

Sysload™

A Different Approach to Capacity & Performance Management



“Before installing the Sysload solution, we were running blind on capacity utilization, Sysload is our lookout tower, it is our eyes.”

City of York Council:
Performance monitoring
& capacity management

We live today in an era where business operations are highly dependent on IT Operations and where electronic information flow is booming; putting more and more emphasis on service performance and the efficient exploitation of available resources. This creates continuous challenges for IT Operations Managers in many ways, including:

- Absorbing rapid expansion of data,
- Managing a growing number of mission-critical applications,
- Managing highly complex and heterogeneous environments,
- Bridging the growing virtual and physical environments,
- Meeting more challenging service level agreements (SLAs)

The Cost & Capacity Balancing Act

To cope with these increasing demands from the business, IT organizations have relied on a combination of actions in order to keep service level agreements intact:

- 1) invest in more servers,
- 2) leverage virtualization technologies.

This worked fine at first but by doing so over a long period of time, unfortunately other problems have surged. Buying more hardware has caused data center costs to skyrocket and virtualization has added a layer of complexity on the infrastructure management side. A key preoccupation of IT today is to find that right equilibrium between cost/investments and capacity utilization without sacrificing service levels.

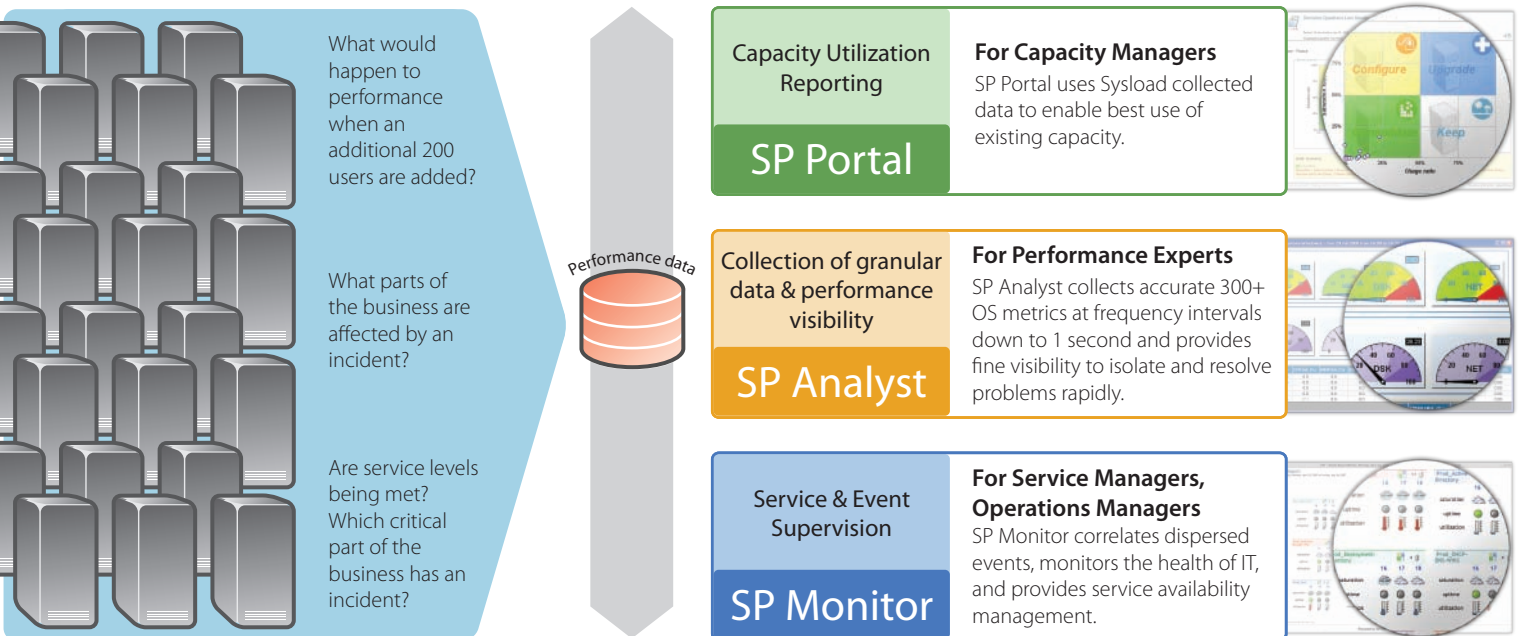
The Sysload solution from ORSYN provides unique capacity and performance management for enterprise & data centers with heterogeneous IT environments. It is especially designed to drive IT departments to make fact-based decisions in order to optimize capacity & performance of IT resources while improving quality of service.

