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BMC TrueSight Operations Management

Identify, analyze, and resolve
service problems faster

PRODUCT DESCRIPTION

TrueSight Operations Management is an analytics-driven performance management solution that proactively identifies, prioritizes, and resolves availability and performance problems across hybrid IT environments—allowing IT operations staff to focus on what matters most to the business.

BUSINESS CHALLENGE

Satisfying end-user expectations is becoming more difficult each day and it is one of the primary factors driving IT complexity. Applications are more interconnected, generate more data, and are more difficult to support. Infrastructures are growing increasingly complex and must easily flex to accommodate changing needs. There is nothing static about today's IT. **IT must keep up with the behind-the-scenes complexity inherent in delivering the ideal user experience** or risk losing customers to companies that can meet the demands.

BMC SOLUTION

BMC TrueSight Operations Management helps maximize the performance of digital business services by illuminating complex IT environments, analyzing diverse sets of data, and delivering IT insight that solves business problems before end users are affected. TrueSight examines operational norms, reveals abnormalities, measures service impact, and proactively identifies risk to ensure the applications and services that the business depends on keep running.

The solution optimizes how all stakeholders—B2B, B2C, and internal—experience IT. This unprecedented breadth of coverage and depth of insight **closes the gap between web, mobile, and on premises-application services visibility,** empowering the business to move at the speed of the digital customer.

KEY FEATURES

Modernize IT operations.

- **Smart operations** – understand IT operations from desktop and mobile devices with probable cause analysis, behavior learning, dynamic baselining, easy-to-navigate workflows, and visualizations

- **Proactive analytics** – discover behavioral and performance trends with automated event and log analytics, and prevent future impact with proactive notifications

- **User-centric performance** – reveal application performance from an end-user standpoint, discover root case, and see the depth of impact across the IT environment with simple application modelling through application context views

KEY BENEFITS

- **Reduce false alarms by 90**% with probable cause analysis

- **Build simple application models in under five minutes** with auto-detecting application context views

- **Find and fix problems faster** allowing IT to focus on high-value activities and drive lower total cost of ownership (TCO)
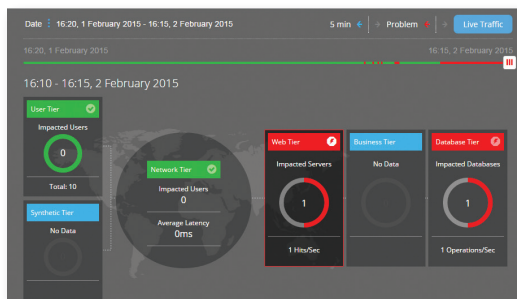
Figure 1. TrueSight Operations Management combines the application and infrastructure perspective in a single pane of glass.

PRODUCT DETAILS

App-centric Infrastructure Visibility

TrueSight App Visibility Manager and TrueSight Infrastructure Management come together for truly holistic data insight. Starting with the application view, TrueSight monitors and manages the performance and availability of applications and infrastructure. Application context views give IT a clear map of their applications and all the dependencies inherent to those applications for an easy view of service impact. Building on behavior learning, TrueSight seeks additional related information to determine when a service-level threshold is about to be breached. With TrueSight, you can detect resources that are stressed, identify probable user impact, and take preventative measures based on automatically filtered alerts that point toward the most likely root cause.

IT Analytics

BMC TrueSight IT Data Analytics combines the tightly integrated monitoring, event, and service-impact management components of TrueSight Operations Management, while correlating all IT operations data (e.g., metrics, event, and log data) and sharing and maintaining context for effective IT operations workflow. In addition, BMC IT Data Analytics utilizes existing TrueSight agent infrastructure—a single agent for log and monitoring data—along with centralized administration to drastically lower TCO.

Middleware Management

BMC TrueSight Middleware Management ensures application performance satisfies business service delivery through automated management of middleware performance, administration, and transactions. IT gains critical contextual information with proactive management of a cross-enterprise view of the middleware environment. The result: fewer service disruptions and quicker resolutions when problems do occur.
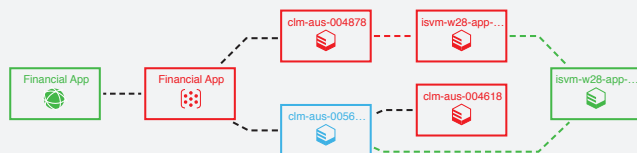

Figure 2. TrueSight Operations Management gives IT an easy way to build simple application models with application context views. Automatically detect devices and components, and build a model in less than five minutes.
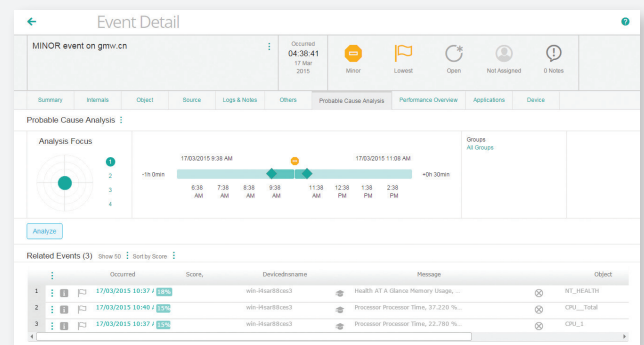

Figure 3. Probable cause analysis with TrueSight Operations Management helps IT get to the cause of the underlying problem fast by automatically scoring and weighting possibilities, and eliminating irrelevant noise.

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage. From mainframe to cloud to mobile, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide amazing user experiences with optimized IT performance, cost, compliance, and productivity. We believe :

- **Technology is the heart of every business**
- **IT drives business to the digital age**

BMC – Bring IT to Life

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