

# Eye of the Storm 2008

## Abstract

Good things come to those that wait. And in this case, Entuity has managed to follow one good product release with another. Entuity made its latest edition of its Eye of the Storm (EYE) network management suite, called EYE 2008, available on November 28, 2007, for general release. In its latest release Entuity has managed to not only pack in additional new features, but also managed to significantly enhance the majority of the product's existing features. The latest product release is currently available and includes new modules as well as core product enhancements in more than a dozen functional areas.

Entuity's EYE 2008 is a total network management suite. It combines integrated performance analysis, fault and inventory management, device configuration change monitoring, auto discovery of network layers 2, 3 and layer 4 application services, and real-time notifications into a single GUI interface. All captured information is conveniently stored in EYE 2008's integrated CMDB, which can also function as a source in federated CMDB environments or for other legacy management solutions. EYE 2008 continues its heritage with ease of use, installation, configuration and administration. Its minimal training requirements allow customers to begin using it immediately after it's fielded, thus providing a lower start-up cost and improved ROI.

## EYE 2008 Product Overview

On November 12, 2007, Entuity announced the latest release of its hugely popular EYE 2008 network management suite, thus significantly raising the competitive bar with its competition. Entuity's EYE product is already known for providing effective network diagnostics in support of service delivery, efficient scalability and relatively easy administrative control of complex environments, all with a rich and well integrated data store and automated insights across availability, performance and resource management. EYE 2008 now provides major enhancements in over a dozen core functional areas and offers a significant new array of new modules.

EYE 2008's new core product enhancements and modules address IT service delivery needs, efficiencies in administration and control, and improved functionality in automation and integration levels. These new enhancements aim to lower the cost of managing complex environments in order to help

improve the ROI of network infrastructures. Entuity has positioned EYE 2008 to allow organizations to better manage the roll-out, provisioning, and administration of its network services. Now, with EYE 2008, organizations can make better informed decisions when committing monies and resources to new services, deployments, and when committing to service level agreements (SLAs).

The new features and enhancements in EYE 2008 are categorized into three areas: *IT service delivery*, *administration and control*, and *integration and automation*. The new functionality is spread across the following modules: Configuration Monitor, Executive Reporting, VMware, Latency Measurement, Global Search, Progressive Discovery, Data Export, NetFlow Tracker, Device Metrics Dashboard, Multi-Server Overview Dashboard, and the Server Health Dashboard.

- **Executive Reporting:** a new core module that provides the new Network Summary Report and the Capacity Planning Heat Map Report. These reports provide senior executives succinct visual summaries of key network statistics and capacity utilization trends. These types of reports are great for equipping senior management with a relevant foundation for making informed decisions.
- **Configuration Monitor:** new core module providing active network monitoring and archiving that detects and alerts when operational and saved device configuration changes are made. Identified changes are subsequently saved for future historical and compliance needs or to enforce best practice methodologies to reduce risk and unauthorized operational impact. Functions can be both scheduled and set for *on-demand activation*. Configurations can be easily compared visually and when necessary, configurations can be rolled back to known good images easily and conveniently.
- **VMware:** not only is VMware a new supported platform for running EYE 2008, but a new optional module provided to simplify and reduce operational management overhead of VMware ESX servers. Provides significant visibility of VM impact on network performance including strategic configuration, attribute, and operational details through the new Component Viewer folder. Also provides corresponding Bulletin Board alerting and visual presentation through Flex Reports.

