

## Microsoft System Center Operations Manager with EMC Ionix IT Operations Intelligence

### Network-aware, end-to-end service management

Together, Microsoft® System Center Operations Manager 2007 and EMC® Ionix™ provide a network-aware, end-to-end service management solution. Benefits of this joint management solution from Microsoft and EMC include:

- Complete end-to-end IT service visibility by making Operations Manager network aware
- A simple, extensible management solution built on a common model library
- Faster administrator response time with the EMC root-cause analysis engine

### Manage your entire environment from a single pane of glass

As businesses grow, there is an increasing need for organizations to manage and monitor IT services in ways that meet service levels and ensure the viability of their critical business services and applications. The propagation of web services and composite applications underscores this need—IT organizations now monitor IT processes that span servers, applications, web services, clients, and the network.

Typically, they use homegrown solutions—various products from different vendors that are monitored by watching multiple panes of glass. This approach increases costs and complexity, which in turn limits how much value an IT organization can provide. No matter how workable it seems, a home-grown solution will not let you see the entire IT service or manage it with confidence. IT organizations need a low-cost, easy-to use, and integrated management solution that lets them shift away from looking at many monitoring terminals and refocus their energies and resources on delivering value to the business.

Working together, EMC Ionix and Microsoft System Center Operations Manager 2007 provide a solution that offers end-to-end service management, including full visibility into the network. Network management is increasingly becoming an integral part of end-to-end service management. This joint EMC and Microsoft offering draws on state-of-the-art network and systems management, combining the advanced correlation and root-cause capabilities of the EMC Ionix product family with the ease-of-use and IT service management capabilities of Microsoft System Center Operations Manager. IT organizations can replace their multiple management tools, applications, and terminals with one network-aware, end-to-end service management solution viewable from a single pane of glass—Operations Manager 2007.

Combining the capabilities of EMC Ionix IT Operations Intelligence with Operations Manager 2007 provides IT professionals with network-aware service management in one easy-to-use package. Operations Manager 2007 lets you see and manage your entire IT service chain—servers, applications, web services, and clients. The network management functionality from EMC IT Operations Intelligence adds the capacity to see the network issues that affect all levels of your IT service chain. You now have the ability to quickly isolate the cause of service performance and availability issues within the application, server, client, or network infrastructure. This enables the IT organization to route the incident to the appropriate troubleshooting and resolution team. For the first time, you will have full end-to-end service management.

## Root-cause analysis

The powerful EMC IT Operations Intelligence root-cause analysis engine works hand in hand with Operations Manager 2007 to quickly identify the root cause of network problems, rather than leaving you to manually dig through mounds of alert data. By sending only root-cause problems to Operations Manager, you no longer have to sort and filter through numerous—and likely, conflicting or inconclusive—alert messages and you don't waste critical time chasing after the wrong issues. By solving the right problem in less time, you improve the IT organization's ability to address mission-critical business needs and IT services.

## Model-based architecture

EMC IT Operations Intelligence network discovery and management functionality connects directly with Operations Manager 2007. This integration lets you monitor the network and your Microsoft environment and workloads—such as Microsoft Exchange® and SQL Server®—with just one solution that enables you to identify and resolve problems before they impact business operations. Because you can see everything from a single management console instead of having to watch multiple panes of glass, IT operations' costs drop significantly.

The solution also reduces costs and complexity because it is one system with a common foundation built on the Service Modeling Language (SML) platform. SML is used for building models of IT services that can be used from development to deployment, operations, and maintenance. EMC, Microsoft, and other leading information technology companies are developing an SML Common Model Library (CML) for networks, applications, servers, and other IT resources that capture best practice expertise and knowledge for management. The SML models help reduce costs and complexity by creating IT solutions from reusable best practice models, as well as ensuring the integrity of the IT service. One integrated solution leveraging SML means closer interoperability and integration between EMC Ionix and Operations Manager because there's no need to translate monitoring information and events between different formats and solutions.

More important, you ensure that vital system information isn't lost, because information is synchronized between EMC Ionix and Operations Manager 2007. The solution synchronizes alerts, status, and resolution so that information is always up to date and problems can be responded to more quickly. In addition to the common SML foundation, EMC and Microsoft are also co-developing a behavioral-based model to improve cross-domain analysis and extensibility within the Operations Manager environment. Industry partners will be able to develop Operations Manager management packs with this behavioral model, which will leverage the analytic engines of the EMC Ionix management technology.

## Increased business value

The innovative collaboration between Microsoft Operations Manager and EMC Ionix is just beginning. This joint solution offers optimal management efficiency, full network visibility, accurate root-cause analysis, and the cost savings and improved information sharing inherent in model-based design. This adds up to extraordinary customer value with more to come.



**EMC Corporation**  
Hopkinton  
Massachusetts  
01748-9103  
1-508-435-1000  
In North America 1-866-464-7381  
[www.EMC.com](http://www.EMC.com)

### Take the Next Step

To learn more about how you can use end-to-end service management and visibility to help reduce IT management complexity, call your local EMC or Microsoft representative or visit our websites at <http://www.microsoft.com/systemcenter/opsmgr> and <http://www.emc.com/products/detail/software/it-operations-intelligence-third-party-adapters.htm?context=smfamily>.