

# OpenMaster



Trust in an open world

**EVIDIAN**  
A Groupe Bull Company

## Managing your information system intelligently and automatically

The performance of your information system is more than ever crucial to the success of your company. Your business departments require the information system to always be available, and support more proactive. Meanwhile, your management is asking you to improve the quality of service and reduce costs at the same time.

No matter your activity sector or the size of your company, OpenMaster is the best solution you can use to optimize the management of your computer infrastructure while cutting costs. You can thus guarantee a level of service to your business departments in a proactive approach. Thanks to OpenMaster, you can bring your information system into line with your company's business processes and targets.

### **You need to meet the expectations of your customers and users.**

Your users and customers are directly affected by any incidents occurring on your information system. This may have a major impact on their businesses. With OpenMaster, you can optimize the organization of your information system, react and anticipate incidents so as to respect your SLA commitments and communicate them. OpenMaster is the basis for your incident management operations, fully in keeping with the ITIL Code of Practice.

With OpenMaster:

- › Detect and diagnose technical incidents in real time.
- › Detect performance-deterioration tendencies and thus anticipate and automate corrective measures.
- › Communicate service availability.
- › Use an enterprise services dashboard to manage them effectively.

### **You need to meet your company's business targets.**

OpenMaster enables you to manage your infrastructure and computer services according to your company's business targets, thereby contributing to value creation.

OpenMaster helps you to optimize the use of your computer assets.

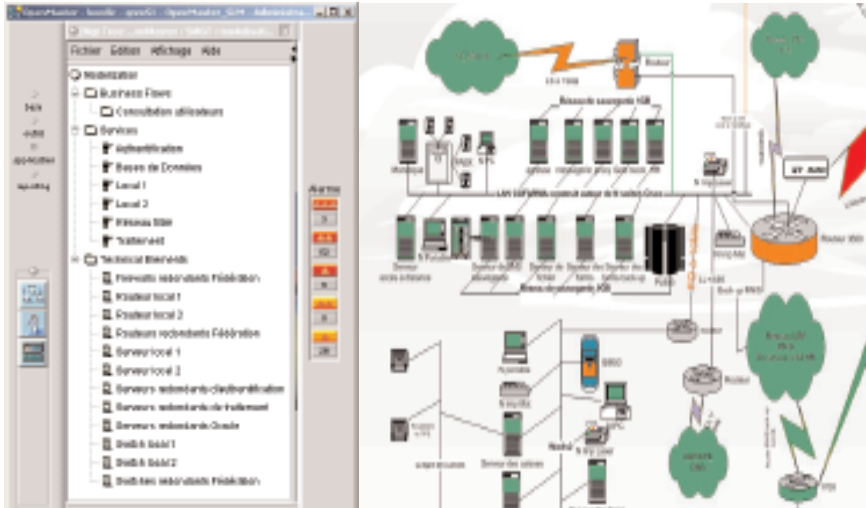
**With OpenMaster, you will detect and solve problems before your customers and users call to alert you to them.**

## 3 reasons to adopt OpenMaster

**1** OpenMaster has a low deployment cost and a complete feature set. With OpenMaster, you have a more economical project with a better return on investment.

**2** Thanks to the reliability and flexibility of OpenMaster, you can effectively manage the quality of service offered by your entire information system.

**3** OpenMaster allows you to combine your management resources. You will thus increase the productivity of your operations and that of your management staff, while bringing down costs.



## Distinguishing advantages of OpenMaster

**An active mapping** of your services, business processes, and infrastructure topology through auto discovery, with a fine-grained presentation of all the active components of your information system.

### Automation, Correlation

Thanks to OpenMaster's intelligent and real-time correlation function, you can reduce your alarm flow rate by more than 50% and, thus, enable your operators to concentrate on activities with a higher added value. OpenMaster gives priority to solving incidents concerning the most critical services; it determines the impact on business processes and automates the management of functional or hierarchical escalations.

### Adaptability

OpenMaster allows you to manage, on the same server, the distributed infrastructures of all your internal and external clients, in full accordance with the security policy. Thanks to the Role-Based Management function, you can define access profiles for operators and users, compartmentalizing information according to several criteria such as clients and field of expertise.

### High availability

OpenMaster's "master/slave" architecture and high-availability architecture provide a global supervision console, operational 24/7. This ensures service continuity, without loss of data or alarm, thanks to real-time data replication and automatic switchover.

### Security and partitioning of infrastructures

OpenMaster respects the constraints defined by DMZs and infrastructure partitioning. OpenMaster adapts to current security requirements. As such, it manages SNMP V3 agents and secures exchanges with SNMP V1 agents through an SSL/VPN tunnel.

### A flexible architecture

OpenMaster has a modular and distributed architecture capable of adapting to different types of information system organizations and to various types of service provider relations: internal support or facilities management.

OpenMaster optimizes supervision operations, thanks to its active-concentrator technology for distributed organizations. These concentrators

collect information, calculate the performance indicators, check threshold exceedance and send an alarm if necessary.

### Integrated and turnkey expertise modules

Through its Application Governor suite, OpenMaster offers several turnkey supervision functions:

- 】 Operating systems (Unix, Windows, Linux)
- 】 Databases (Oracle, Informix, MySQL, PostgreSQL...)
- 】 Middleware and web application server (Tuxedo, WebLogic, WebSphere, Tomcat, JOnAS, JBoss...)
- 】 Active Directory, Exchange, Lotus Notes
- 】 Internet services (HTTP, FTP, DNS, SMTP)
- 】 Corporate IP networks, storage systems

### OpenMaster can work with or without agents:

For proprietary business applications or service components, such as security elements, OpenMaster offers a polling and log-analysis solution. More generally, OpenMaster integrates any active resource of an information system into the company's incident management system.

### Evidian, your information system management partner

- 】 Audit and consulting, to enhance the management of your information system.
- 】 Helping you deploy an operational solution in just a few days.
- 】 Effective and top-quality support thanks to years of expertise.

For further information, visit our website: [www.evidian.com](http://www.evidian.com) or contact us: [info@evidian.com](mailto:info@evidian.com)

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