

Abilisoft MTM

Operational Support Systems (OSS) were originally developed on mainframes to enable telecommunications providers to manage large networks of voice lines. The concept has also filtered into the enterprise market, often under the concept of “Business Support Systems” (BSS). OSS and BSS solutions monitor, control, analyse and manage problems within a telephone or computer network.

Another category of related software is Business Service Management (BSM); solutions that track the performance and availability of network components that support applications in the enterprise.

A common factor with all of these solutions is that they tend to focus upward towards the IT infrastructure they intend to support. Software vendors concentrate on their breadth of coverage, scale and features; investing less time in OSS integration and interoperability.

As a result, **monitoring systems suffer from common problems around performance availability and configuration change management**, which means that they tend not to be accountable to the organisation using them.



The challenge

Many organisations **live in fear of not actually knowing when their system is degrading or at risk of failing**. And, as business services expand and OSS increases in complexity, ensuring the uptime of all of these different components is becoming more and more difficult. With the introduction of best practise frameworks such as eTOM and ITIL, a greater accountability of operational control is required.

Introducing Abilisoft MTM

Abilisoft Monitor the Monitor (MTM) has been designed **by OSS professionals for OSS professionals**, specifically to address the challenges of maintaining large deployments of common business software tools such as Netcool, HP, BMC Patrol, CA etc., by monitoring and alerting on their availability and health.

Abilisoft MTM is vendor agnostic and **guarantees the uptime of critical business systems**, such as fault and performance management, and service desk, by proactively identifying and correcting service degradation before it fails, in complex physical or cloud-based IT environments.



Product **Brochure**

The benefits

Abilisoft MTM brings a number of benefits to the OSS organisation, including:

- Ensures that the OSS provides value for money
- Improves the management of the OSS environment
- Reduces the cost of running complex systems
- Increases the efficiency of support teams
- Maintains customer satisfaction

Abilisoft MTM, with its small footprint agents, automates many of the daily tasks associated with managing a production environment, including:

- Analysing current performance, availability and configuration
- Checking the health of monitoring components
- Verifying throughput of events against a benchmark
- Measuring end-user experience

Abilisoft MTM gives NOC teams peace of mind, by:

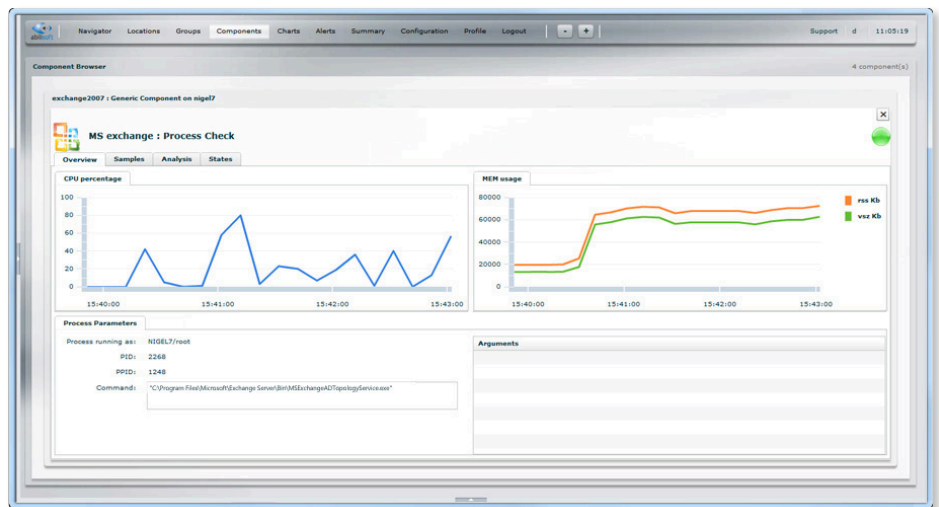
- Proactively identifying problems on the network as and when they occur, to enable speedy resolution
- Ensuring the continuity of network performance
- Protecting revenue
- Maintaining customer satisfaction

The features

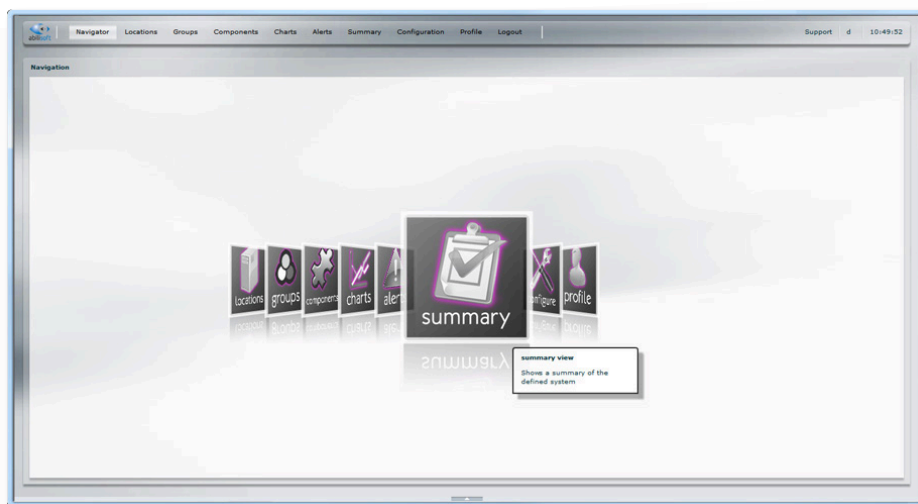
Key features include:

- An instant view of the availability and performance of monitored components
- Monitoring and recording latency levels of alert flows
- Correlating hardware problems with OSS application issues
- Recording OSS configuration changes and correlating these with possible changes in OSS performance
- Identifying future problems
- Alerting when appropriate
- Providing key information via a web-based console

Abilisoft MTM is deployed with minimum development effort. It has out-of-the-box configurations for monitoring commonly available OSS applications, removing the need for the development of in-house scripts.



