

# Revolution IT » Business Service Management

## Using service visibility to make smart decisions

Application quality assurance doesn't stop once an application has gone live. Instead, ongoing monitoring enables applications to be managed across all these areas: profitability, customer experience, SLA commitments and performance levels. Which is why BSM has become so important to business success.

# » How to plug service visibility gaps

## YOUR QUALITY CONTROLS

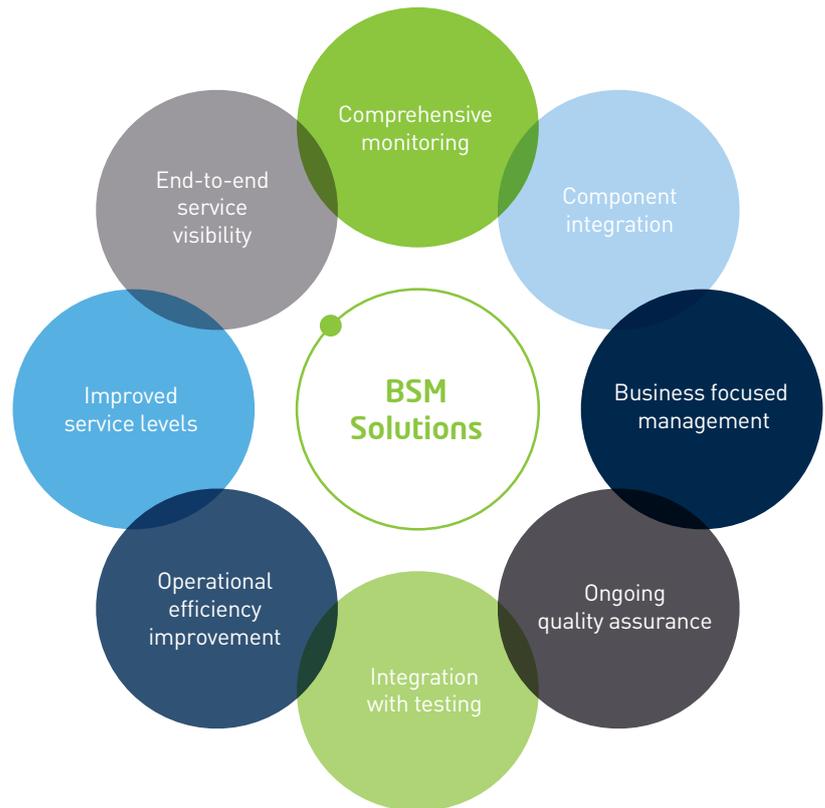
### Your Quality Controls

We're passionate supporters of industry-leading solutions in BSM. Yet making them work, and making them work well, are worlds apart. This is where Revolution IT can help.

We work with clients to empower IT operations and support staff by providing information that helps them understand the impact of application issues on the business in business terms.

And with the right teams acquiring the right insights at right time, smarter decisions can be made across your enterprise.

## OUR BSM SOLUTIONS



**Insight Full** - Our BSM solutions manage customer experiences, SLA commitments, profitability, performance levels, data security and more.

# » Analysis and planning services

## PINPOINTING WHERE YOU ARE NOW, AND WHERE YOU NEED TO BE

Our background in software testing means we're nothing if not rigorous. We also understand that organisations often have significant investments in legacy monitoring tools – the path to a more mature BSM system can't just be a rip and replace exercise.

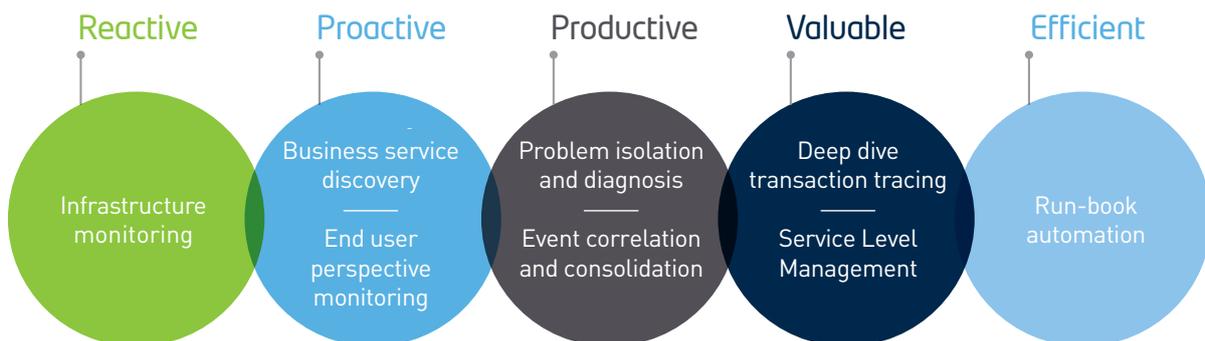
To preserve IP and existing investments, we integrate current toolsets with a wide range of up-to-date BSM software solutions. As well as preparing roadmaps to achieve ongoing and predictable levels of quality assurance, our consultants also:

- > Analyse the current state of BSM tools and processes
- > Prepare future-state proposals for BSM tools and processes
- > Identify service gaps hindering business and IT success

"Revolution IT was professional, flexible and responsive to our needs. They got us up-and-running much more quickly and efficiently than if we did it ourselves."

-Executive Director,  
UBS Wealth Management

## SERVICE MANAGEMENT MATURITY



# » Infrastructure monitoring solutions

## INFRASTRUCTURE DISCOVERY

As your infrastructure grows it can become increasingly difficult to track what's out there, how it's configured and which components each business service relies on.

However ongoing and automated discovery and dependency mapping tools can give you confidence in your complete infrastructure knowledge. These solutions can:

- Provide automatic, ongoing discovery of any network connected device
- Gather detailed configuration information from many technology types
- Map dependencies between infrastructure components
- Store the relationship data in a federated database for use by third-party tools
- Facilitate "what if" impact analysis scenarios for infrastructure outages
- Monitor planned and unplanned changes to infrastructure configuration

## INFRASTRUCTURE MANAGEMENT

A stable infrastructure monitoring platform is fundamental to any service monitoring initiative. Infrastructure monitoring can:

- Discover layer two and three network topology
- Discover key software present on server systems
- Monitor fundamental infrastructure building blocks for availability, performance and events via agents or agentless polling

# » Infrastructure monitoring solutions

## OPERATIONS MANAGEMENT

Operations management tools sit at the top of the BSM stack and provide a single point of contact for all enterprise-wide incidents and performance management data. These tools enable the IT Infrastructure Library (ITIL) concept of an "operations bridge" - a location from where all IT services and infrastructure can be managed.

## USER EXPERIENCE MONITORING

Even the best infrastructure monitoring can only show how your servers are performing. For a bigger picture, it's essential to also monitor your customers' experiences. Known as End-User Monitoring, or EUM, these solutions allow you to:

- > Carefully probe into the performance of your business services from behind your firewall, or from around the world
- > Passively monitor the experience of real end-users in near real-time
- > Continuously measure how all end-user services are performing
- > Proactively detect service incidents before calls hit the help desk

## APPLICATION DIAGNOSTICS

To diagnose complex application faults and slow-downs affecting business services, it's necessary to inquire more widely than server and network performance levels. With Application Diagnostics you can also:

- > Interrogate middleware to monitor performance for technologies such as Java, .NET, SQL, MQ and SAP
- > Conduct root-cause analysis to isolate problems and pinpoint performance bottlenecks
- > Improve application testing with bi-directional re-use of intellectual property between testing and production phases of a project's lifecycle

# » Infrastructure monitoring solutions

## BUSINESS TRANSACTION MONITORING

Monitor real customer sessions as their transactions pass through your middleware. Using our Business Transaction Monitoring solutions, organisations can understand the performance, volume and value of all transactions in an application pipeline. Transaction monitoring also allows you to:

- Deploy 'light touch' transactional tracking with minimal impact on production servers
- Automatically model business transaction steps throughout the application pipeline
- Collect both technical and business focused metrics for each transaction

## SERVICE LEVEL MANAGEMENT

Our Service Level Management (SLM) solutions allow you to tie quantifiable metrics to business outcomes and measure the success of those outcomes over time. SLM brings IT operations in line with business goals and creates accountability for delivering quality IT solutions.

By keeping our partnerships strong, we help our clients acquire and sustain the right deal with vendors. And with so many years as an industry leader, we believe our vendor partnerships are among Asia Pacific's strongest.



### Consolidating a Government department's toolset

After uncovering a disparate, overlapping, under-utilised service management toolset, Revolution IT recommended a future-state architecture that minimised costs and maximised functional benefits. After conducting a gap analysis, a flexible roadmap is now in place to guide a gradual transition to this optimised architecture.