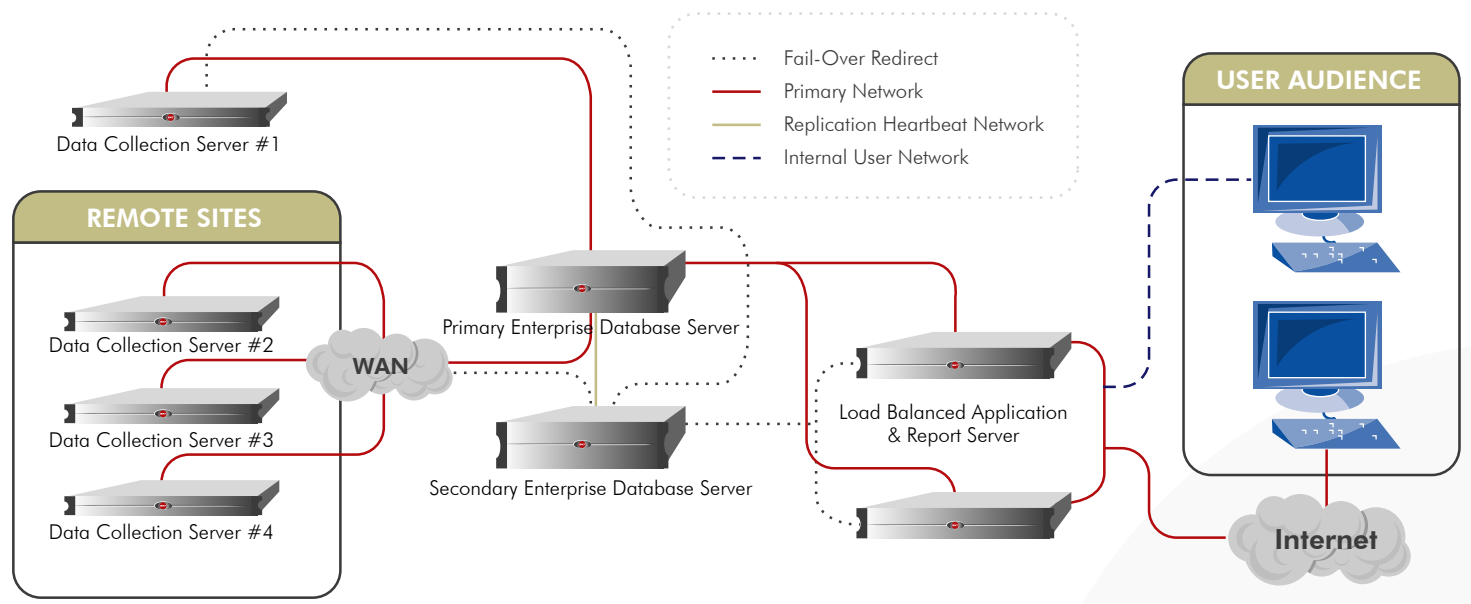# EM7 IT Management System

Cost-effective appliance with **pre-integrated applications** & **reporting** to **simplify management** of your business-critical IT assets, people and workflow

Network Diagram

Data Collection Server #1

REMOTE SITES

Data Collection Server #2

Data Collection Server #3

Data Collection Server #4

WAN

Primary Enterprise Database Server

Secondary Enterprise Database Server

Load Balanced Application & Report Server

USER AUDIENCE

Internet

Legend:
- Fail-Over Redirect
- Primary Network
- Replication Heartbeat Network
- Internal User Network

▼ The Challenge

How do you Increase the Business Value of your IT?

Today's IT organizations face many challenges. New technologies and distributed environments make IT management more complex. Growing compliance requirements and the adoption of ITIL standards have increased the visibility of IT operations across the enterprise.

Outside of the IT department, executives and line-of-business managers now see the need to align IT with business goals and strategy. In fact, every stakeholder in the organization needs insight into IT and how application performance and availability impact the bottom line.

Traditional IT management solutions are costly, inefficient and add unnecessary complexity to your day-to-day operations. Without major integration efforts, point solutions offer no centralized management of IT service delivery and create disparate systems that seldom share data. Framework solutions are complicated, and every deployment requires consulting, integration and training efforts that can cost upwards of 4-7 times the initial software outlay.

▼ High Availability & Disaster Recovery Solution ▲

For networks with remotely managed devices and the need for high availability, EM7 offers an Extensible Management configuration which distributes core functions of EM7 to dedicated systems.

