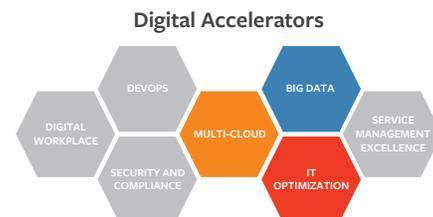


TrueSight Infrastructure Management

Enable IT operations with cloud- and vendor-agnostic infrastructure monitoring and management



PRODUCT DESCRIPTION

TrueSight Infrastructure Management gives IT teams a centralized, 360-degree view of the health and performance of their IT infrastructure. Powerful enterprise-class monitoring, event management, and operational analytics bring together data from the entire IT environment, including storage, servers, VMs, operating systems, databases, middleware, and applications. TrueSight even serves as a monitor of monitors, taking in data streams and events from cloud infrastructure as a service (IaaS) vendors such as Amazon Web Services and Microsoft Azure, big data vendors such as Hadoop, containerization solutions such as Docker, and other infrastructure management platforms such as HPE, CA, and Microsoft System Center Operations Manager—providing a pilot’s view of the enterprise.

BUSINESS CHALLENGE

As IT expands to support new applications and services, tool overlap in the monitoring space runs rampant. This is especially problematic as lines of business (LOBs) procure specialized, niche tooling that must be absorbed by central IT. In addition, central IT is being asked to deliver IT data to non-IT stakeholders as the technology owner dynamic shifts out towards the edge. **To support these modern applications and new LOB roles, it’s critical for infrastructure management solutions to reduce event noise and deliver hyper-relevant infrastructure insight to the business.**

BMC SOLUTION

TrueSight Infrastructure Management enables IT operations to start with the end in mind and move away from a monolithic, bottom-up approach to infrastructure management. The ability to define and perform telemetry from the end user perspective helps IT operations solve business problems, rather than blindly reacting to state changes in infrastructure components. TrueSight empowers IT to troubleshoot the root cause of degraded application performance by diving into underlying infrastructure metrics, events, and logs.



Decrease false alarms by up to 90%



Lower MTTR by up to 75%



Resolve 40% more incidents automatically

KEY FEATURES

TrueSight Infrastructure Management reduces mean time to repair (MTTR) with smart event management and cloud-ready operational analytics.

- **Enterprise monitoring and event management** – Detect, analyze, and take action on events impacting the business
- **IT operations analytics** – Use behavioral learning and log analytics to reduce MTTR
- **Broad and deep coverage** – Out-of-the-box coverage for key technology vendors, and customizable integrations via SDKs, scripts, and Sentry Monitoring Studio
- **ITSM integration** – Integrate TrueSight with Remedy for automated ticket creation, enrichment, and routing
- **Cloud-ready** – Monitor the health and performance of infrastructure and application resources across a multi-cloud environment

KEY BENEFITS

- **Reduce event volume** by decreasing event noise through analytics
- **Decrease false alarms by up to 90%**
- **Lower mean time to repair by up to 75%**
- **Warn IT when a metric is trending out-of-band**, up to 3 hours before a baseline is breached, with predictive analytics
- **Resolve 40% more incidents automatically**

PRODUCT DETAILS

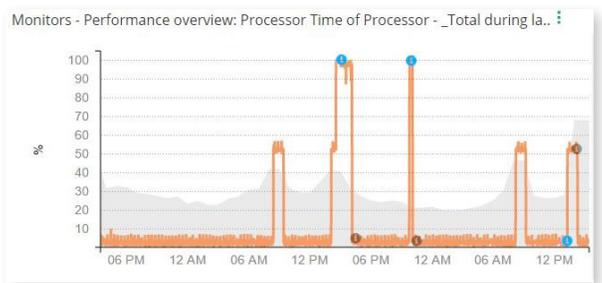
Event management: Provide a real-time solution for automated detection and resolution of IT problems before they impact critical IT systems. Proactively correlate, prioritize, and resolve events within a real-time business context.

Service impact management: Map business services and IT infrastructure to manage and prioritize applications and services. Service impact management allows business services to be prioritized based on business logic, so that users can quickly detect which issues are most urgent.

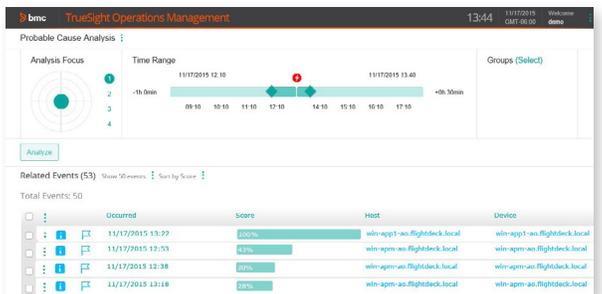
Performance monitoring: Proactively detect, automatically predict, and resolve IT performance issues before end users and services are negatively impacted.

IT operations analytics: TrueSight learns the behavior of applications and IT infrastructure across geographical silos, predicting problems before they occur, automatically pinpointing probable cause across the IT environment, and initiating standardized problem triage and resolution processes. Performance analytics correlates and analyzes metrics, events, and log data collected from the infrastructure to detect abnormalities, predict outages, and provide deep diagnostics information.

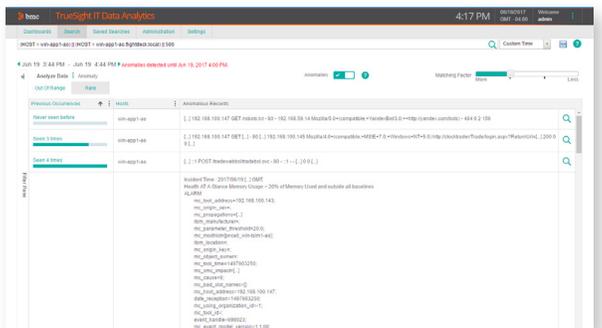
- **Behavioral learning:** Learn the normal behavior of KPIs over time to create a dynamic baseline. Events are only produced when a metric is outside the band of normalcy.
- **Probable cause analysis:** Tackle the problems impacting the business the most by correlating relationships between data, such as dynamic baselines, service impact and application models, and relationships mapped by BMC Discovery and within the CMDB to score and rank events by their probability of being the underlying root cause.
- **Log analytics:** Perform root cause analysis across structured and unstructured data. Built-in anomaly detection helps reduce MTTR by automated analysis of rare or infrequent occurrences and deviations.



Behavioral learning



Probable cause analysis



Log analytics

FOR MORE INFORMATION

To learn more about TrueSight Infrastructure Management, please visit bmc.com/truesightinfrastructure

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond.

BMC – Bring IT to Life

BMC digital IT transforms 82 percent of the Fortune 500.



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