Challenges in using Microsoft SCOM as a ‘Stand-alone’ Monitoring Solution

Microsoft SCOM is a leader in the monitoring and management of Windows systems and servers. While this solution offers deep insights into the performance of critical Microsoft applications such as Active Directory, MS SQL, SharePoint, etc., it offers very limited visibility into the operational health of non-Microsoft applications/operating systems and network devices! Moreover, SCOM does not have the built-in intelligence to monitor many popular hypervisors such as VMware vSphere, Citrix XenServer, Solaris LDOMs, etc. To fill this vacuum, SCOM administrators are often forced to rely on management packs offered by third-party vendors, which provide specialized monitoring capabilities for specific application silos. As the infrastructure grows in size and complexity, administrators deploy more of these management packs in the environment to ensure end-to-end monitoring coverage. What they will end up with though is a bouquet of management packs that report a plethora of metrics, but little actionable information. This is because of the lack of a comprehensive, consolidated view of performance and problem information collected from across the infrastructure. Consequently, problem isolation and speedy resolution become a challenge! What administrators need therefore is a single solution that can provide monitoring support to both Microsoft and non-Microsoft applications spanning physical and virtual infrastructures from a centralized console.

Solution: The eG SCOM Universal Management Pack

eG Enterprise supports monitoring, diagnosis, and reporting for over 120+ applications (both Microsoft and non-Microsoft), 10+ operating systems (eg., Microsoft Windows, RedHat Linux, Solaris, etc.) and 7+ virtualization platforms (such as VMware vSphere, Citrix XenServer, Microsoft Hyper-V, etc.).

The eG Enterprise system integrates seamlessly into the Microsoft SCOM 2007/2012 framework through an eG SCOM Universal Management Pack and an eG management pack. The eG SCOM Universal Management Pack automatically inserts the eG-managed components into the SCOM system and uses the eG management pack to periodically update the state of these components with the state information extracted from the eG manager. This enables administrators to use the SCOM system as the single, central monitoring solution for the entire IT infrastructure.
Layers of the VMware vSphere ESX model and their state in a diagram view in SCOM

Launching eG monitoring console from the Active Alerts view in SCOM

Accessing the eG knowledge base using SCOM’s Health Explorer

**End-to-End Performance Monitoring using SCOM!**
- Use Microsoft SCOM to monitor all applications/devices (including custom-defined ones) that the eG Enterprise system can monitor - not just Microsoft applications.
- Be alerted to problems in any layer in any tier of your IT infrastructure, from one end to another!

**Shorter learning curve for SCOM administrators!**
- View performance information and receive problem updates related to the entire IT infrastructure in the SCOM console.
- Saves administrators the time and trouble involved in mastering the modus operandi of multiple management packs.
- Instantly launch context-sensitive web pages in the eG monitoring console from the SCOM console to gain access to advanced diagnostics offered by the eG Enterprise system and troubleshoot issues within minutes!

**Maximize the returns on your SCOM investment!**
- Combines eG Enterprise’s increased monitoring depth and breadth with SCOM’s expertise in monitoring Microsoft products to convert SCOM into a single, powerful solution that can cater to all your monitoring needs!

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**About eG Innovations**

eG Innovations provides intelligent performance management solutions that ensure user productivity and reliable delivery of mission-critical business services in cloud, virtual, and physical IT environments. Where traditional monitoring tools fail to intelligently correlate performance across heterogeneous IT environments and provide actionable insight into causes of service issues, eG Innovations delivers total performance visibility across every layer and every tier of the service infrastructure. From desktops to applications, and from network to storage, eG Innovations dramatically accelerates the discovery, diagnosis, and resolution of performance and user experience issues -- before they impact user productivity and the success of transformational IT initiatives. eG Innovations’ award-winning solutions are trusted by the world’s most demanding companies to deliver on the ROI promise of transformational IT investments, and keep business services up and running. Customers include JP Morgan Chase, Citigroup, Depository Trust and Clearing Corporation, Cathay Bank, AllScripts, Honeywell, Fidelity Investments, PricewaterhouseCoopers, Samsung, Xerox, Marathon Oil, McKesson and many more. Contact us for more information.