UNIFIED MONITORING AND EVENT MANAGEMENT

BUSINESS CHALLENGE

Modern IT infrastructures have evolved significantly in recent years. Compute infrastructure is now largely virtualized, and most organizations are leveraging cloud platforms. With network, storage and application virtualization on the horizon, and the entire technology stack becoming dynamic, complexity will continue to increase. Most organizations still rely on either a monolithic legacy monitoring solution that can't adapt to today's dynamic technologies or dozens of siloed "specialty" monitoring tools that provide a fragmented view of operations. Both of these approaches are not only expensive from a licensing perspective, but, more importantly, they result in unplanned service disruptions and an inability to respond quickly to business needs.

Zenoss Resource Manager, part of the Zenoss Service Dynamics suite, monitors today's highly dynamic physical, virtual and cloud-based infrastructures via a single, unified, agentless platform. Highly flexible and scalable, it combines enterprise-grade event management with performance and availability monitoring so you can see everything in one place. Architected for hundreds of thousands of nodes, Resource Manager enables you to scale out monitoring, scale back costs, avoid service disruptions, and respond quickly to the needs of the businesses you enable.

Zenoss Resource Manager 5.0 dashboard view

ZENOSS SERVICE DYNAMICS RESOURCE MANAGER

Designed from the ground up to meet the needs of the software-defined data center, Resource Manager is the cornerstone of our next-generation IT Operations Management (ITOM) suite, Zenoss Service Dynamics. Zenoss is fundamentally changing the way IT performs service assurance monitoring for the better.

Resource Manager models resources in your environment and monitors them based on predefined policies. And together with ZenPack plug-ins, Resource Manager provides advanced performance and availability monitoring, event management, notification, and escalations in a single, intuitive, web-based interface.

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FASTER TIME TO VALUE AND MANAGEMENT SIMPLICITY

Resource Manager is designed to allow ITOM teams to focus more on critical business service delivery and less on managing the monitoring system. ITOM teams can now identify and address issues before they impact service quality and better align IT priorities with business needs. The Zenoss new Control Center dramatically simplifies unified monitoring operations. Control Center is an application service orchestrator that provides out-of-band management services and allows you to easily manage pools of compute, network and storage resources for Zenoss Service Dynamics.

With Zenoss Control Center, our out-of-band management application, Resource Manager deployment, configuration, maintenance and health monitoring are simple and automated. Resource Manager's service-oriented architecture is containerized (via Docker) so that it can be automatically distributed and independently scaled for better infrastructure utilization, availability and performance.


Zenoss Control Center managing Zenoss Resource Manager resource pools

Control Center also enables better DevOps alignment by slashing management overhead between development, staging and production monitoring environments. The results are lower cost of ownership and a reduction in monitoring gaps for better service delivery.

And because Resource Manager is built on an open, extensible architecture, you're able to quickly extend your monitoring reach to include new cutting-edge technologies in days. There is no need for expensive new modules to deploy or lengthy integration work to be done. More than 400 ZenPacks provide quick extensions to monitor new targets, and both the Zenoss Customer Support team and Community of over 100,000 subject matter experts provide additional support and expertise for building or extending ZenPacks.

REAL-TIME MODEL

Resource Manager uses the information it collects about devices and their components to build a real-time topology map of your infrastructure. Unlike a standard CMDB, the Resource Manager topology map displays a real-time inventory of systems, components and configurations, along with their relationships and dependencies.
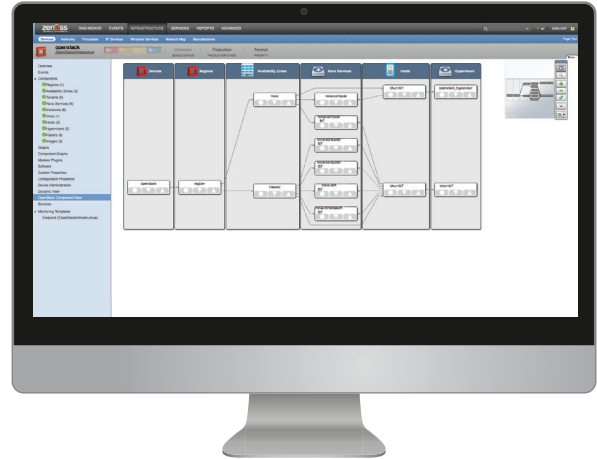
Zenoss Resource Manager 5.0 OpenStack topology map

This map is continuously updated to ensure you have a complete, accurate view of your infrastructure at all times. After modeling, Resource Manager begins collecting performance and availability information using industry-standard protocols, management APIs and synthetic transactions. Agentless collection means you get the performance and availability you need without the burden of installing, updating and maintaining agents.

