

Automate Incident Management for Infrastructure and Applications

Enhance Service Uptime and Provide Stellar User Experience



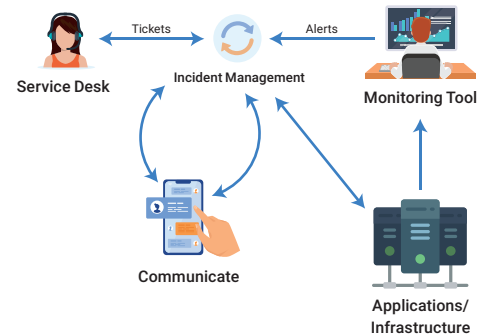
PagerDuty

Key Benefits

- ✓ **Automate incident management:** Incidents are created in PagerDuty as soon as alerts are reported in eG Enterprise. Incidents in PagerDuty are updated, modified or closed based on the status of the corresponding alerts in eG Enterprise. This puts IT operations in auto-pilot mode.
- ✓ **Get notified about performance issues in real-time:** Integrate seamlessly into existing workflows of your IT operations teams. They can instantly act when they are notified of application or infrastructure issues. By prioritizing root-cause of issues, eG Enterprise ensures that IT administrators are focused on the key issues and not distracted by the effects.
- ✓ **Proactively solve issues before users get impacted:** By having access to metrics that provide early warning indicators and by getting alerts when automatically determined baselines are violated, administrators can proactively detect and start working on potential problems, thereby minimizing service downtime.

The Case for Automated Incident Management

Automated incident management is a must for efficient IT operations. A manual process is time consuming, people dependent and prone to human errors. Automated incident management is fast, error-free and enables IT operations teams to learn about and react to problems quickly, saving critical minutes within which an outage can occur and cause significant revenue loss to the business.



While eG Enterprise offers a comprehensive solution for monitoring the performance of IT applications and infrastructures and helps them answer the tough question “why is my application slow?”, PagerDuty is a modern incident management platform that provides IT teams with reliable notifications, automatic escalations, on-call scheduling, and other functionalities to help teams detect and fix application and infrastructure problems quickly.

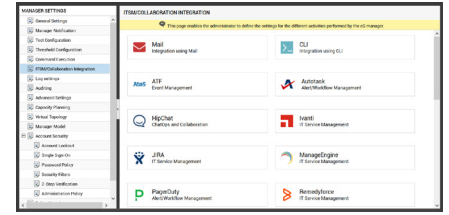
The [eG Enterprise-PagerDuty integration](#) provides IT teams with the right information, at the right time, so they can take timely action to manage the experience of their users as they access key IT services they support.

Highlights of this integration include:

- Fully automated management of application and infrastructure issues
- Automatically determine the root-cause of issues by correlating performance of Applications, Infrastructure, Virtualization platforms, Cloud and User Experience
- Control the severity and the type of alerts which will trigger incidents
- Develop customized workflows and processes for incident management using the eG Enterprise-PagerDuty integration.

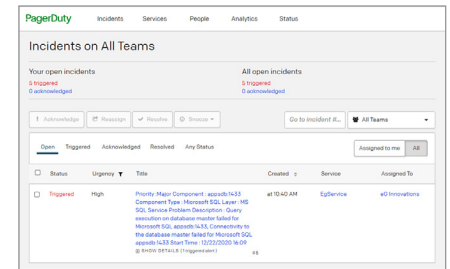
Get Started in Minutes

- Administrators can configure the PagerDuty instance information and access credentials in the eG Enterprise's admin console.
- Using web services APIs supported by PagerDuty, eG Enterprise pushes updates to PagerDuty as and when any change in application or infrastructure performance is observed.
- Administrators have the flexibility to define the format of the incidents being displayed in the PagerDuty console. The severity of alerts pushed from eG Enterprise to PagerDuty can be controlled, so for example, only critical alerts in eG Enterprise can open incidents in PagerDuty.
- Once incidents are created in PagerDuty, existing workflows are used. The relevant IT operations teams are informed using their preferred mode of communication and incidents are tracked for violation of SLAs and escalations.



How the eG Enterprise – PagerDuty Integration Helps All Stakeholders

- IT operations teams have instant access to all key alerts, so they can start working on application and infrastructure issues at the earliest. Proactive alerting gives them a heads-up on impending issues.
- For helpdesk teams, the integration ensures that they can keep using their preferred incident management system across use cases and IT services. Root-cause information embedded in the incidents allows them to quickly determine which IT experts are to be involved in problem troubleshooting. This goes a long way to reducing mean time to repair (MTTR).
- IT architects can analyze incidents across tiers, domains and by type and glean insights into where the bottleneck areas are. They can then devise strategies to improve IT efficiency and performance.
- Executive management have access to all incident data in one place, across monitoring tools and systems. They can get consistent reports regarding incidents across different IT services and evaluate performance against SLAs.



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The ROI of eG Innovations exceeded our expectations. Not only did we get those chargebacks reduced, we also benefitted IT as a whole because help desk tickets weren't created and time management was a lot better-- we weren't spending hours trying to pinpoint issues, we could reallocate those resources to other, more important activities.

Peter Dinh
Senior Virtualization Engineering Lead, eBay Inc.

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About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a centre for productivity, growth, and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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