

# theGuard! Business Service Manager



Efficiently Monitor Your Business Processes  
to Ensure Their Continuity



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*“theGuard! software (...) helped us boost the availability of our IT systems and speed up the error recovery process.”*

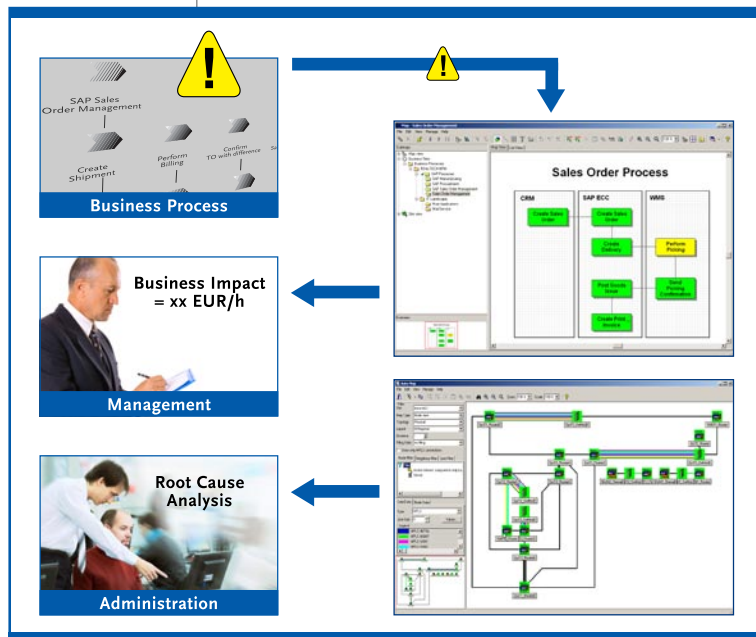
Helmut Goetz, IT Infrastructure Manager at OSRAM

## Around-the-Clock Business Availability

■ To achieve their strategic business goals, companies require an effective IT organization. Therefore, IT performance has to be continuously measured, documented, analyzed, and systematically improved. The integration of comprehensive business service management processes, coupled with the user-friendly management of networks, systems, and applications, allows companies to monitor their IT-enabled business processes and gives them information that is tailored to their users' needs.

theGuard! Business Service Manager allows companies to monitor and analyze their applications and systems in any size network. Its integrated escalation management responds to errors by sending automatic and targeted alerts, which greatly reduces response times.

*Role-based views give individual users exactly the information they need.*



## Vendor-Independent Network and System Management

■ theGuard! Business Service Manager employs standard management protocols (e.g. SNMP, WMI, and WBEM) to fully capture IT infrastructure data. It is the world's only software that is capable of automatically detecting every single component (router, switches, servers, storage, etc.) within a network, irrespective of equipment vendor. This is done on the basis of currently more than 350 product-specific modules (PSMs), which were all developed in-house for theGuard!. For a complete list, please visit [www.realtech.com/psm](http://www.realtech.com/psm).

All components are monitored from a single point of control. All attributes are consistently displayed no matter the device type or vendor. This gives administrators the means they need to comprehensively manage even the most heterogeneous networks.

## Intelligent Application Management

■ theGuard! Business Service Manager gives you an instant overview of your applications, operating systems, servers, and databases. The solution captures and analyzes the system status, events, and performance data in real time. This data can then be compiled into long-term statistics or reports. The integration is achieved with the help of specific business connectors: interfaces are currently available for a multitude of commonly used applications (Microsoft Exchange, IIS,...), databases (MS-SQL, Oracle,...), operating systems (UNIX, Microsoft,...), management systems (Virtual Center, Oracle Enterprise Manager,...), and ERP solutions (SAP,...).

## The ABCs of Intelligent User Interfaces

■ The new interface of the “adaptive business cockpit” component of theGuard! combines the advantages of a comprehensive and normalized data pool with the automatic detection of applications. If, for example, a company uses Microsoft Exchange, the software will automatically know which type of monitoring will make the most sense for the company's e-mail server.

All relevant parameters are compiled into dashboards that are available in a concise user interface. theGuard! offers these adaptive views for a wide variety of applications such as SAP or VMWare. Users can also choose to customize their dashboards.

