

Why choose ServicePilot?

- ✓ Quick installation
- ✓ Remote configuration
- ✓ Automatic discovery
- ✓ Threshold alerts
- ✓ Events based alerts
- ✓ Built-in dashboards
- ✓ Capacity Planning
- ✓ PDF Reports

All-in-one

- ✓ Simplified architecture
- ✓ Only one physical or virtual server
- ✓ Fast integration and configuration
- ✓ Trend analysis and capacity management
- ✓ IT control and analysis
- ✓ Optimal IT service delivery

Answers all your monitoring needs

- ✓ Server Monitoring
- ✓ Application Control
- ✓ Datacenter Monitoring
- ✓ Network Monitoring
- ✓ Application traces
- ✓ Log and Event Management
- ✓ VoIP and UC Monitoring



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ServicePilot is a complete solution for monitoring the availability and performance of converged infrastructures. It collects key IT indicators and offers, via a user-friendly interface, all the functionality essential to incident management, availability and performance analysis, capacity management and SLA control.

ServicePilot is perfectly suited to enterprises and service providers who appreciate the automation of provisioning, the variety of monitoring packages that enable them to deploy monitoring for new customers very quickly.

Easy third-party solutions (CRM, Incident ticket management, ...) integrations and automatic PDF Report distribution simplifies everyday operations.

WHY ARE WE DIFFERENT ?

Fast installation

When 95% of your equipment conforms to the market standards, a monitoring solution must be ready to use within minutes.

Monitoring Templates

A monitoring solution must quickly integrate additional technologies and offer as standard a large choice of templates in the network, server and application domains.

Automated provisioning

Provisioning is the basis of monitoring. It must be easy and efficient to quickly represent the reality: using manual provisioning, a completely automated approach or a mixture of both.

Multitenant

Service providers or enterprises, your customers or colleagues need a personalized and secured access to their information.

Responsive Web

Faced with the growing mobility of your colleagues, access to the monitoring solution must be available on their computer, tablet or smartphone, from inside or outside of the company.

User Interfaces

Information must be accessible through interfaces adapted to the users needs: maps, alerts, dashboards or PDF reports.

International

In an international context, the monitoring solution must support several languages, time zones and adapt to regional presentation preferences.

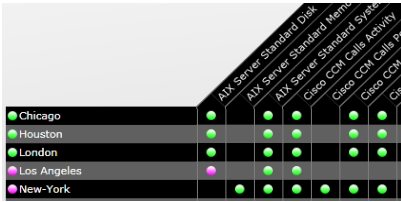
Big Data Analytics

The huge volume of data generated by your infrastructure and indexed by ServicePilot in NoSQL databases gives flexibility, performance, replication and security.



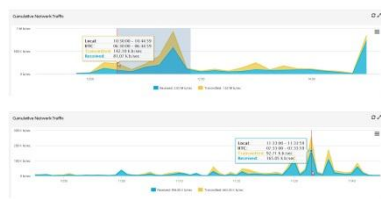
" Our aim to replace a combination of tools, including Nagios and Cacti, both taking too much time regarding tooling configurations, was a success completed in a matter of days thanks to an impressive built-in package list for network, datacenter and VoIP monitoring "

Hospital Center La Rochelle



For Help Desk

- ✓ Alerts, Correlation, Localization
- ✓ Event management, Mapping
- ✓ Service views, Business priorities
- ✓ End-to-end
- ✓ End user experience



For Technical Experts

- ✓ Dashboard by technology
- ✓ Morning check
- ✓ Resources utilization
- ✓ Most used analysis
- ✓ Capacity management



For IT Director

- ✓ Service level
- ✓ Availability
- ✓ Performance
- ✓ Recommendations

REAL TIME INTERFACES

Topology

ServicePilot allows you to create a topological representation of your IT network and services with technical, business, geographical maps.

Built-in dashboards

The summary dashboards by technology show the level of performance and the key indicators you need to quickly check the health of your various IT resources.

Impact matrix

The matrix helps you visualize the impact of a technological degradation on a geographical site and/or an application.

Event and Log Management

The list of incidents in progress is presented according to various filtering categories: status, impacted sites, technologies. Incidents can be cleared to facilitate follow-up.

Alerts

A visible color change occurs when a resource indicator threshold is reached, which is represented on the Web interface, on maps, in event lists and in dashboards.

Automatic actions

The notification module is used to execute a specific action once a threshold is reached, such as sending an alarm via email, trap or syslog.

EXPERTISE

Diagnosis help

Various web interfaces are available for a global and detailed analysis and Understand:

- ✓ Uptime dashboards
- ✓ Events and exceptions tables
- ✓ Time graphs
- ✓ Top indicators
- ✓ Search Queries
- ✓ Operations modules
- ✓ Technical groups
- ✓ Auto-discovery
- ✓ Flexible Calendar
- ✓ Contextual Filters
- ✓ Drill down

Detailed statistics

Minute by minute data collection and key indicator are stored for detailed historical analysis

Log Analytics

Log and event analysis highlights all vital data to identify IT production problems and security issues. Data indexation in a NoSQL database coupled with a multi criteria search interface allows for log correlation, events information with application performance or infrastructure problems over time reports.

REPORTING

PDF Reports

Performance and service level graphs can be accessed through a web portal and/or customizable PDF reports. PDF reports are produced via the web interface by associating Widgets (layout of technical tables, ordered lists, SLA graphs ...) and incorporating all the customized text (insertion of a summary, chapters, paragraphs, text presenting the tables ...). The generation of these PDF reports can be programmed and sent by email or generated on the fly by the user for a chosen time period.