HP Unleashes the Power of Operational Analytics to Optimize Performance for Hybrid Environments

The Associated Press

HP (NYSE: HPQ) today announced a new version of HP Business Service Management (BSM) software, the first solution of its kind to use big data analytics to improve the performance and availability of business software across mobile and hybrid IT environments.

With the increasing use of virtualization and cloud technologies, IT organizations no longer know or control all the technologies in their environment, making it difficult for applications and operations teams to foresee potential issues. IT needs a new solution that both predicts the occurrence of known problems and identifies previously unknown issues before they occur.

HP BSM delivers end-to-end visibility into IT applications and services. With powerful real-time and historical analytics to monitor the health of the entire IT stack, from business services and applications to the infrastructure and networks, clients can anticipate real IT issues before they happen.

"In today's complex hybrid environments, where business service availability and performance directly correlate to business success, IT organizations are looking for new ways to deliver predictable service levels," said Ajei Gopal, senior vice president and general manager, Hybrid and Cloud Business Unit, Software, HP. "The new HP Business Service Management solution delivers end-to-end operational intelligence to help IT make better decisions and improve service levels in complex, dynamic IT environments."

"It was difficult for our operations team to see the severity or identify the root cause of a particular service issue with old monitoring tools," said Leiv-Erik Verspoor, senior platform consultant at Sykehuspartner, the largest IT service provider for hospitals in northern Europe. "HP BSM automatically notifies our IT team of potential issues with our infrastructure and services so we can quickly resolve the problem to reduce downtime and ultimately lower costs for our customers."

HP Operational Analytics powers IT intelligence New to HP BSM is HP Operational Analytics (OpsAnalytics), a capability that delivers actionable intelligence about the health of IT services by automating the correlation and analysis of consolidated data, including machine data, logs, events, topology and performance information.

HP OpsAnalytics is the seamless integration of HP ArcSight Logger -- a universal log management solution -- with the unique correlation capabilities of HP Operations

Manager i (OMi) and the predictive analytics of HP Service Health Analyzer (SHA).

This combination delivers deep visibility and insight into any performance or availability issue, so clients can:
Remediate known problems before they occur with predictive analytics that forecast problems and prioritize issues based on business impact; Proactively solve unanticipated issues by collecting, storing and analyzing IT operational data to automatically correlate service abnormalities with the problem source; and Resolve incidents faster with knowledge based on historical analysis of prior similar events through search capabilities across logs and events.
HP BSM helps clients maximize IT investments with end-to-end visibility across heterogeneous environments by:
Ensuring service availability with a 360-degree view of IT performance, by aggregating data from disparate sources into a single dashboard using out-of-the-box connectors to a range of management frameworks, including IBM Tivoli Enterprise Console, IBM Tivoli Monitoring and Microsoft® System Center; Resolving and improving performance of applications running in OpenStack and Python cloud environments with diagnostics that pinpoint performance bottlenecks; and Improving availability of web and mobile applications through greater insight into client-side performance issues.
HP also lets virtualization administrators and virtualization subject matter experts (vSME) diagnose and troubleshoot performance bottlenecks in virtualized environments with HP Virtualization Performance Viewer (vPV). The free version is available to download today.

Kuveyt Turk Participation Bank boosts business efficiencies Kuveyt Turk Participation Bank, a leading interest-free financial services provider in Turkey, improved IT service efficiency with HP BSM software. With locations in six countries and more than 220 in-country branches, the Kuveyt Turk IT operations team spends much of its time conducting reactive application monitoring, with an average service call lasting 30 minutes.

After reviewing multiple solutions, Kuveyt Turk chose HP BSM to monitor performance of business services across its eBanking, point-of-service, ATM, credit card services and call center environments. As a result, the company has reduced the number of calls to its service desk by 30 percent and reduced incident resolution time by 50 percent.(1)

"Lacking automated end-to-end monitoring of business services caused service outages, costing us approximately $400,000 annually," said Aslan Demir, chief information officer, Kuveyt Turk Participation Bank. "We decided to implement HP BSM software and now monitor business services as a whole, resolving many problems without ever causing downtime."

Available as a hybrid deploymentHP Business Service Management can be deployed in a hybrid model where HP Application Performance Management on HP Software as a Service is integrated with on-premises components of HP BSM. This deployment model allows customers to achieve a faster path to value and reduce cost by minimizing necessary upfront investments in deploying the HP BSM solution.

HP services help clients plan, deploy, support HP Software Professional Services offers HP BSM Upgrade Services -- a suite of services designed to offer customer choice and confidence. The options range from a fixed price, remote engagement tailored for simpler and smaller scale deployments, all the way to on-site, custom enterprise upgrades suitable for large and complex installations.

Additional information about the new version of HP BSM will be available via a webinar series beginning on Jan. 8, 2013. Additional information about HP BSM, including white papers, data sheets and solution briefs, is available at www.hp.com/go/bsm.

Pricing and availabilityThe new version of HP Business Service Management will be available worldwide directly from HP or through its ecosystem of worldwide channel partners. Pricing is based on a licensing model.

The free versions of HP Virtualization Performance Viewer (vPV) and HP ArcSight Logger are available to download from www.hp.com/go/vpv and www.hp.com/go/opsanalytics, respectively.

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(1) Results as reported by HP customer.

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