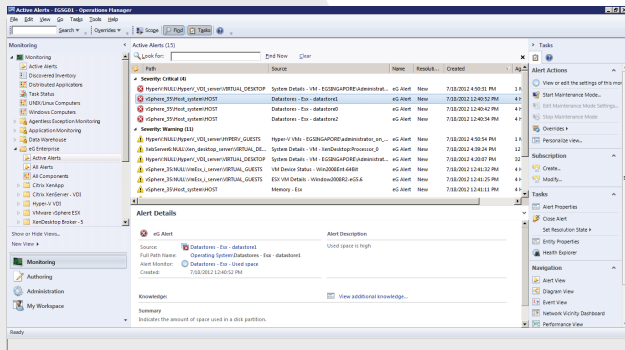


# The eG Enterprise Microsoft System Center Operations Manager Plugin



*eG alerts displayed in the System Center Operations Manager console*

## Features at a Glance

- Integrated end-to-end Monitoring of IT Infrastructures:** The combined eG Enterprise System Center Operations Manager solution leverages the best of breed capabilities from System Center Operations Manager for Microsoft infrastructure monitoring with eG Enterprise's broad and deep coverage of non-Microsoft technologies.
- Makes System Center Operations Manager "virtualization-aware":** The integration extends The integration extends eG's virtualization monitoring expertise to System Center Operations Manager, enabling administrators to proactively detect issues in heterogeneous virtualized platforms and promptly resolve them.
- Centralized monitoring, alerting and reporting from System Center Operations Manager:** The System Center Operations Manager console becomes the one-stop-shop for performance and problem information collected from across the infrastructure. The combined solution leverages eG Enterprise's automatic root-cause diagnosis capability to generate accurate root-cause alerts in the System Center Operations Manager console.
- Troubleshooting made easy:** The eG monitoring console can be launched from the System Center Operations Manager console on-demand, allowing administrators instant access to the detailed diagnostics provided by eG and easing troubleshooting pains.

## Use eG Enterprise to Enhance the Monitoring Capabilities of Microsoft System Center Operations Manager

### Challenge : Using Microsoft System Center Operations Manager as a 'Stand-alone' Monitoring Solution

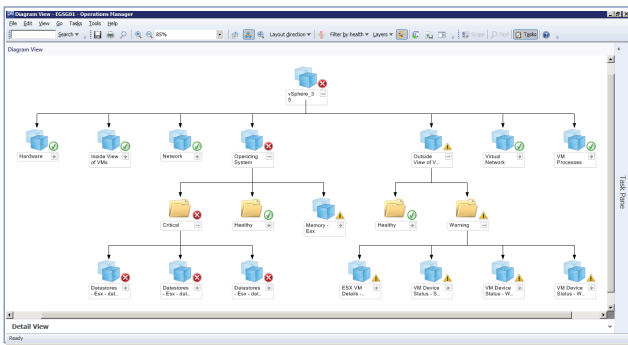
Microsoft System Center Operations Manager is a leader in performance monitoring and management of Microsoft applications such as Active Directory, Microsoft SQL Server, Exchange Server, IIS and SharePoint. However, System Center Operations Manager is limited in its support for non-Microsoft applications (like Citrix, Oracle, Java, IBM WebSphere, SAP, etc.), Unix operating systems and network devices. SCOM also does not have the built-in intelligence to monitor virtualization platforms like VMware vSphere, Citrix XenServer, Red Hat Enterprise Virtualization, AIX LPARs and Solaris LDOMs, or new technologies like virtual desktops. To address these limitations, System Center Operations Manager administrators often have to rely on domain-specific management packs offered by third-party vendors. Since a single infrastructure can have different application and virtualization tiers, multiple management packs from different vendors are often required.

While individual management packs offer domain specific coverage, since the packs are from different vendors, there is no integration between them. As a result, administrators get a lot of metrics about each infrastructure tier, but very little actionable information and correlated alerts to help them pinpoint the real root-cause of a performance issue. This lack of an integrated, end-to-end view of the infrastructure leads to long problem isolation and diagnosis cycles, resulting in poor user experience and loss in user productivity. IT operations costs also increase as domain experts end up spending time in routine fire-fighting activities. What administrators need therefore is a single integrated monitoring solution that can support Microsoft and non-Microsoft applications spanning physical and virtual infrastructures.

