

# Enterprise Network Management System (EMS)

## Features

- Supports Distributed and Multi-Layered Architectures
- Fault & Performance Management
- Topology
- Network Designer (HawkEye) & Configuration (NCM)
- Application Management
- Database Management
- Multi Connector API
- High Availability (HA)
- Disaster Recovery (DR)
- Multi Mode Notification thru SMS, email, Tickets, Browser etc.
- Self-Monitoring and Self-Healing
- Log Analysis

**Today** IT services are the backbone of business. The ever demanding business environment and fierce competition relies on IT to communicate, account, and streamline its business processes. Service availability and timely addition of the future service platforms requires optimized IT infrastructure health. CIOs are looking for a solution that assure Service Availability, increase its productivity, enable for capacity planning, improves quality of services for its customers, prevent revenue leakage and increase bottom line of the business.

MSP understands current issues that CIO faces. We help client achieve high infrastructure availability, optimizing resource efficiency and provide you secure provisioning mechanism.

MSP EMS automates fault management across multi-vendor and multi-technology environment and designed to pinpoint which incidents have the greatest impact and which should get the highest priority for remediation. Fault management is enhanced by out-of-the-box root cause analytics, advanced notification mechanism, intuitive dashboards and troubleshooting tools that business managers can use to manage today's ubiquitous IT infrastructure, virtualization technologies and emerging cloud services, into the full value proposition.

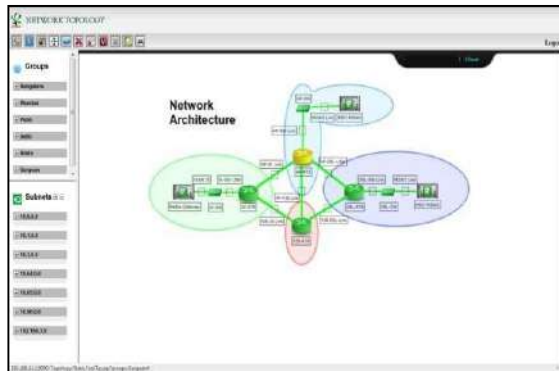


In-built service dependency engine provides event co-relation analysis and also allow you to create customizable rule base event co-relation that suits you and your environment. Each of the monitored service parameter can be configured with a threshold value that could trigger alerts over mail or SMS to the designated team on performance degradation. All-in-all, service continuity and optimization is rest assured through Centralized Infrastructure Management provided by MSP Appliance.

# Fault Management

## Business Benefits

- Ensure Service Availability
- Increase Business Revenue
- Prevent Business Loss
- Deliver Great Customer Experience
- Optimize resource utilization
- Low TCO/Opex
- Fast ROI



Fault management is a fundamental capability of 'T-Series' appliance. It discovers the infrastructure, maps the relationships, detects and correlates service based events to suppress unnecessary alarms. Pinpoint and problem isolation, helps you to significantly reduce MTTR.

MSP EMS presents clear and actionable information through its unique graphical user interface.



- Appliance provides discovery & inventory of heterogeneous physical network devices like Layer-2 & Layer-3 switches, Routers, cameras and other IP devices or Non IP devices.

- Geo Tagging enabled

- At the lowest level, network communication is done through TCP/IP and SNMP.

Name	IP Address	Status	Location
Router1	192.168.1.1	Up	Room 101
Switch1	192.168.1.2	Up	Room 101
Server1	192.168.1.3	Up	Room 101
Router2	192.168.2.1	Up	Room 102
Switch2	192.168.2.2	Up	Room 102
Server2	192.168.2.3	Up	Room 102
Router3	192.168.3.1	Up	Room 103
Switch3	192.168.3.2	Up	Room 103
Server3	192.168.3.3	Up	Room 103

- The Alert Notification Manager facilitates lights-out operation where specific IT staff members, based on their working hours, can be notified of problems wherever they are, and have root-cause information at their fingertips.

- Through the "Hawk eye", the customer would have a real view of the site layout; physical photographs will be uploaded, along with the locations of the associated equipments being monitored. The colors of the checks change on real – time basis to indicate the UP/Down or any breach in the performance thresholds.

- On hovering the mouse above a particular device the status parameter of the device pops-up for status view.

