossible.

Zenoss Service Dynamics

Zenoss Service Dynamics makes monitoring VMware vCloud environments simple, providing a single, end-to-end view of service delivery. Zenoss Service Dynamics was built from the ground up to address the monitoring requirements of dynamic infrastructures. For VMware vCloud, this means you have clear visibility into the availability and performance of your virtual infrastructure, physical servers, applications, storage, and network components at any given moment.

The VMware vCloud ZenPack collects data from vCloud Director to create a real-time model of the relationships and dependencies between cloud infrastructure and the services it supports, making it easier to identify the root cause and service impact of incidents that affect VMware systems. It also monitors performance and availability from an end user perspective, alerting administrators when customers are experiencing degraded or failed services.

Key Features

- Unified user interface – Provides a single view of your VMware vCloud infrastructure, monitoring all physical, virtual, and cloud resources.
- Automated discovery – Automatically discovers, inventories, and categorizes your complete VMware vCloud infrastructure, including virtual hosts and guests, physical servers, and VMware data stores whenever they are added, moved, or removed.
- Performance monitoring – Tracks real-time availability and performance metrics for all virtualized cloud resources on-premises and provides an end-user view of service reliability for public cloud deployments.
- Event management – Integrates all events, faults, errors, and alerts from VMware vCloud components into a single screen. Correlates and de-duplicates events to prevent event storms.
- Dynamic service impact analysis – Tracks service dependencies among VMware components and the services they support using our patented Service Impact model.
- Automated, root cause analysis – Uses a patent-pending confidence ranking engine to quickly and automatically identify likely root cause of VMware vCloud infrastructure performance and availability issues.

zenoss

11305 Four Points Drive
Building 1, Suite 300
Austin, TX 78726, USA

Phone: +1-512-687-6854
Toll-free: +1-888-936-6770
www.zenoss.com

BENEFITS	DETAILS
Comprehensive, unified VMware vCloud monitoring	• Unify monitoring across physical, virtual, and public and private cloud resources. • Integrates VMware vCloud monitoring as part of overall end-to-end IT monitoring processes.
Real-time, accurate view of dynamic infrastructures	• From a single dashboard, get a real-time view of the state of your VMware vCloud-supported IT application services. • Automatically identify VMware vCloud components as they are added, moved, or removed.
Service-centric view of VMware vCloud environments	• Automatically identify, build, and dynamically maintain a model of relationships between VMware vCloud components and the services they support. • Provide a clear view into the end-to-end service impact of application, network, storage, and vSphere virtual infrastructure issues. • Provide end-user view of service reliability for VMware public cloud deployments.
Faster incident resolution	• Track resource utilization trends to accurately plan capacity. • Identify and address common performance issues and event trends before service quality is impacted.
Enterprise scalability	• Monitoring of VMware vCloud for deployments, allowing organizations to see their current resource usage and what virtual datacenters are available for deploying virtual applications. • Unified, highly scalable platform designed from the ground up to meet monitoring requirements of any size service provider or enterprise. • Proven ability to deploy across some of the largest organizations in the world, monitoring tens of thousands of business-critical devices.

About Zenoss, Inc.

Zenoss is a leading provider of unified IT monitoring and management software for physical, virtual, and cloud-based IT infra-structures. Over 35,000 organizations worldwide have deployed Zenoss to manage their networks, servers, virtual devices, storage, and cloud infrastructure, gaining complete visibility into their IT operations.