SERVICE-ORIENTED BIG DATA ARCHITECTURE

The latest version of Resource Manager leverages Apache HBase, part of the industry-leading Hadoop big data technology stack. All of your performance data now resides in a centralized Apache HBase big data store and is scaled out horizontally in commercial Zenoss Service Dynamics deployments. Everything in Zenoss Service Dynamics is treated as a discrete service, allowing fine-grained scaling, better self-monitoring, and reduced operating and service delivery costs.

Operations teams achieve immediate insight into the performance of your IT infrastructure — eliminating monitoring gaps and proactively managing service quality. Performance data is collected in near real time with no constraints on volume simply by adding more hosts to the Zenoss cluster.

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In addition to Apache HBase, Zenoss Resource Manager leverages state-of-the-art technologies including Docker and Elasticsearch to deliver faster time to value and simplified management while enabling high-fidelity monitoring. The latest release, Zenoss Resource Manager v5, delivers the following new capabilities:

- HTML5 Dynamic Dashboard
- HTML5 Interactive KPI Charts
- Enhanced Horizontal Scalability
- Massively Scalable Collectors (load-balanced performance collection)
- Zenoss Infrastructure Management
- Automatic Self-Monitoring
- Asymmetrical KPI Support
- Zenoss Application Log Analytics
- Online Backup and Restore
- Service Snapshot and Rollback

KEY FEATURES

- **Unified User Interface**
  Makes monitoring highly efficient and speeds issue resolution.

- **Dynamic Dashboard**
  Uses drag-and-drop portlets to give each administrator their own personalized view of the infrastructure components they're responsible for monitoring. Users may share dashboards with other users or groups.

- **Automated Discovery**
  Automatically discovers and immediately begins monitoring components of supported devices using built-in templates and policies. Finds new devices as they are added, moved, or removed.

- **Real-time Topology Maps**
  Creates a topology model that includes dependencies and relationships to managed resources in real time.

- **Change Management**
  Detects configuration changes for managed devices, including detecting when VMware VMs move to a new host during resource optimization, failover or disaster recovery scenarios.

- **Performance and Availability Monitoring** –
  Tracks real-time usage, throughput, and performance metrics of any device, service or application.

- **Event Management**
  Integrates events, faults, errors and alerts into a single screen. Events are correlated and deduplicated to prevent event storms, and triggers can be set to automatically remediate specific event scenarios.

- **Comprehensive Reporting**
  Provides more than 45 built-in reports for tracking inventory, availability, performance and event metrics.

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BENEFITS	DETAILS
Comprehensive monitoring from a single product	• Provides advanced performance and availability monitoring, event management, notification and escalations in a single, intuitive, web-based user interface. • Unifies monitoring across physical, virtual, converged and cloud infrastructure components. • Eliminates inefficient, siloed monitoring of applications, operating systems, servers, databases, storage, and network resources. • Can serve as a manager of managers — aggregating events from many different tools and allowing you to view events from throughout your environment within in a single console.
Real-time, accurate view into your infrastructure	• Discovers and maintains an up-to-the-minute inventory, including interdependencies and relationships, so you always have an accurate view of supported devices within your infrastructure. • Inventories supported devices, models components, and keeps track of their changing relationships within your dynamic environment.
Streamlines adoption of new technologies	• Purpose-built to address the challenges of cloud-era data centers; allows enterprises and managed service providers to accelerate the adoption of virtualization, converged infrastructure and cloud computing. • ZenPacks allow you to quickly extend your monitoring to new and emerging technologies, speeding service delivery.
Fast time to value	• Discovers and models supported resources in your environment, immediately creating an asset-service relationship context. • Agentless approach provides unified monitoring without the deployment and maintenance overhead associated with agents. • Unified user interface with customizable dashboard and drag-and-drop portlets makes it easy for any administrator to use and customize.
Easy extensibility	• Use ZenPacks to quickly and easily monitor new and emerging technologies; customize existing ZenPacks or build your own using the ZenPack generator to meet any unique infrastructure needs you have. • Open APIs allow easy integration with other IT systems, such as service desk, orchestration and provisioning systems.
Improved productivity	• Built-in monitoring templates make it easy to quickly begin monitoring new managed resources. • Event correlation and deduplication reduce the amount of noise in the system and allow IT operations teams to focus on fixing the issue, not finding it. • Capabilities such as process set monitoring and event flap management automate mundane system administrator tasks.
Enterprise scalability	• Unified, highly scalable platform designed from the ground up meets the needs of any size enterprise — from mid sized to the Fortune 50. • Proven ability to deploy across some of the largest organizations in the world and monitor hundreds of thousands of business-critical devices. • Open APIs allow large enterprises and MSPs to create secure self-service portals where customers and business line owners can have instant access to their data and view service performance and availability levels over time.

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