



Tivoli Live – monitoring services

IBM Software

PCTY2010



Pulse Comes to You

A new delivery model of Service Management solutions for small-medium business

- **The needs:**

- Small companies may need first class monitoring solutions to control their most critical services
- Go over the limits of home-made / open source basic monitoring solutions
- Flexibility: small and growing Companies may need to add monitoring capabilities frequently
- SMB companies may want to understand the value of centralized governance of IT infrastructure without capital and staffing initial investments



- **The constraints:**

- Smaller IT organizations needs solutions that are simple to maintain and support
- Need solutions that deliver value “out of the box”, deploying quickly and requiring less training
- Low threshold of capital cost and resources required

IBM Tivoli Live Monitoring Services can start a customer on the road to superior IT management!

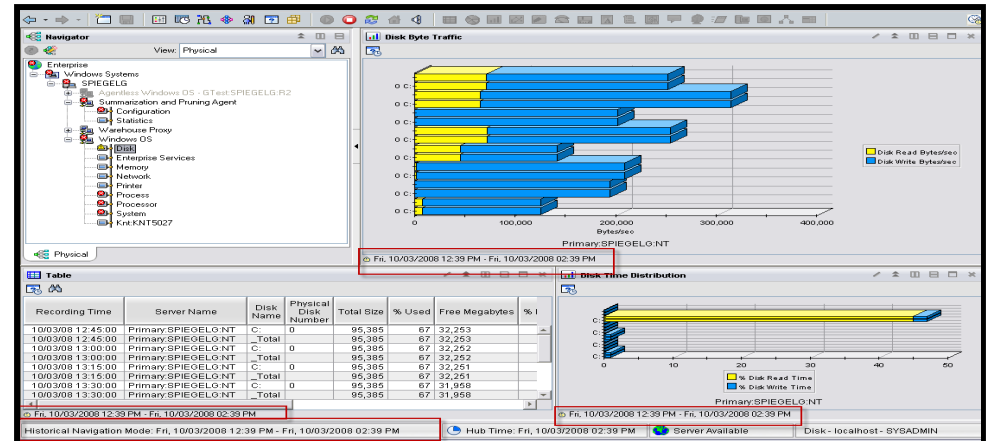
IBM Tivoli Live Monitoring Services

- **IBM Tivoli Live Monitoring Services** is a new IBM “Software as a Service” (SaaS) offering announced May 2010
- It’s completely based on IBM Tivoli Monitoring family solution, bringing the breadth and the power of Tivoli infrastructure management software as a Cloud delivery model
- Retaining the full functional capacity of the ITM framework, Tivoli Live Monitoring dramatically pulls down acquisition and deployment challenges, also lowering on-site startup hurdle and time.
- It introduces the pure subscription-based model of a SaaS service: billed on a “pay-for-use” basis or “subscription” based on usage metrics

