



The Optanix Platform

Service Predictability. Delivered.

Overview

The Optanix Platform is a complete SaaS-based IT operations management solution, delivering integrated monitoring, event management, incident management, change management and problem management. Its powerful multilevel automation capabilities and built-in intelligence drive down operational costs while radically increasing business service availability and performance. Trusted by hundreds of the world's most demanding organizations, the platform's modular, distributed architecture scales to the largest IT environments while seamlessly adapting to meet customers' needs.

With the Optanix Platform, businesses reap the extraordinary benefits of a truly predictable service delivery infrastructure. Typical results include a 100,000 times reduction in event volumes, a 50% reduction in remediation times, and first-time fix rates of over 90%.

Optanix customers include eight of the largest global financial institutions, the world's largest networking company, the world's largest system integrator, US federal government agencies, and many others. The platform manages more than 1,000 customer IT environments distributed across 65 countries, including some of the

world's largest enterprise data centers and networks, contact centers and unified communications infrastructure.

Optanix by the Numbers

95% proactive incidents	91% first-time fix rate
100% faster time to repair	50% cost savings
2 million event rules	100,000x event reduction
50 billion events per year	65 countries
100s of customers	1,000+ environments managed
8 of the largest global financial institutions	350+ expert engineers



Features and Benefits

Comprehensive Monitoring

The Optanix Platform delivers a complete monitoring solution for end-to-end IT services and infrastructure. Its patented approach gathers related events into snapshots of network status and performance, creating a consistent time-correlated view that results in more accurate root cause analysis and dramatically fewer false alerts. Optanix monitoring supports a rich set of IT technologies, allowing IT organizations to replace multiple monitoring tools with a single, unified monitoring solution. Optanix can also acquire data from any source and integrates with many common monitoring solutions via an industry standard API, allowing existing monitoring investments to be leveraged in an entirely new way.

Automated Root Cause Analysis

The Optanix Platform has unmatched root cause discovery capabilities that automatically determine which events are meaningful – and which are just noise. This dramatically reduces event volumes – by up to 100,000 times – creating actionable incidents that pinpoint the real reason for business service issues. These capabilities are powered by Optanix's patented Advanced Logic Automation (ALA) profiles – intelligent rulesets and automated best practices for managing specific types of business services and IT technologies. The equivalent of more than 2 million built-in event rules, ALA encompasses Optanix's extensive IT support experience – hundreds of person years spent managing real-world customer environments.

Automated Remediation

Once Optanix pinpoints the root cause of a service or infrastructure issue, it can resolve it automatically. Using its powerful orchestration capabilities, Optanix can perform a wide range of remedial actions, such as resetting servers, restarting applications and reconfiguring devices. Support staff can trigger these actions in response to issues, or Optanix can trigger them automatically as part of ALA profiles – providing zero-touch remediation of common service and infrastructure issues. This dramatically shortens Mean Time to Resolve (MTTR) times, avoids IT staff having to manually access IT devices, and ensures that remediation actions are performed consistently and accurately.

Service Availability Management

Taken together, Optanix's comprehensive monitoring, root cause analysis and automated remediation capabilities provide a complete service availability management solution. Optanix creates total visibility of business services and service delivery infrastructure, ensuring that applications and IT devices continue to operate predictably and reliably. By proactively identifying and resolving issues before there is a significant business impact, Optanix dramatically increases service availability, enhances the end-user experience and drives down ongoing support costs.



Workflow Automation

The Optanix Platform includes comprehensive ITIL-compliant incident management capabilities, backed by configurable process workflows, notifications and escalations, and extensive collaboration capabilities. Optanix can automatically open incident records based on validated events, or IT staff can open records manually – providing a consistent way of managing all incidents, no matter what the source. With Optanix incident management, support teams dramatically increase their productivity, accountability and compliance, typically reducing MTTR by 50%.

The Optanix Platform also provides ITIL-compliant change management, creating a structured environment for changes and dramatically lowering the risk of service impacts. Using its workflow engine, the platform automatically routes change requests through the end-to-end change management process, including evaluation, approvals, implementation and verification. Throughout this process, it tracks the status of each change request, providing complete visibility for stakeholders as changes are implemented.

Reports and Dashboards

The Optanix Platform comes with a wide range of role-based reports and dashboards, providing complete visibility of operational and service-level history. Real-time displays give immediate information about the status of business services and IT infrastructure, how issues are impacting business processes, and what actions are in progress to resolve them. Optanix also includes detailed reports and information that support teams

can utilize to investigate issues, take informed action and restore services. These reports, dashboards and other visual tools can be accessed securely from anywhere – keeping support teams in the loop 24×7.