The Sysload Solution: Made of Three Integral Parts

For effective capacity and performance management, there are two fundamentals that a Capacity Manager requires for the entire IT estate:

- 1) collection of quality and accurate performance data of physical and virtual resources,
- 2) leveraging that information to facilitate good decision making by providing visibility of present, recent, and historic information.

With these two key fundamentals, IT can plan and implement “right-sizing” actions as well as supervise the health of the IT infrastructure by answering questions like *are we meeting our service levels right now?*



Key Benefits

- Optimizing physical and virtual capacity to minimize costs
- Reclaiming the assets unnecessarily powered on or underutilized
- Isolating and resolving past and current problems faster limiting the business downtime to a minimum
- Ensuring constant end user satisfaction by monitoring end user experience
- Service level monitoring as part of the health supervision of IT estate
- Delivering best ROI from your existing IT infrastructure.

How it Works?

Operating systems

Windows 2000, 2003, 2008
Unix AIX, HP-UX, Solaris, Tru64, ...
Linux (x86, x64, IA64, IBM Power)
Citrix
I5/OS (OS/400)
Netware

Virtualization solutions

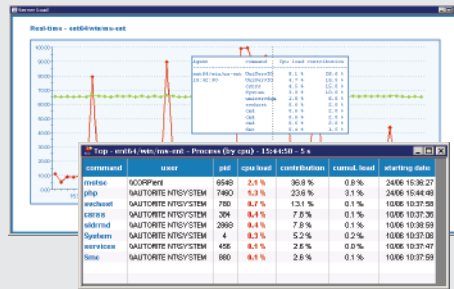
VMware vSphere (Host, Cluster)
Sun Solaris (LDM, Zone)
IBM PowerVM (System, LPAR, WPAR)
HP Integrity VM

Sysload Agents

Specialist agents available
Large breadth of performance metrics (+300)
Down to 1 second sampling
Ultra light footprint (15 MB RAM, < 1% CPU usage)
Low network bandwidth
Easy & centralized agent deployment and maintenance

Unbeatable Data Collection Engine

The level of depth and insight of performance metrics provided by the Sysload solution is largely due to its agent-based technology. Because the super light footprint agent is installed on every single machine, granular data can be collected at extremely rapid rates. Today no other competing solution on the market is capable of matching the performance of Sysload's data collection mechanism. It is also thanks to the Sysload agents on each server that it has the unique advantage to access processes at the operating system level. With Sysload, there is no longer a trade off to be made between the quality of information collected versus the load imposed on the infrastructure.



Detection of Top Consuming Processes

The Sysload solution goes beyond identifying the server or virtual image causing a bottleneck; it pinpoints the exact location and identifies the process or application causing the problem.

Unlimited Scalability

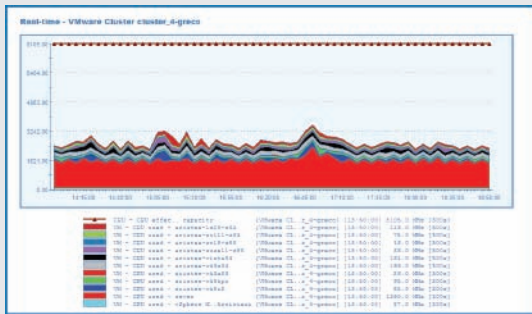
The agent-based technology provides no restrictions when it comes to extending the performance data footprint. Its reach can be extended to as many servers as required providing ultimate flexibility in creating an end-to-end capacity management solution.

Key Features

- Finest data performance accuracy and granularity on the market
- Instant alerting of server, process, and process failures
- Proven light footprint enabling mass volumes of data collection
- Immediate historical data access and real-time replay of what occurred in the past helps anticipate and identify problems
- VM Time awareness relating different VM's to understand their inter-relationship
- VM guest and host view
- IBM AIX memory and key system metrics to understand how dynamic partitions use physical resources

