



There is an alternative to forced software migration - **Introducing the Abilisoft abstraction layer**

- Has your service assurance provider announced a forced migration path for your existing monitoring tool?
- Are you of the opinion that your agent technology is becoming out of date and is no longer being enhanced?
- Do you have to invest many man hours administering your agents today?

In the past decade, most organisations have invested in a service assurance solution to ensure the uptime of their IT infrastructure. The service assurance market is increasingly dominated by megavendors, and notably, these vendors are now investing the majority of their R&D on the improvement of service management capabilities within their overall solution stacks, and not lower down the chain, rejuvenating and enhancing the technology at the collection layer (i.e. the agents).

For service assurance to be truly effective, the agents that feed alerts and events into the management platforms above must be up to the job. So a lack of investment in the agent layer poses a major threat to the quality and performance of the overall service assurance solution. That said, the megavendors all have a variety of monitoring solutions within their portfolios, and the historical roadmap has been to converge or superset these technologies. This inextricably leads to many costly forced migrations from one technology to another; more often than not, with no discernable benefit in terms of functional improvement or improved operational efficiency for the customer.

To address this challenge, Abilisoft has created the world's first **"abstraction layer"** between the traditional proprietary manager and agent architecture of today's monitoring solutions, providing organisations with the flexibility of choice to actually monitor **what they want, in a way that they want**. Abilisoft empowers organisations to bypass this standard proprietary relationship, and thereby gives customers the opportunity to replace old outdated and underperforming software components with Abilisoft's leaner, more functionally performant, and more cost effective software, in a risk free, controlled transformation process.



Abilisoft - The global leader in agent technology innovation

The abstraction layer is achieved because Abilisoft's "agnostic" agents have been specifically designed to be **seamlessly implemented** into any existing monitoring solution within the organisation's IT infrastructure without requiring changes to the complex management layers above, in which companies have invested substantial time and money building and implementing their complex business logic (i.e. rules, service models etc.).

Organisations faced with a "forced migration" of their existing monitoring solution therefore, no longer have to migrate simply to run the agent software dictated by the vendor as "supported", which upon migration provides no marked functional or operational improvement. Instead, Abilisoft offers a **viable modern alternative that adheres to good IT engineering best practice**; older technology should only be replaced with newer technology, if it can be proven to improve the effectiveness of the existing monitoring tools and processes already in operation, and also reduce operational cost enough to provide a respectable ROI with minimal risk. Abilisoft achieves this because:

Abilisoft's cutting-edge agent technology installs seamlessly into the existing environment. Abilisoft is unique in its ability to replace an organisation's existing agent layer, with **zero impact** on the performance and continuity of the management layer. In addition, Abilisoft agents are lightweight, proactive and highly intelligent, empowering organisations to automate many business processes.

If a company has a multi-vendor network management architecture, **Abilisoft agents will report into multiple management tools**, removing duplication and confusion, and seamlessly enabling interoperability.

Abilisoft agents are **centrally managed**, which means that global changes can be made automatically across the entire network, from a **single point of control**. This frees up the resources of highly skilled NOC operators to concentrate on more complex tasks.

Abilisoft improves operational efficiency

through enhanced levels of automation coupled with proactive agent technology, saving time and improving business processes

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