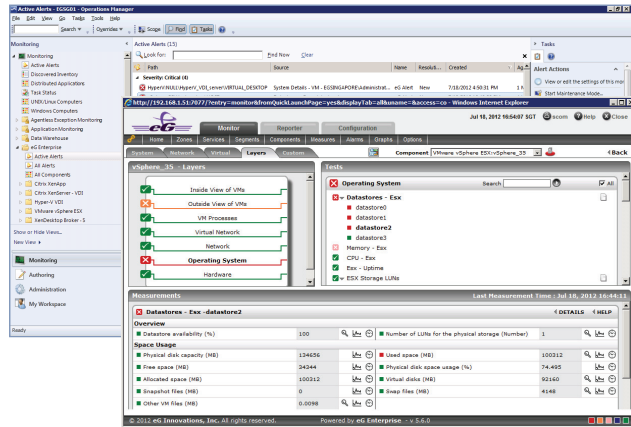
### Solution: The eG Enterprise System Center Operations Manager Plugin

The eG Enterprise suite from eG Innovations provides integrated end-to-end monitoring, diagnosis and reporting for IT infrastructures, irrespective of whether they are deployed on physical, virtual or cloud servers. eG Enterprise provides broad coverage – with support for 150+ enterprise applications (both Microsoft and non-Microsoft), 10+ operating systems (eg., RedHat Linux, AIX, HPUX, Solaris, etc.) and 9+ virtualization platforms (including VMware vSphere, Citrix XenServer, Windows Server Hyper-V, Red Hat Enterprise Virtualization, etc.).

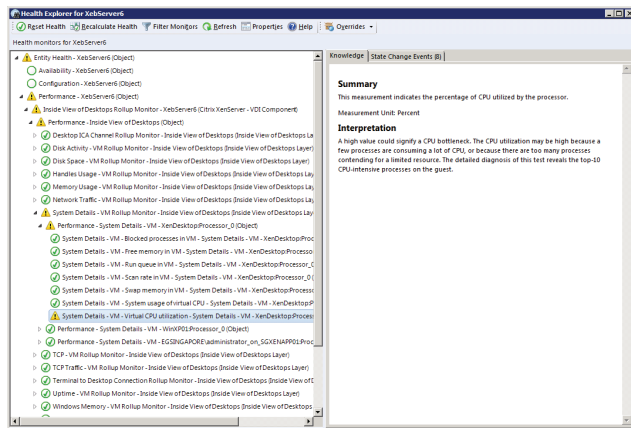
With the eG Microsoft System Center Operations Manager plugin, eG Enterprise can be seamlessly integrated with Microsoft System Center



Layers of the VMware vSphere ESX model and their state in a diagram view in System Center Operations Console



Launching the eG monitoring console from the Active Alerts view in System Center Operations Manager Console



Accessing the eG knowledge base using Health Explorer view in System Center Operations Manager Console.

Operations Manager 2007 and 2012 versions. With this integration, administrators do not have to deploy many management packs from different vendors. They can use System Center Operations Manager to monitor the Microsoft services in their infrastructure and use eG Enterprise for all the non-Microsoft services like Citrix XenApp/XenDesktop, SAP, Java applications, etc. Instead of sending raw metrics to System Center Operations Manager, eG Enterprise collects, analyses, and correlates metrics from every layer, every infrastructure tier using an industry first “virtualization-aware” root-cause diagnosis technology. Only actionable information is sent to the System Center Operations Manager console, with a view to enabling the administrators to initiate the right corrective action to fix a problem.

## Benefits of the eG System Center Operations Manager Integration

### End-to-End Performance Monitoring of Heterogeneous IT infrastructures Using System Center Operations Manager

- Use System Center Operations Manager to monitor the entire infrastructure end-to-end, including all key components supporting business critical services like Citrix, SAP, Java etc. (not just Microsoft applications).
- Monitor heterogeneous virtualization platforms - VMware vSphere, Citrix XenServer, AIX LPARs and Solaris LDOMs - from a central System Center Operations Manager console, without needing different plugins for each platform.
- Add monitoring for custom applications to System Center Operations Manager very easily using the eG System Center Operations Manager plugin.

### Short Learning Curve for Administrators

- View performance information and receive problem updates relating to any layer of any tier of your IT infrastructure in the System Center Operations Manager console.
- Saves administrators the time and trouble involved in mastering the modus operandi of multiple management packs.

### Maximize the Returns on your System Center Operations Manager Investment

- Combine eG Enterprise's increased monitoring depth and breadth with System Center Operations Manager's expertise in monitoring Microsoft technologies to get a single, powerful solution that caters to all your monitoring, diagnosis and reporting needs.
- Instantly launch the eG Enterprise console from System Center Operations Manager to gain access to advanced diagnostics and granular performance reports in the eG Enterprise system and troubleshoot issues within minutes.

## 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. Contact us for more information.