Clear, easy to use functions



Easy navigation

How it works

Abilisoft MTM sits below the OSS, BSS and BSM tools, freeing organisations from the responsibility of implementing their own monitor-monitoring solution.

Abilisoft MTM is not an IT infrastructure monitoring tool, and is not intended to replace any existing system. It focuses on monitoring the tools positioned in the target platform by assessing the key components and automatically reporting on the true health of each. **It is built with the intelligence to understand how the existing OSS toolset is designed to perform**, and can therefore provide an accurate picture of the availability and health of that system. Abilisoft MTM presents this information in a unique health analysis view; a clear and concise user interface built using the latest in rich application technology.

Once installed, **Abilisoft MTM automates many of the routine procedures currently performed by OSS professionals**, thus releasing them to perform more important tasks. Multiple key statistics and measurements are constantly mined and analysed, to give an unambiguous assessment of the true nature of each OSS component.

Abilisoft MTM gives faster time to recovery following a failure by providing diagnostic information in real time. The system can also be configured to provide an external escalation action in response to the event, via either SMTP or SNMP.

Types of monitoring

Abilisoft MTM understands the state of monitored systems by running samples or tests against them. The results of the samples are interpreted and analysed, and the state of the monitored system is determined.

There are a number of different sample types that are available for use within Abilisoft MTM which include:

Process Check - Determines whether a process is currently running or not. The sample returns the current process identifier value (PID), as well as the parent PID value. The process start time, issuing command, command line arguments and current CPU/memory utilisation are also collected and available to view in the "additional details" section of the sample results page in the Abilisoft MTM UI.

File Details - Checks if a configuration file or log file is being updated or not. The sample returns the timestamp of the last change made to the monitored file.

Get File - Determines if a configuration file has been modified in any way. The sample returns the checksum value of the monitored configuration file.

Directory Check - Establishes if any file in the specified directory has been modified. The sample returns the checksum value of each file contained within the directory.

Log Scrape - Determines if the specified string has appeared in the specified log file. The sample returns the timestamp of when the specified string is written to the monitored log file.

Log Scrape Count - Extracts numerical data from the specified log file, and graphs the results. Collects performance statistics from various monitored applications that are only available in a process log file. The results can have threshold values applied to them.

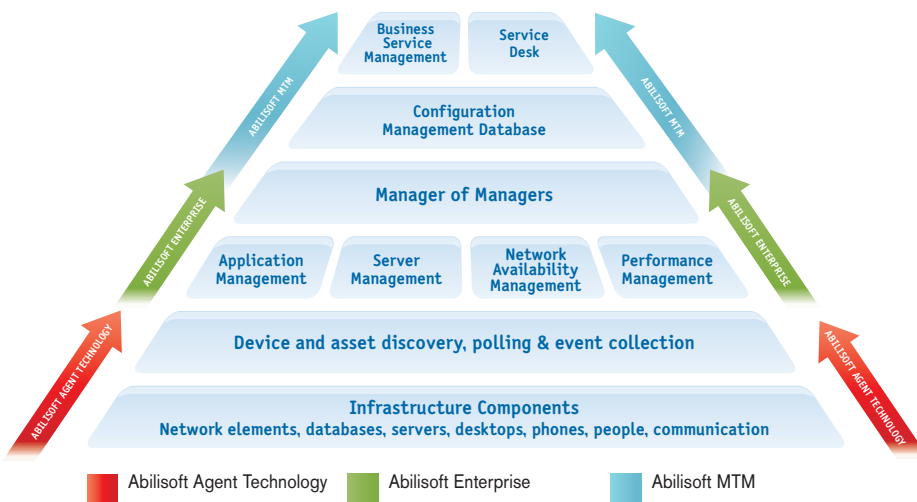
Database Connect - The sample type issues the specified query against the specified database process and collects multiple performance metrics.

Web Page Scrape - Accesses the specified web page, and checks the returned content. Regular expressions can be specified to ensure that the correct content is returned.

Web Page Scrape Count - Accesses the specified web page, and checks the returned content. A regular expression is specified, and the number of occurrences of the regular expression found in the returned content is counted.

SNMP Trap - Generates an SNMP trap that is sent to a monitored component. The trap is expected to be processed by the monitored system so that a separate sample can detect it at a later stage, establishing system latency.

Server Heartbeat - A sample used to monitor latency in a monitoring environment where SNMP traps cannot be received and parsed. This Sample injects a synthetic event directly into the application component.



To find out more about Abilisoft, please contact:

e request@abilissoft.com w www.abilissoft.com t +44 (0) 1525 404070
Abilissoft, 9 Doolittle Mill, Froghall Road, Ampt Hill, Bedfordshire, MK45 2ND, UK



www.abilissoft.com