Data Collection Servers that are responsible for SNMP, syslog, and policy enforcement can be positioned just about anywhere in your network, giving additional failover and fault tolerance for remotely managed systems and devices. Placed in different network segments or deployed in "air-gapped" networks, each Data Collection Server can comprehensively manage hundreds of nodes, and operate independently of other collectors.

The central repository of this EM7 configuration is the dynamic Enterprise Database Server which offers database replication and failover protection. Replication between multiple Enterprise Database Servers creates a high-level of redundancy, enhanced data security and a robust disaster recovery solution.

EM7 Application and Report Servers offer customer-facing and operationally secure access through DES-3 session-based encryption. This allows users to access the EM7 interface securely via an encrypted SSL connection from either a public network or an internal network without having to install client software.

▼ About ScienceLogic

Chantilly-VA based ScienceLogic LLC was founded in 2003 with one goal: Simplify IT. Founded and staffed by technology professionals who are intensely focused on making IT management simpler, better and faster, ScienceLogic is committed to delivering IT management solutions with unquestionable quality and value and enabling its customers to deliver impeccable service to their constituents. For more information, call 1-800-724-5644 (1-800-SCI-LOGIC) or visit our web site at www.sciencelogic.com.

▼ The Solution

Simplify IT with the EM7 IT Management System

EM7 helps you increase the business value of your IT by creating a balanced framework of people, process and technology. Automation and customization features enable IT departments to reinforce best practices, operating policies and standards. This translates to significant productivity gains. EM7's integrated management applications create an immediate ROI by improving IT service delivery and the ability to cost effectively scale your organization. Together these powerful features deliver visibility and control of your entire IT infrastructure while saving you time and money.

EM7 is Enterprise Management x7

1. **Map** all devices and applications on your network
2. **Measure / Monitor** key performance indicators
3. **Automate** the alert and notification process
4. **Correlate** incidents to problems
5. **Integrate** existing solutions
6. **Control** system access
7. **Plan** for maintenance and future growth

Visibility & Control of Your Entire IT Infrastructure

▼ Embedded Components

EM7 Integrated Management Applications

Every EM7 solution includes a full set of management applications that have already been integrated — saving you time and money. With EM7, there are no extra modules to buy to get the full functionality of the system.

❶ Network
Detailed analysis and reporting on your network helps IT staff maximize network availability and optimize performance.

❷ Asset & Configuration
Centralized tracking system helps manage asset lifecycles and automatically updates configurations.

❸ Application
Performance monitoring, diagnostics and tools minimize service disruptions—keeping business-critical applications up and running.

❹ IP & DNS
Centralized and automated control features help you to manage DNS and IP network and region address space.

❺ Event
Customizable, automated alerts notify of irregularities before they develop into expensive downtime, outages and degraded service levels.

❻ Ticketing - Consolidated Service Desk
Automated ticketing workflow and consolidated service desk view/tools accelerate the problem resolution process enabling customer support at conversation speed.

❼ Service Level
Performance monitoring and diagnostic tools help you improve the level and quality of service provided to internal and external customers.

▼ Device Dashboard

▲ Asset Dashboard

▼ Device Relationship Map

▼ CIO Dashboard

▲ Ticketing Dashboard

Views & Executive Dashboards
A customizable Web-based portal gives you access to EM7 anytime, anywhere. Create executive dashboards that show application or IT process performance at a glance.

Reports
EM7 also comes with hundreds of reports — from high-level status reports to highly detailed, granular trend reports on all hardware and software in the infrastructure, interfaces and connectivity, network traffic, hardware usage and performance, security events, web server availability and content, email speed and availability, latency and much more.

Centralized Data Repository
The data store is self-managed and does not need additional DBA resources to operate. EM7 includes a single data store – pre-loaded, pre-tested and pre-configured for optimal performance in the appliance.

Integration with Existing Solutions
Out of the box, EM7 is easily integrated with most leading point and framework solutions. Preserve and enhance the investment in time and money that you have already made for IT management software and solutions.

▼ KEY BENEFITS

- **Centrally manage** IT infrastructure
- **Improve** IT **service levels & productivity**
- **Accelerate** troubleshooting & **problem resolution**
- Realize **rapid & substantial ROI**; **lower TCO**
- **Deploy rapidly & easily**
- **Simplify compliance** & governance activities

▼ Product Diagram

ScienceLogic™