BMC Helix + Entuity Software™

BMC Helix + Entuity Software ™ enable NetOps teams to manage the modern network to maximize network performance and service availability

BUSINESS CHALLENGE

For many enterprises, network growth and complexity have outrun the capabilities of outmoded network management toolsets. The impact of Continuous Integration and Continuous Deployment (CI/CD) and Infrastructure-as-Code (IoC) on network management has made flexibility and agility as important to Network Operations (NetOps) teams as availability and uptime. As NetOps teams evolve their processes and strategies to adapt to these changes, network management tools have failed to keep up.

To manage today's dynamic and growing networks, NetOps teams need a single solution that provides flexibility to adapt to rapidly evolving environments. The solution must automate activities like change, compliance, and configuration to minimize risk and reduce toil for operators. Failure to do so can lead to outages, loss of business, security compromises, and operator fatigue.

REQUIRED SOLUTION

To support modern NetOps teams, a network management solution must provide complete visibility, monitoring, and management from a unified dashboard. Equally critical, the solution must be versatile, supporting a large array of networking devices while consolidating data from these endpoints into a single source of truth. To identify the impact of change more easily and quickly, the solution should deliver all required network management functions on a single, scalable platform. Finally, it must apply real-time intelligence to proactively resolve issues before they impact users.

BMC HELIX + ENTUITY SOLUTION

BMC Helix Operations Management is a powerful AIOps platform that provides continuously updated business-service views of IT environments. It reduces event noise, proactively alerts teams on business service health, automatically identifies root causes, and performs outage prediction. Entuity is a market-leading network management solution that consolidates network toolsets. The platform's all-encompassing network monitoring capabilities allow organizations to reduce management cost and complexity as well as automate network change and configuration while reducing security risks, eliminating manual processes, and increasing efficiency. The two solutions amplify each other's capabilities and strengths, delivering a best-of-breed solution to NetOps and ITOps teams.

Entuity is easy to deploy, configure, and manage. The solution is tightly integrated with BMC Helix, having been developed and hardened over years of partnership. Entuity's robust alert management and real-time root cause identification capabilities complement BMC Helix's AIOps analytics. Entuity's alerts flow seamlessly into BMC Helix, feeding business service health scores and improving outage prediction. Additionally, the solution's automated topology maps are consumed by BMC Helix, strengthening unified business service models. Combining both together offers cross-launch capability and automated ticket creation in ITSM for major incident management.

KEY FEATURES

- **Auto asset and dependency discovery** in a continuously updated topology
- **Automated** event management and root cause isolation
- **Tracked and validated change,** configuration, compliance, and remediation management
- **Broad support** of physical and virtual devices, infrastructure, and public clouds
- **Enterprise Scalability**
- **100% Mobile Responsive**

KEY BENEFITS

- Deep integration of network monitoring into full-stack observability, showing network performance in business service contexts
- Shared view of the network between NetOps and ITOps teams, enabling better collaboration for faster issue resolution
- Automated analytics that identify signal in the noise and pinpoint root cause
- End-to-end automation of change, configuration, compliance, and fault remediation for error-free consistency and auditability
- Continuously updated, complete visibility to eliminate blind spots and risk
- Virtually unlimited scalability
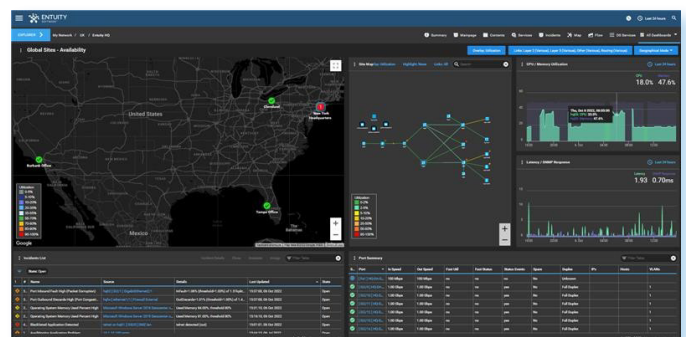
Entuity's NOC dashboard provides customizable, concise, easy-to-understand data for network management.

ENTUITY PRODUCT ADVANTAGES

- **Extensive Discovery & Topology Mapping:** Full discovery and auto-topology of network assets provide a real-time map of rapidly changing, heterogenous networks, down to the interface level. Entuity uses automated real-time analytics and trend prediction to keep networks functioning optimally, preventing issues before services and users are impacted. Extend beyond standard monitoring with user-defined polling.