Unified Management Database

As it manages business services, IT infrastructure and support processes, Optanix builds and updates a unified management database containing comprehensive information about your data center and network – and their operational histories. This information powers many of Optanix's reports and dashboards, and allows you to identify trends that have the potential to disrupt your business in the future if not addressed. By analyzing this information, you can also continuously improve your IT service delivery infrastructure and management processes, enabling key capabilities such as problem management and IT vendor scorecarding.

Powerful Analytics

Optanix includes powerful business and operational analytics tools that give deep insights into your IT infrastructure and processes. Building on Optanix's unified management database, these tools give you visibility into key metrics and performance indicators, and allow you to correlate information to extract valuable business and operational intelligence.



Why the Optanix Platform?

The Optanix Platform transforms the way you manage your IT infrastructure and services, making them predictable and reliable. Its automated approach to service availability management delivers proactive insights, letting you quickly resolve potential service issues before they have a significant impact on your business. Optanix also delivers comprehensive process automation, streamlining your support processes and creating a complete, efficient and integrated ITIL operations environment.

Intelligent

The Optanix Platform incorporates the knowledge and experience of our industry-leading IT engineers and support staff. It includes millions of preconfigured event processing rules and workflows that provide best practices for specific IT systems and technologies, allowing Optanix to automate event correlation and root cause analysis. This library of best practices is continually updated as new technologies emerge, and as Optanix continues to enhance its best practices for existing technologies.

Designed to Scale

The Optanix Platform monitors and manages some of the largest and most complex IT data center and networks in the world. It scales to support hundreds of thousands of IT components, providing massively parallel collection, verification and root cause analysis of event data. It is designed to manage complex, multi-technology environments, providing a complete end-to-end management

solution for the most demanding enterprise and service provider requirements. Whether you have hundreds of support personnel – or just a small workgroup – Optanix delivers a unified, scalable solution for all of your operations management needs.

Secure

Optanix meets the stringent security requirements of the most sensitive IT environments. That's one of the key reasons why eight of the largest global financial institutions use Optanix. Our platform is installed in your physical or virtual data center and located securely within your firewall. This means that unlike off-site or traditional cloud solutions, no sensitive data ever leaves your network. The Optanix Platform can be configured to comply with your existing security policies, and includes ongoing security updates and enhancements as part of our complete service solution.

Configurable and Extensible

Optanix is designed to fit seamlessly into your IT environment. It can be used as a standalone platform, or can be easily integrated with your existing service management applications and tools using standard APIs. The platform can be configured to match your existing policies, and includes a completely configurable workflow engine that automates your existing operational processes. Its event processing capability is also fully customizable, including configurable event thresholds, event correlation rules and root cause analysis logic.



Easy to Use

The Optanix Platform is designed for usability, featuring intuitive GUIs and straightforward functionality. Because of its user-friendly design, it requires very little training for support teams to use, accelerating adoption and time to benefit. While the platform delivers advanced capabilities, its visual simplicity means that it can also be used by managerial and business staff.

High Availability

Optanix is engineered for reliability and high availability. That's why some of the world's largest service providers use Optanix. Optanix delivers the mission-critical performance that they need to manage their mission-critical IT infrastructure and services.

Zero Maintenance

The Optanix Platform is a complete turnkey SaaS solution that includes software, hardware and maintenance. Offered as a subscription service, the Optanix Platform includes system administration, routine software enhancements, and ongoing support for new technologies – all managed by the Optanix team.

About Optanix

Optanix is leading the advancement of predictable IT in today's hyper-competitive digital economy – where predictable service delivery has never been more vital – with its automated IT service availability platform and related IT Management-as-a-Service offerings. Optanix offers a patented approach to proactively optimizing the service delivery infrastructure, powering critical business services so IT organizations can filter out the noise, focus on what matters, and drive operational success, ensuring the highest levels of reliability, security, and availability. The Optanix Platform accelerates root cause through an average 100,000:1 reduction in meaningful events, generates a 50 percent reduction in remediation times, and enables first-time fix rates of over 90 percent.

Hundreds of customers, including 80 percent of the largest global financial institutions, plus the world's top media companies, technology companies and federal government agencies, rely on Optanix's proven platform and services. Optanix was named a "Cool Vendor" in Gartner's 2016 ITSM 2.0 report, highlighting our innovative approach to helping customers more efficiently leverage IT resources by aligning priorities based on the criticality of incoming alerts. The battle-tested Optanix Platform, powered by Advanced Logic Automation, and full suite of accompanying services are delivered through industry-leading channel partners, who benefit from our turnkey SaaS solution and extensive IT automation experience.