Getting the Maximum Performance from your IT Infrastructure

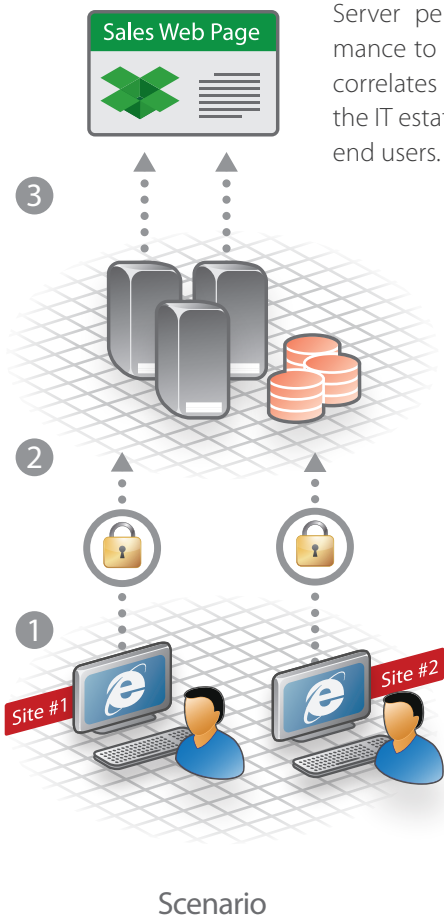
So how can you utilize shifting & fluctuating IT resources to the maximum level without compromising quality of service? The real-time monitoring of servers provides visibility of "used capacity" and highlights the exact location of saturation points. In performance management the Sysload solution not only provides deep insight into resource and workload allocation on servers, but it also identifies the impact of application and virtualization on physical resources.



Measuring in real time exploited capacity and determining saturations

Performance metrics from several servers and virtual machines can be grouped into a single asset visualizing complex utilization relationships.

Extending Visibility to the End User Experience

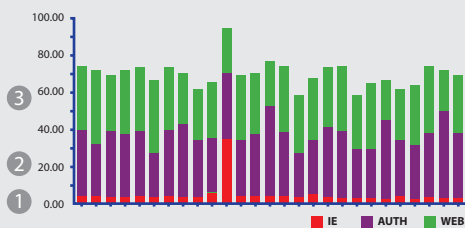


Server performance is important; however relating performance to end user experience is even more valuable. Sysload correlates user response times with performance statistics from the IT estate that support the relevant applications used by the end users.

In this scenario user response times are collected during each step of the user's action:

- 1 Opening browser & connecting to the web
- 2 Going through authentication process
- 3 Accessing the final user application

During each step the Sysload solution indicates any anomalies on response times (based on previously collected data) and identifies the origins of the anomaly for immediate corrective action.



Instant Detection of Incidents

“We use Sysload on a massive scale and can now better manage our entire IT infrastructure with real-time performance monitoring and troubleshooting.”

Natexis:
Performance monitoring
& troubleshooting

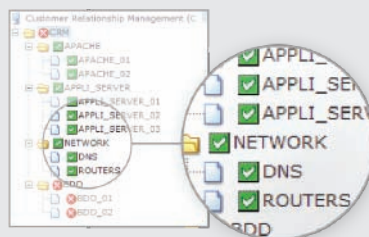
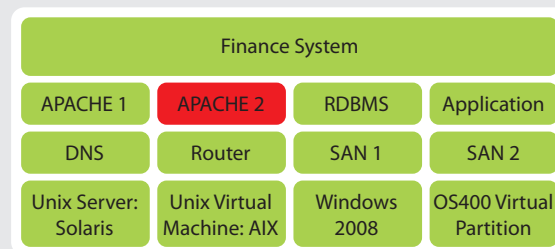
In large IT environments where thousands of servers each partitioned in dozens of virtual images and running hundreds of processes, how do you know which one and what exactly has caused the problem? Internet down? Process saturation? Storage alert? etc. With Sysload agents on each and every machine in your IT environment, centralized server observation and analysis provides a holistic and real-time view. Rapid detection of incidents and immediate data feedback is enabled with Sysload’s automatic failure detection mechanism and incident alerting via email, SMS, etc.

How Much Does 5 Minutes of Downtime Cost the Business?

Depending on the nature of the business, an IT incident can have a significantly different impact. For instance, businesses that tend to be more sensitive to down time are those that provide products or services online. Each lost minute directly results in revenue loss along with the risk of non returning customers. The Sysload solution provides IT managers the assurance that the root cause can be detected instantaneously and resolved immediately.