# Performance Management

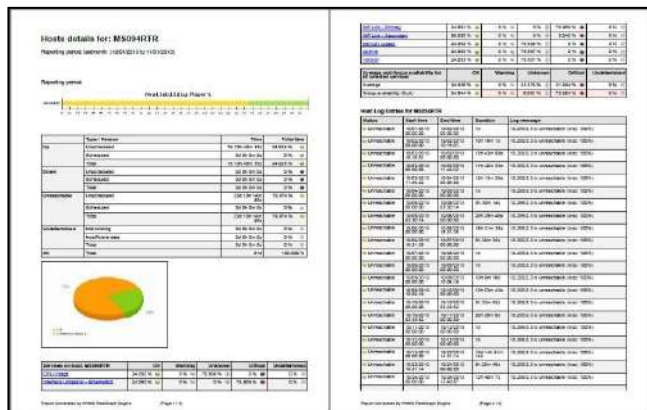
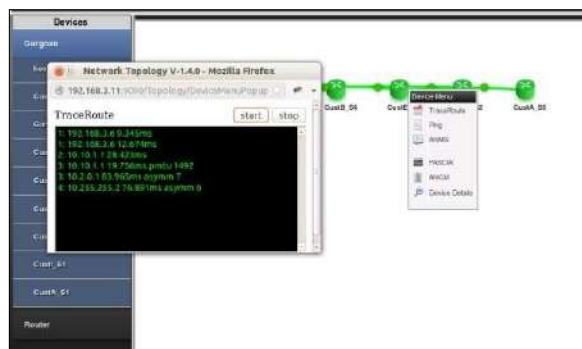
## Technical Benefits

- Significantly Reduce MTTR
- Immediate Fault Identification
- Manage Infra Health
- Forecast Trends
- Predict future Capacity Additions
- Configure Network
- Optimize resource utilization
- Comprehensive reporting
- Manage Even/Alarms
- Notification thru SMS/email/tickets/ web browser

Proactively manages network performance to maximize availability, manage capacity and plan business growth.

The primary component of this solution is MSP EMS quick dashboard that discovers and collects data from existing devices, agents, and management systems in the network. It provides real-time monitoring tools and reports for network resources. The standard MSP EMS product includes an integrated database, a console interface that provides scheduling and element grouping capabilities, and a Web interface that allows users to view and run reports and real-time monitoring tools from a Web browser.

EMS proactively watches and sends alerts with date and time about problem indicators in real time, enabling you to **take corrective measures before service levels** are affected



- Appliance Collects, analyzes and summarizes management data from LAN/WAN, MIB-II interfaces, various systems and services for performance management, identifying trends in performance in order to avert possible service problems.
- Appliance provides Performance of Network devices like CPU, memory & buffers etc, LAN and WAN interfaces, Network segments and VLANs.
- It will provide you an integrated performance view for all the managed systems and networks along with the various threshold violations alarms in them.
- Appliance detects threshold violations in real-time, and then sends an event to the system allowing it to handle the violation, using the predefined actions also known as Self Healing.
- Appliance processes events using consolidation, filtering, normalization, and enrichment, correlation, and analysis techniques.

