

Oxygen for IT



ServicePilot® NBA for z/OS Mastering Complexity

Know your applications, your networks and your users

In today's networked world, the success of enterprises, service providers and government entities lies in their ability to rapidly build and manage high value IT infrastructures that are reliable, secure and responsive.

Facing such challenges, IT departments have to provide open and personalized access to services while preventing fraud or piracy, and ensure non-stop service availability and performance across complex infrastructures, ranging from networks to applications.

Flying blind

Most IT departments have limited visibility into what is really happening within their infrastructures: who is on the network; what application is running; where the traffic is flowing; etc. Traditional tools do not provide global visibility into how users, applications, hosts and devices are behaving and do not detect changes from normal behavior due to performance problems, application issues or security threats.

In-depth visibility and security, like having radar

ServicePilot NBA for z/OS supports large organizations, which maintain infrastructures that include z/OS mainframes running business critical applications.

Based on real-time technology, ServicePilot NBA for z/OS collects data directly from the source and offers an end-to-end view of activity.

Using NBA (Network Behavior Analysis) mechanisms, it offers proven secure modules for monitoring and automating the z/OS environment in real-time.

Minimum resources and easy to deploy, certified for all z/OS environments

ServicePilot NBA for z/OS may be downloaded from the Web, installed in minutes, is easy to configure and simple and intuitive to use. It is written in Assembly language, consumes minimum resources, is compliant with RACF security standards and is certified from OS/390 v2r5 to z/OS v1r9.

Domains of usage

The IT landscape is evolving faster and faster and is increasing in complexity. So IT organizations are looking for unique and simple tools to help optimize the availability and performance of their business-critical applications and ensure a decrease in threats and lower compliance costs.

As a flow-based solution, ServicePilot NBA for z/OS provides a view of end-to-end applications and their dependencies. It offers an advanced new method of increasing application performance and streamlining network security by analyzing the interactions of users with applications, systems and networks.

ServicePilot NBA for z/OS delivers relevant and accurate data to simply and quickly resolve availability and performance issues, unauthorized usages and security threats.



Application performance management

Anything that interrupts or impedes performance of business-critical applications can directly impact enterprise revenue and productivity. Even underlying networks can impact the performance of applications and so IT departments must monitor exactly what is happening on their networks. The lack of real-time data severely limits the IT staff's abilities to spot and correct service disruptions before they affect network and application performance. In addition, today's multi-tier applications make the relationships between infrastructure, end-users and applications more complex.

ServicePilot NBA for z/OS builds the entire application path between mainframes in the data center and end-users. By combining network and application data flow with user identity, ServicePilot NBA for z/OS provides an end-to-end application view to support performance and security requirements.

ServicePilot NBA for z/OS enables IT teams to measure, analyze and maximize in real-time an application's performance. It profiles and analyzes the typical behavior of an application and the underlying network. If there are any meaningful changes in application behavior and usage patterns, ServicePilot NBA for z/OS will pinpoint a potential application problem and automatically inform the IT staff of its most likely cause, thereby reducing the time to resolution.

Network security improvement

To ensure maximum security of their Information System against any attack or misuse, the IT staff must protect all sensitive points of their network, their servers, etc

To carry out this mission, the IT department can use a wide range of complementary security tools, such as antivirus and IDS / IPS (Intrusion Detection Systems / Intrusion Prevention Systems), each of them contributing to improve the overall protection of the infrastructure.

ServicePilot NBA for z / OS provides a HIDS (Host Intrusion Detection Systems) to protect their sensitive hosts. By adding ServicePilot NBA for z/OS to the other security technologies, IT staff can have security oversight across the enterprise network with true, real-time feedback of the status of security anywhere on the network. ServicePilot NBA for z/OS alerts and advises key security personnel when unauthorized device or activity is detected.

Company policy enforcement

By using automated and auditable means to enforce company policies, such as automatic alerts and historical reporting, ServicePilot NBA for z/OS detects unauthorized devices, applications or users, and contributes significantly to reducing compliance costs. So ServicePilot NBA for z/OS increases the time IT staff can spend on business value-generating activities.

A features-rich solution

Real-time IP traces

A real-time IP tracing tool for z/OS, ServicePilot NBA for z/OS directly captures IP traffic through non-intrusive access to the IP dataspace. Its multiple user interfaces allow rapid operational diagnostics for support operators and network specialists.

Global intra-day statistics

ServicePilot NBA for z/OS monitors IP network availability and performance using a native Web interface, exports statistics via email and SMF files and summarizes z/OS and TCP/IP activity and performance.