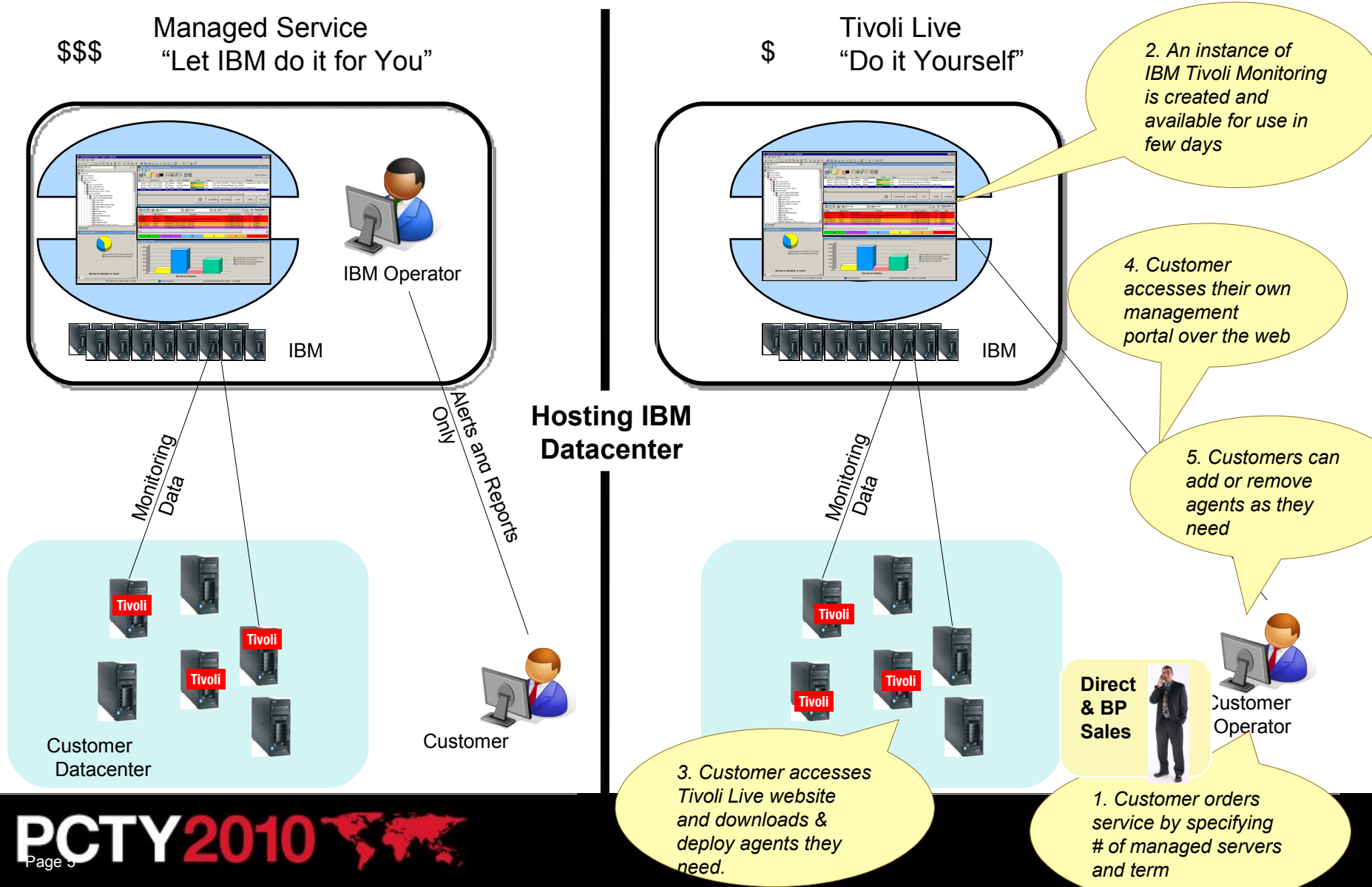


IBM Tivoli Live – monitoring services Overview

- *IBM Tivoli Live – monitoring services* are delivered over the Internet from rock-solid IBM Data Centers, hosting instances of Tivoli Console running on clustered IBM servers.
- The proper sizing and configuration of hardware and software environment of the Tivoli Console is granted by IBM, relieving the customer of complex administration tasks (no hardware to maintain, no updates to deploy)
- A secure Web portal is available to quickly deploy monitoring Agents that easily install on servers or equipments to be monitored. Monitoring can be deployed to new assets almost instantly
- The Tivoli Console output is made available over the Internet, too, on a SSL encrypted channel. No VPN is required.
- Clients choose and pay for only what they need and use



Comparison of Managed Service and Tivoli Live SaaS



IBM Tivoli Live Guiding Principles

Out of the Box

Embrace an “out of the box” approach to technology and infrastructure.
Leverage IBM tools “off the shelf”.

Self Service & Automation

Shift management to clients or help client retain management.
Achieve an automated “self service” posture.

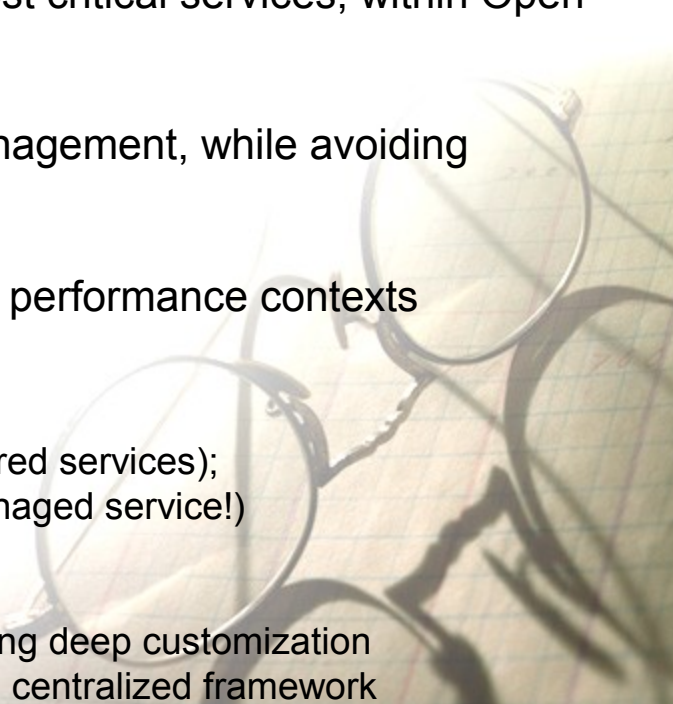
Internet Services

Embracing the shift towards Internet based delivery of services.
Security and innovation key in achieving this goal.

