

## **CIOs: Trading up to the new wave of autonomous Monitoring Agents**

By Andy Onacko, CEO, Abilisoft

The economic reality of today's world is that businesses are demanding faster ROI and increased financial benefit from every investment they make; this presents a significant challenge to CIOs wanting to enhance their IT capabilities by trading in their aging monitoring agents and upgrading to the next wave of streamlined agent technology. Put bluntly, the ROI must demonstrate both immediate and tangible financial savings.

That next wave of agent technology is here today and has already enabled progressive thinking CIOs in mid-tier and enterprise organizations to reap substantial savings in Operating Expense. By delivering significantly enhanced capability to track the performance of physical servers, virtual machines, applications, databases, and networks, the latest agent technology delivers real improvements in IT Service Delivery and increased efficiency across IT Operations.

### **The Savings Opportunity**

In today's financial new world order, CIOs need to be able to make a compelling business case to bring on board innovative technology in order to remedy the costly problem of older legacy monitoring agents, which tend to put a high demand on operational support teams and carry hefty upgrade and maintenance fees.

Value Concept Pricing (VCP) can be used to deliver and implement the latest agent technology and ensure a smooth operational transition supported by a practical and well established implementation methodology, thereby realizing savings of up to 75 percent year-on-year against current Operating Expense; VCP gives CIOs their compelling business case.

Value Concept Pricing (VCP) recognizes the investment already made in legacy agent technology and makes an allowance against some or all of that investment when calculating the cost of trading up to the latest agent technology; this allows CIOs to demonstrate a real time and cost benefit that justifies trading up to the latest agent technology and delivers tangible business benefits.

The capability to offer VCP stems from a supplier's adoption of an innovative business model delivering maximum business benefit for minimal capital investment, and generating sustainable recurring support revenues rather than driving significant one-time revenues from one off investment expenditure. The reduction in capital expenditure required to take advantage of technology advances delivers real benefit to customers by enabling them to maintain and enhance their competitive advantage in delivering cost effective service

management, and promotes a long term mutually beneficial business relationship.

### **The Technology Advantage**

If Henry Ford had asked his customers what they wanted, they would probably have said “a faster horse”, and the motorcar may never have been invented.

Legacy agent technology simply cannot evolve to deliver the required efficiency and technical demands of today’s complex infrastructure environments. Based on old technology and design concepts, and having numerous dependencies on other products in the ‘software family’ to which they belong, many legacy tools are unnecessarily complex and cumbersome, and they struggle to cope in server-loaded environments. This can leave them prone to failure, which can in turn expose an organization to unacceptable risk of service degradation and subsequent financial loss; actual losses can run into many thousands of dollars per hour.

The latest agent technology delivers maximum benefit with minimal impact on resources. With a compact resource footprint and autonomous functionality, the new agent technology integrates easily with leading Network Management Systems (NMS) and Service Desk applications, and allows secure command and control from remote locations. The power and flexibility to easily perform unique tests against any critical hardware device, service or business process, delivers real technical advantage.

### **How the best-in-class modern monitoring agent technologies work**

Modern monitoring agents solve many of these problems and work by keeping an eye on the server and by sending alerts when the virtual memory is running low, when there is bottleneck with the CPU, when the local storage is filling more rapidly than expected, and when the response time of the database is not deemed to be within acceptable service levels. These warnings are delivered either via a specific alarm, SNMP trap, or via an e-mail notification so that the relevant operator is in a position to have more time to investigate and to resolve issues, and for example to move processes from one CPU to another.

With features like “Dynamic Monitoring” and “Zero-Configuration”, Time-To-Value is minimized as the modern agent will begin its monitoring function and collection of performance data immediately upon installation. Furthermore, these solutions are streamlined and come in the form of discrete pieces of software deployed across the network and they are designed in such a way that they can talk to high-level support systems, and perform on-board analysis such as correlating a dip in performance with a configuration change in the network.

The modern monitoring agents can also monitor themselves as well as function as probes of networks, databases, applications, web sites, routers, and other critical components in addition to the servers. Highly resource efficient, these

agents are ideal for virtualized environments, and may even reduce network downtime costs as well as the risk of downtime, thereby enhancing the credibility of the IT Support function and improving internal and external customer experiences.

### **Conclusion**

VCP delivers clear financial advantage by significantly and immediately reducing Operating Expenditure, whilst the new agent technology delivers technically superior performance advantages and functionality. This enables CIOs to take full advantage of technical innovation, keep their business at the forefront of the competitive field, and drive real cost advantage within the business.

In today's increasingly competitive business landscape, CIOs across all industry sectors should consider whether they could afford **not** to trade up to the latest agent technology.

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