Trying to Get Out of the Firefighting Mode? Start Troubleshooting Before Users Detect Incidents

As businesses grow, IT departments start thinking about adopting more proactive management methods, including implementing ITIL. As a first line of defense, many companies today have implemented help desks that respond to user requests and incidents. The Sysload solution complements help desk solutions and provides rapid problem resolution by enabling IT staff to detect the incident and the faulted resource from a central console.



Business Service Monitoring

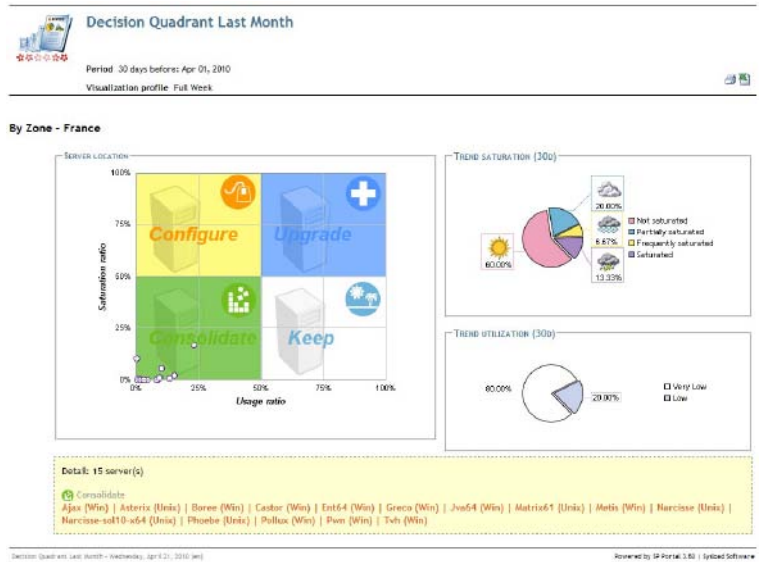
Service views can be customized with components that make up the service. This enables IT Operations to get feedback on the “health” of the service by identifying down components in real time.

Capacity Utilization & Management

Maximize Use of Existing Resources & Minimize Costs

When business grows or evolves and thus increases its demands to IT, one common means to gain quick assurance that systems' performance is maintained is to invest in more servers. But before investing in more hardware, wouldn't it be nice to know whether the current capacity in place can actually meet the new demands without compromising performance and thus service delivery?

Running "lean IT" is a new approach and many companies seek tools that help them make sound and fact-based decisions on the investment questions. Sysload enables IT to "right-size" both physical and virtual capacity. The IT staff is equipped to reclaim underutilized resources. With reports such as Sysload's famous decision quadrant, candidate servers for consolidation and optimization are quickly identified. Ultimately the Sysload solution enables IT to permanently deliver the best ROI from IT infrastructure.



Sysload Solution Making Capacity Management a Science

Because Sysload's unique technology enables the collection of accurate and quality performance data, Capacity Management can now become a science and no longer remain an artful and intuitive decision making process. Facts are now available to IT staff in order to take instant deep dives into the performance, the utilization, and the diagnostics of IT assets. Ultimately Sysload is the solution for IT departments that are in the process or have the desire to become a proactive organization.

Whatever the industry, customers around the world with large IT infrastructures trust ORSY's Capacity & Performance Management solution to save time & money by making sound decisions.

“The Sysload solution enabled a large investment bank to reduce their server investment by over 40% by maximizing the use of existing assets.”

Over 400 companies worldwide use Sysload Capacity & Performance Management solution.





Companies Using Sysload

Finance & Insurance

Allianz, Aviva (Norwich Union), BNP Paribas, Calyon, Clearstream, Korea Stock Exchange
Legal & General, Natixis, Groupama, Trading Technologies

Health & Pharmaceutical

Sanofi-Aventis, Blue Cross Blue Shield

Manufacturing

Airbus, Essilor, Kerneos, Renault, Saint Gobain, Thales

Retail & Telecommunications

Auchan, SFR, 3 Suisses, La Redoute, Orange, Ricard

Public Sector

Korea National Assembly, French Ministries, Glasgow City Council, York City Council

About ORSYP

ORSYP is an independent IT Operations Management solutions provider helping customers assure that IT services are delivered on-time. Headquartered in Paris, France, Boston, USA, Hong Kong, China, ORSYP has more than 20 years of growth and over 1400 blue chip customers. ORSYP software, including Enterprise Job Scheduling, IT Automation, Performance and Capacity Management and also ITSM consulting services, are trusted and proven in some of the world's most demanding physical and virtual environments.

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