Leverage these paradigm shifts to achieve unprecedented speed of client enablement and breakthrough operational costs.



IBM Tivoli Live Monitoring use cases

- “Try the flavour” – start with minimal investment, minimal deployment challenge, quickly and flexibly. The superior quality of Tivoli solution will clear the way to a wider adoption
 - Departmental monitoring for remote locations and/or branch offices
 - “Golden island” of enterprise-level monitoring for most critical services, within Open Source managed environments
 - Reduce capital and people expenses in System Management, while avoiding outsourcing solutions
 - Understand heavy operations, peaks of load, critical performance contexts
 - Not designed for:
 - wide need of first class monitoring (limit of 500 monitored services);
 - High criticality / mission critical monitoring (it’s not a managed service!)
 - Firms needings to increase CapEx and reduce OpEx
 - Staffed IT organizations
 - complex environment (medium-large accounts) requiring deep customization
 - service management operations already performed on centralized framework
- 

IBM Tivoli Live Monitoring Offering Highlights

IBM Tivoli Live Monitoring Services consists of three services; clients can consume these separately or concurrently

Distributed Monitoring	Touch-less Monitoring	Performance Services
<p>Agent-based monitoring of OS and Application Resources (ITM and ITCAM) for deep metrics</p> <p>Self-install Agents</p> <p>Event Notification</p> <p>Internet Portal (Tivoli Enterprise Portal)</p> <p>Best Practices and documentation</p>	<p>Agent-less Monitoring of OS and network devices (ITM) for basic up/down status</p> <p>Self-install data collector</p> <p>Event Notification</p> <p>Internet Portal (Tivoli Enterprise Portal)</p> <p>Best Practice and documentation</p>	<p>Historical reporting and trending analysis for capacity planning</p> <p>Self-install Agents</p> <p>Internet Portal (will feed into Tivoli Enterprise Portal)</p> <p>Best practices and documentation</p>

- Single monthly price, inclusive of service delivery and software
- One-time on boarding fee
- Minimum of 25 monitored services, maximum of 500 monitored services
- 24x7 phone and email support
- Terms of 90 days, 1, 2 and 3 years
- Entitles client to the IBM Tivoli Live service (not IBM Tivoli perpetual license software)

Clients can understand the real value of a first class monitoring platform

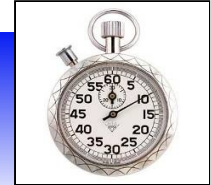


Diagnose and Fix

How can I quickly diagnose and fix problems before customers are impacted?

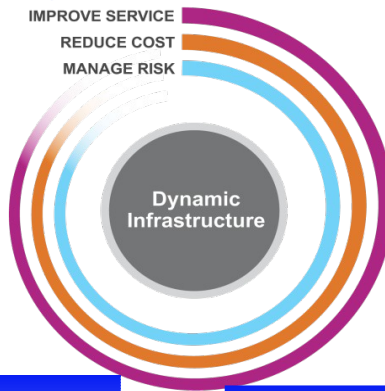
End User Experience

How can I understand my customer's end user experience?



Business Applications

How can I make sure my business applications are supporting my business?



Track and Report

How can I easily understand how well my IT environment is supporting my business?

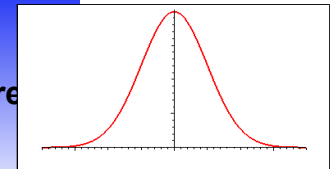


Proper Management

How can I know that I am really monitoring the right services in my production environment?

Optimize My Hardware

How can I visualize resource utilization to optimize hardware costs?



IBM Tivoli Live Monitoring Services



Standardized SaaS offerings that are:

- Flexible service catalog ordering to deploy only what you need
- Based on Tivoli affordable enterprise class technology deployed through IBM rock-solid infrastructure
- Usage-based billing based on number of monitored elements
- Rapid provisioning, scaling up/down monitored resources
- Secure, easy-to-use, web interface for quick access to information, reduced IT administrative tasks

Thank you