- **Flexible Reporting & Dynamic Dashboards:** Serving the needs of different NetOps personas and their stakeholders requires flexible reporting and user-friendly, dashboards. Entuity provides 100+ out-of-the-box reports, a custom report builder, and 100% configurable dashboards to ensure teams have the information they need to understand network health and quickly identify problems.

- **Fault & Performance Monitoring:** Entuity collects, processes, and provides detailed metrics for many different types of devices and their subcomponents, such as ports, modules, processors, memory pools, hardware components (physical disks, power supplies, fans, processors, memory modules, controllers, enclosures, etc.). This granular view of network traffic allows for precise monitoring and timely alerts.

- **Root Cause Analysis:** Leveraging topology and event data from Entuity and all other monitoring sources with the Helix AIOps AI/ML technology unlocks the ability to identify probable root-causes and business service impacts. Entuity regularly updates the network topology to reflect changes in the relationships between devices, reducing the effort to keep track of every device's availability and connectivity status. Patterns of outages are correlated with the network topology to allow automatic suppression of downstream outage alerts, exposing the root cause of outages.

- **Capacity Management:** For better resource planning and early detection of issues, integration with the Helix platform enables all solutions to consume the Entuity data for their different use cases. BMC Helix Continuous Optimization technology will forecast capacity issues based on metric data and prediction models, monitoring several capacity metrics to assess any potential capacity issues and projected shortfalls. These metrics include network circuit bandwidth and utilization, switch port allocation, CPU and memory utilization, as well as disk volume utilization.

- **QOS, IPSLA:** Entuity automatically discovers QoS/CoS configurations of network equipment to ensure effective monitoring when performing implementation and maintenance of these complex configurations, leveraging Cisco IP SLA capabilities to provide synthetic transaction-based monitoring, alerting, and reporting.

- **Powerful Network Path Monitoring System:** Entuity uses an agent-based approach to monitor the path of application traffic from the client to the server. By using TCP traceroute techniques, the system builds a collection of alternative routes from the agent to one or more targets to detect latency anomalies. Being alerted to issues early helps with identifying and troubleshooting latency issues across the network, including access to SaaS applications across the internet.

- **Network, Server (Hardware & OS), Storage Monitoring:** Entuity supports a diverse array of network, server, and storage hardware from top technology vendors, using a wide range of monitoring protocols, including SNMP, ICMP, WinRM, SSH, REST, and vendor proprietary mechanisms. Server monitoring supports virtualization platforms like VMware and Hyper-V to optimize IT infrastructure and improve efficiency.

- **Configuration Management:** Entuity's robust configuration automation reduces the chance of downtime caused by human error. To safeguard the network from change and vulnerabilities, Entuity identifies necessary security patches and updates to ensure that no device is overlooked. Automatic recording and verification of configuration settings ensure network devices are backed up and compliant with organizational policies and standards.

- **Detailed Traffic Characterization:** Understanding network data traffic requires real-time, detailed data that shows where the network is meeting or missing availability and performance requirements. When congestion occurs, Entuity characterizes traffic patterns clearly and intuitively to expose exactly which traffic classes and protocols are the cause. Flow and NBAR support with blacklisted traffic alerts detect and block potentially harmful traffic, ultimately protecting the network.
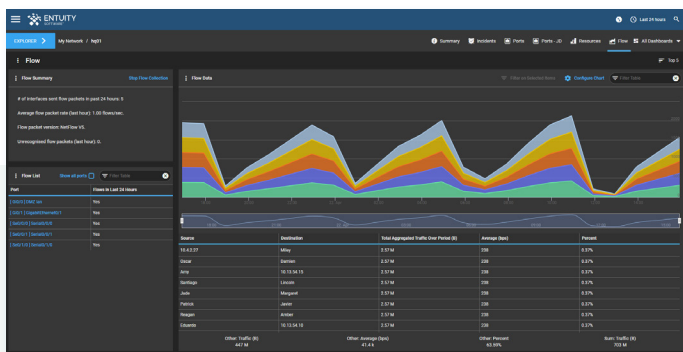
ⓘ FOR MORE INFORMATION

To learn more about BMC Helix + Entuity, please click the link below to watch the Enterprise Network Monitoring Software Demo:
https://www.youtube.com/watch?v=qJHMR-F4LsI&t=3s

The Entuity NetFlow Dashboard provides at-a-glance traffic details for ease of monitoring.