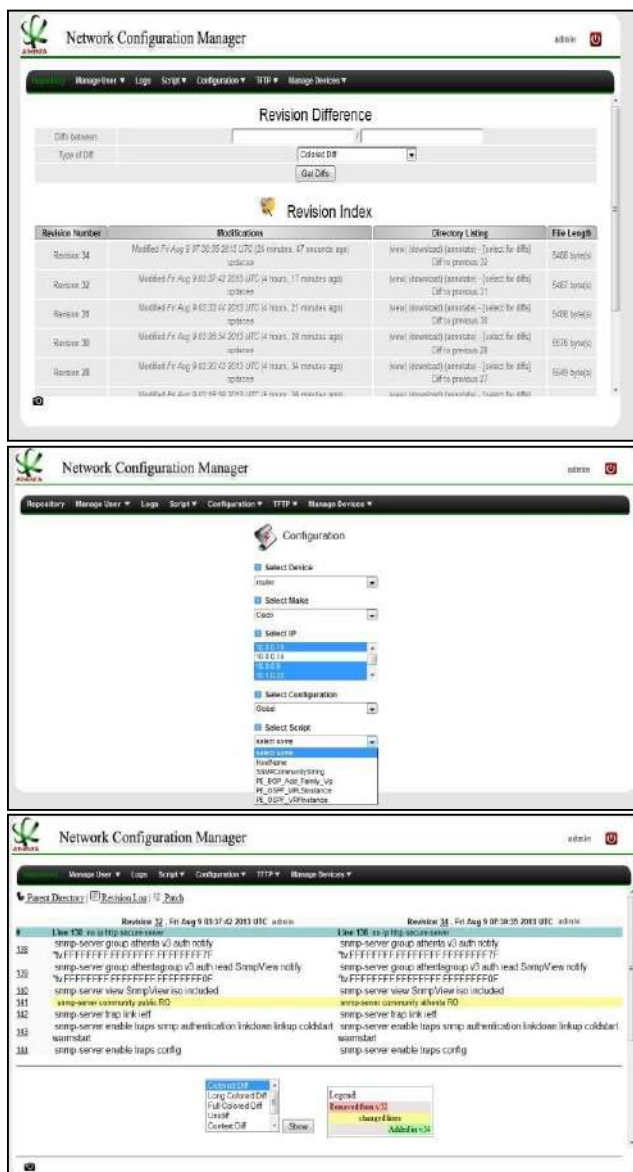
## Product Sheet

### MSP EMS



MSP provides an integrated management environment for your entire Technology landscape – an innovative solution, only one of its kinds available today.

# Network Configuration Management



Key functionalities of our network configuration provisioning system include:

- Centrally store configuration of all the (Routers, Switches and Firewalls) in the IT infrastructure to maintain configuration history.
- Low bandwidth consumes.
- Mechanism to compare and highlight the configuration change with colour code status.
- Record and maintain detail history for (Configuration changes done: by whom, at what time and what are the changes done).
- Log collection from various Infrastructure Elements like Switch, Router, Server, DB, Firewall etc.
- Various Log format supports- Event, Syslog, Application and Log Correlation.

Network Configuration Manger provides intelligent, automated configuration management. It would help IT support to track and correct unauthorized or incorrect changes to critical devices which can have a rippling effect on the health and availability of the network infrastructure.

Network Configuration Manger has an inbuilt “change aware” feature through which it can detect changes made to device configurations that will then trigger alerts to appropriate individuals. Additionally, tracking and ensuring accuracy of every configuration for a critical set of network elements provides easy management which otherwise is an enormous task.

It would provide centralized web based console for network configuration provisioning that is based on predefined network configuration templates and - drop down menu options. It would ease the entire process of managing the extensive WAN operations (VPN provisioning, Bandwidth service, etc).

We outline a real-life scenario that will demonstrate how MSP will address the same:

Customer wants to increase its bandwidth for an important video conferencing call to get the best QoS for that call, based on its COS policy you can easily increase the amount of bandwidth, as required by the customer via network configuration provisioning feature of our solution, that allows to select predefined configuration templates from the drop down menu and enable you to improve the service delivery with minimum effort.



# Product Highlights

## About MSP

MSP is an Infra management product company that offers state of the art, next generation products for comprehensively & cohesively manage all aspect of your infrastructure - IT, Building, Industrial Controls and Energy.

MSP Products help to optimize operational expenses, enhance customer experience, improve profitability & reduce your carbon footprint, in a cost-efficient manner

- MSP EMS is an appliance based solution; reduce extra server cost, compared to market, where you have to invest/buy hardware of your own.
- Pre-integrated for fault, performance and configuration management – no further integration/effort is required, provide comprehensive centralized dashboard to monitor health of your entire IT infrastructure.
- Device certification mechanism to manage multi-vendor and multi technology environment.
- Scalable and flexible to fit in any distributed architecture – capability to work in load sharing/clustering environment and HA mode, in case of disaster recovery.
- Intuitive and user friendly provisioning system (VPN provisioning, QOS provisioning and BW service) – Automate provisioning process by allowing you to remotely configure all your network equipments.
- Open for third party integration (multi connector API) to provide central management console – Facility for north bond and south bond gateway integration (XML, TL1, SOAP).
- In-built service dependency engine provides event co-relation analysis and also allow you to create customizable rule base event co-relation that suits you and your environment.
- Monitoring capability via (SNMP, WMI, SSH & Agent), enable you for agent base and agent less monitoring.
- Support for email alerts and SMS (both, via GW integration and GPRS communication).

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