Reporting using PDF format

From a statistic file downloaded manually or automatically, ServicePilot NBA for z/OS can generate a report in PDF format.

This report includes all information accessible from the Web user interface for one or more LPAR(s).

Behavior analysis

Analyzing traffic on the z/OS mainframe, ServicePilot NBA for z/OS correlates and consolidates complex transaction components (CICS, DB2, IMS, etc...) and delivers detailed statistics on transaction flows.

Thanks to its user identity tracking, ServicePilot NBA for z/OS correlates usernames with host IP addresses related to transactions. It identifies the “who” behind the “what”, pinpoints the source of mainframe activities with specific end-users and automatically determines who is responsible for, as well as who is affected by, an unexpected event.

ServicePilot NBA for z/OS allows the generation of on demand and / or batch reports on applicative resource or user behaviors. The batch reports are dependent upon the duration of information retention set by the administrator.

Real-time alarm on abnormal behavior

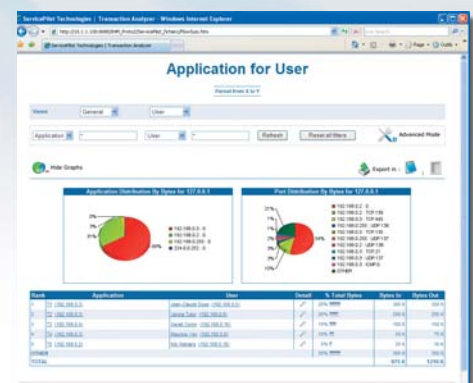
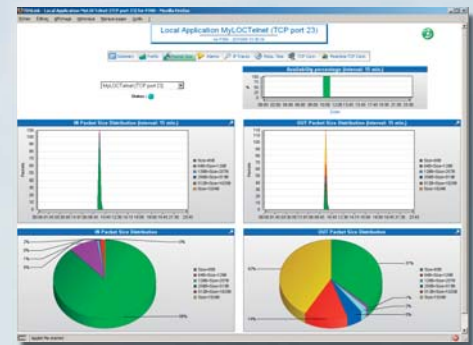
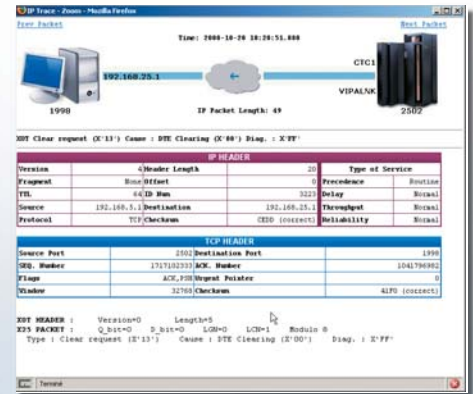
ServicePilot NBA for z/OS sets behavior rules adapted to the enterprise operations by linking one or more actions with conditions applied on application or network resource availability and/or performance.

When the conditions are met, ServicePilot NBA for z/OS notifies operators by generating real-time alarms. These alarms are displayed via a Web browser and are automatically archived in SMF format. Operators can then see and analyze meaningful changes in behavior and can react before abnormal behavior affects or disrupts users.

Real-time intrusion detection

ServicePilot NBA for z/OS detects suspicious connections, analyzes network traffic and determines their similarities with a defined set of rules. It protects the corporate network against malicious traffic and generates real-time alarms.

Using DPI (Deep Packet Inspection) technology, ServicePilot NBA for z/OS looks for a pattern within a packet from a defined point and triggers a response according to the search result.



ServicePilot® Technologies

An emerging leader in the infrastructure monitoring market, ServicePilot Technologies is a premier provider of business-focused service management solutions that can be easily installed, deployed and used.

Since its inception, ServicePilot Technologies has been profitable and has consistently and organically grown revenues. In today's highly complex and rapidly changing IT landscape, this is proof-positive of ServicePilot Technologies' solutions recognized success and market acceptance.

The proven and robust technology of ServicePilot Technologies' software suite continues to serve customers across the spectrum of vertical markets, including financial services, healthcare, manufacturing, education, and government sectors, etc. Global 2000 companies from every market segment have chosen ServicePilot to manage their network and system infrastructures and business critical applications.

ServicePilot Technologies believes that its customers are its best business partners as it continues to evolve and develop products that enable vendors and suppliers to stay ahead of the technology curve.

ServicePilot Technologies serves EMEA customers from its headquarters in France and customers in the Americas from ServicePilot's headquarters in Texas.



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