

Abilisoft Agent Technology

Business infrastructures continue to grow in complexity and scale, with an ever-increasing blend of next generation, legacy and home grown technology that must be managed. Add to this the web of interdependent application, system, network, mainframe, security and other infrastructure resources, and pinpointing the cause of application problems becomes an even greater challenge. Real time insight into true application health is required, from multiple points of reference, to gain insight into service level performance and customer experience.

Abilisoft – The leader in agent technology innovation

Abilisoft eradicates the complexity of monitoring multiple, heterogeneous operating systems, applications, databases and networks, with solutions that are simple to maintain, quick to install and competitively priced.

Abilisoft is fast becoming the industry standard for managing and monitoring all server, network and application activity, to ensure ultimate performance at all times.

At the heart of Abilisoft's products and solutions is cutting-edge agent technology that installs seamlessly into the existing architecture.

Abilisoft agents are **lightweight, proactive and intelligent**, empowering organisations to automate many business processes, speed the mean time to repair, and derive even more cost savings from self-healing.

Abilisoft's agent technology enables organisations to make changes in the agent layer quickly and easily. Implementing Abilisoft's agent technology is pain-free. The new, robust agents install out of the box and immediately get to work, feeding live data into the existing management platform.

Once deployed, the agent automatically calls back to the central web server to check for updates, eradicating the time and cost involved in manual administration. This empowers IT teams to self-provision their agents to suit their business requirements, whilst **drastically reducing workload and maintenance costs**.



The benefits

- **Increase operational efficiency -**

Abilisoft agents do not require programming expertise. They are highly scalable and manage even the largest environments; quickly pinpointing problems and automatically troubleshooting for faster time-to-resolution.

- **Achieve rapid ROI -** Abilisoft agents deploy out of the box, integrate seamlessly into existing implementations, and provide immediate value. Supporting heterogeneous environments, Abilisoft allows to efficiently manage a complex mix of tools, generating a higher return on investment.

- **Improve customer satisfaction -**

Abilisoft agents proactively detect application and service problems in development, before they result in brownouts or blackouts that negatively impact the customer or user experience. Client-side monitoring and simulated transactions provide a real time insight into the end user experience, allowing higher quality of service and greater customer retention.

- **Enhance service visibility -** As part of a complete monitoring solution, Abilisoft agents enable operators to discern the service and business-level impact of events. Users gain the cross-platform visibility and impact analysis capabilities needed for prioritised response and improved service availability.

Key features

Abilisoft agents:

- Proactively monitor performance thresholds for changes in status, send notifications, and trigger automated actions for pre-emptive problem resolution

- Monitor simulated transactions, usage, applications, systems, mainframes, wireless, networks, security and other resources
- Provide a broad foundation for tracking service metrics and responding to changing service thresholds
- Quickly isolate the source of application and service problems and take rapid corrective action
- Create real time trend reporting, providing the intelligence needed for improved capacity and resource planning
- Integrate easily with existing management platforms

Introducing the Abilisoft agents

Monitoring Agent (MA) - Software applications are the lifeblood of any organisation and poor performance or intermittent availability can have a dramatic impact on the bottom line. Without detailed insight into the health of critical business applications and supporting systems, organizations cannot obtain peak application performance, maximize return on assets, and assure maximum revenue.

Monitoring Agent (MA) is enterprise-strength, monitoring the host health systems that applications and services run on in real time, to identify developing problems such as CPU or memory issues before they negatively impact performance and availability. The light but powerful agent technology is competitively priced and seamlessly replaces any existing monitoring agent technology in seconds.

Network Monitor (NM) - The monitoring of network devices - such as switches and routers, as well as firewalls and load balancers - is a basic requirement for any enterprise. Network Monitor (NM) provides comprehensive network infrastructure monitoring via ICMP Ping, SNMP queries, and many other data gathering methods. NM ensures that availability and performance monitoring within the network

infrastructure is a routine task, and is quick to deploy with minimal configuration.

Service Monitor (SM) - Designed to monitor the availability, response time, and usability of services, Service Monitor (SM) enables organisations to automatically monitor complete end-to-end transactions. SM provides highly scalable service assurance; enabling businesses to improve overall service quality, operate more efficiently, and adhere to service level agreements (SLAs).

Application Monitor (AM) - IT Directors are frequently being forced to purchase varied technologies in order to provide the governance and assurance of the IT environment. These technologies are commonly purchased from multiple vendors, meaning that the solution uses an assortment of methodologies and each component is different to configure and manage.

Abilisoft's comprehensive application performance monitoring technology provides deep dive monitoring to effortlessly deliver a large range of detailed data on an organisation's middleware and application infrastructure. Application Monitor (AM) is versatile and highly extensible, and immediately exposes key performance metrics from a multitude of environments such as IBM's Websphere and Apache's Tomcat.

With Abilisoft MA and AM, organisations benefit from a complete solution for managing business applications, combining both application and system metrics for a comprehensive view of application health and performance. Abilisoft MA and AM are the most advanced agents available on the market, in terms of both architectural design and breadth of support for industry standards and next generation technology.

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