## Central Configuration Management

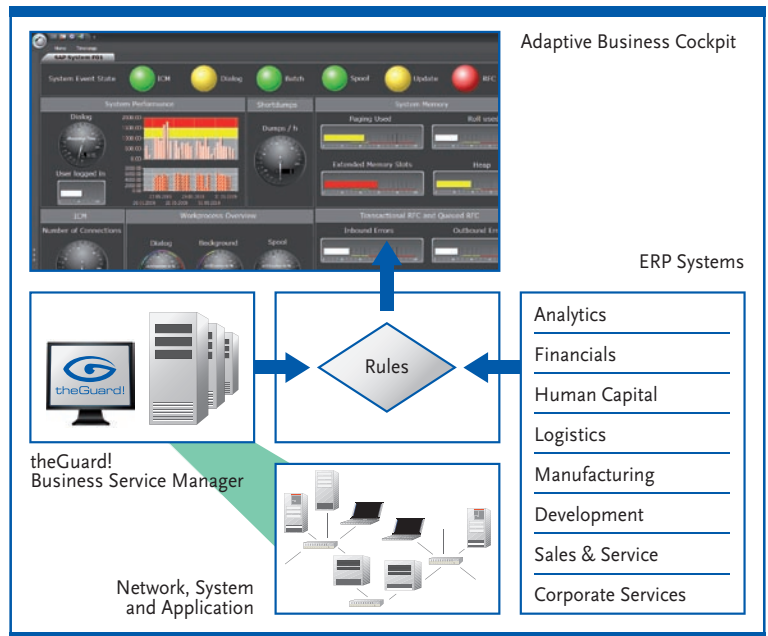
■ Complex system environments make it extremely difficult to manually capture configuration details and software versions. The automated software distribution and release management capabilities of theGuard! will help you automate these tasks. theGuard! Business Service Manager includes a vendor-independent provisioning module that is capable of centrally managing the configuration of any CLI device. Its comprehensive features allow you to read out configuration data, create configuration macros and scripts, and distribute software, no matter who the technology vendor is.

## IT Process Mapping

■ The integrated “correlation engine” of theGuard! enables companies to flexibly map their IT processes. This module is expanded with the “workflow engine”. It creates a foundation that allows them to, for example, map documented response schemes or change processes. theGuard! Business Service Manager includes pre-configured templates that can be customized to fit the needs of your company.

## One-Click Analysis

■ The visualization of data provides insight into even the most complex relationships. With its Visual Assisted Analysis (VAA), REALTECH has developed a method that uses a so-called AutoMap to graphically and concisely represent the automatically detected network topologies. The AutoMap will automatically display all nodes that belong to a selected network segment. The different statuses, such as duplex status, MOS, response time distribution of the application, MPLS, or VLAN membership, are displayed to the user as color-coded status information. This allows for the graphical representation of logical and physical relationships between components and provides a visual indication of their operating status.



## Measurable User Satisfaction

■ To enable companies to objectively measure and evaluate the services delivered by the IT department, REALTECH has included a tool for the simulation of user input.

A GUI bot simulates the execution of an application and measures response times. This allows for an objective evaluation and subsequent optimization of the system performance as perceived by the user. This feature also lets companies implement an end-to-end monitoring (E2E) of entire process chains. This information can make a valuable contribution to the identification of root causes of emerging problems.

*Data is consolidated in a central GUI.*

## At a Glance

■ theGuard! Business Service Manager assists IT teams in the execution of routine tasks, thus accelerating IT service delivery. theGuard! will respond to performance problems and error situations by proposing solutions and taking the necessary steps to stabilize the system. System administrators will be notified of relevant events using their preferred means of communication – including mobile notifications via e-mail, pager, text message, or WAP services.

- ▶ Monitoring of IT-enabled business processes
- ▶ Straightforward integration of external ERP systems
- ▶ Vendor-independent system and network management
- ▶ Intelligent application management
- ▶ Automated alerting with workflows for all types of operation
- ▶ Topology and VLAN management
- ▶ End-to-end analysis (including VoIP)
- ▶ Developed in Germany, worldwide support

# theGuard! Products and Capabilities

	Business Process Management	Business Service Management	IT Service Management	Application Lifecycle Management	Configuration Management	CMDB
<b>theGuard! Service Management Center</b>						
theGuard! Business Process Manager	●					
theGuard! Business Service Manager		●	●		●	●
theGuard! ServiceDesk			●			
theGuard! CMDB		●	●		●	●
<b>theGuard! Change &amp; Configuration Management</b>						
theGuard! ChangePilot				●		
theGuard! TransportManager				●		
theGuard! SyncAssist				●		
theGuard! InterfaceManager	●					

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## About REALTECH

REALTECH AG is an international holding company that specializes in SAP technology consulting and the development and marketing of IT service management software.

REALTECH Software Products GmbH is **Europe's leading provider of system management software**. REALTECH's theGuard! suite of products is the world's only highly integrated software portfolio for **enterprise-wide IT management and secure business processes**.

**theGuard! Service Management Center** includes software for your business process and business service management needs, supports all service management disciplines according to ITIL V3, and offers comprehensive monitoring, analysis, and alerting features. REALTECH's **theGuard! Change & Configuration Management** products ensure the reliable execution of development and change processes across multiple systems and applications. This improves the quality of applications (e.g. SAP) and helps ensure system stability and auditability.

Over 1,000 companies and institutions the world over have been relying on theGuard! software solutions for over a decade now. This includes companies such as OSRAM, John Deere, Atos Origin, EnBW, German savings banks, and the German Army.

### REALTECH Software Products GmbH

Industriestr. 39c · 69190 Walldorf · Germany  
 Phone +49.6227.837.0 · Fax +49.6227.837.837  
 customer-services@realtech.de · www.realtech.com