- **SNMPv3:** unlike competitive applications that require additional cost modules and separate management of SNMPv3 devices from devices of other versions, a new core module in EYE 2008 that unifies management of all SNMP versions by offering both command line and Web GUI command and control options for complete management of all SNMP devices, now including SNMP V3 devices. Without any need for separate proxies, the functionality enables discovery and management of SNMPv3 devices in addition to SNMPv1 and v2 devices.
  - **Latency Measurement:** new core functionality that provides device and server latency monitoring, event generation, and reporting between the EYE server and network device. Provides extensive flexibility and exacting control over infrastructure operations by providing alerting per device or globally. Improves performance diagnostics and includes reporting on near and long term behavior in the network environment. Latency trending identification anticipates user disruptions before they happen and helps identify routing issues.
  - **Progressive Discovery:** new core module that discovers and inventories all network devices and assets, unmanaged, basic, and fully managed, around the entire network. This lays a foundation for network asset management, simplifies capacity planning and helps to enable more efficient device management.
  - **Global Search:** new core functionality that allows users to quickly locate desired information across distributed installations of multiple EYE servers using the EYE Web UI. Search results are fully hyperlinked to allow users to easily and conveniently drill down into context-sensitive results for further examination. Improves user and operational effectiveness in multi-server EYE environments.
  - **Device Metrics Dashboard:** new core functionality provides a snapshot of targeted network devices. Allows configuration of up to four device metrics from up to ten network devices to capture relevant operational network trends. Provides a visual assessment of device utilization and availability of key metrics, allowing organizations to be more proactive in identifying problem trends on the network.
  - **Server Health Dashboard:** new core functionality provides details on key operational aspects of single and multiple EYE server environments to include server operation, running processes, status of chosen reports, EYE database statistics, and EYE license details.
- Operational status and statistics are displayed in new Web dashboards to increase administrative visibility and minimize maintenance costs. Each metric monitored is hyperlinked to additional pages/dashboards providing further drill-down details. This enables the rapid and effective administration of multiple EYE Servers in support of higher availability.
- **Multi-Server Dashboard:** new core functionality provides key performance and alert status of all EYE server environments. Provides a multi-server version of the EYE Status Summary Dashboard and the EYE Server Health Dashboard providing the same information to multi-server environments. Visual status indicators and tool-tips offer a quick indication of overall server status. Each status indicator is hyperlinked to individual EYE Server Health Dashboards to simplify further drill-down examination. This similarly supports higher availability for critical EYE functionality.
  - **Fluke NetFlow Tracker Integration:** new optional module extends visibility across all applications and protocols by combining comprehensive flow-based network information from Fluke NetFlow Tracker with performance and event details in EYE. Automatically captures details from NetFlow Tracker on server, device, and port information in addition to key attribute and operational parameters. Then stores flow-based network information in EYE's CMDB. Data objects and events with corresponding NetFlow management can launch visual Web-based NetFlow reports that are automatically condensed with the proper selection information.
  - **Data Export Server:** new core module delivers functionality to simplify business reporting and corporate dashboards using any third-party display, or charting, or analysis tools preferred by the user. Enables the configuration and export of preferred data via OBDC to external database formats on an ad-hoc or scheduled basis. Allows users to work with, analyze, and visualize data using any preferred tools.
  - **Power over Ethernet (PoE):** new optional module extends access layer management to include monitoring and capturing details of power supplied to devices from Cisco Ethernet switches. This information is accessible for graphing or presentation through Flex Reports to improve capacity planning and troubleshooting of converged networks. Context sensitive menus launch the chosen device's built-in Web-based configuration utility to allow for easy navigation across devices.

## EMA's Perspective

From Enterprise Management Associates' (EMA's) perspective, the new EYE 2008 presents a significant winning scenario for customers. Entuity's long demonstrated strengths in resource and asset management, network discovery, root cause analysis, and its improved reporting features have allowed it to continue to build on its solid product successes of the past to clearly establish its leading role in strategic network management. All the new features, both core and new optional modules, should allow Entuity to meaningfully increase sales revenues by attracting new customers to its fold. Entuity's partnership with BMC and IBM Global Services shouldn't hurt in that regard either. Not only can customers purchase EYE 2008 through Entuity, but they can also purchase directly through BMC and any of its resellers via BMC's MarketZone as well as IBM Global Services.

According to Dennis Drogseth, vice president of EMA, "Entuity has consistently demonstrated strong customer satisfaction and quick time to value – with large and mid-tier enterprise accounts. These enhancements extend EYE's functional reach and pragmatic value, while also addressing new environments such as VMware and configuration and providing more defined support for executives. EMA has always liked EYE's integrated design and is pleased to see Entuity expanding its very real customer benefits."

EMA would like to see Entuity continue to grow and complement its EYE 2008 product to exploit the synergies it represents when used in conjunction with other best-of-breed products, or in support of platform integrations such as those with BMC and IBM. While any one product can't answer all management requirements, it can alternatively be paired with other products to provide customers with tightly integrated solutions that leverage the best all around functionality available on the market. By continuing to leverage key partnerships and provide strong integration options, Entuity can continue to make EYE an indispensable tool for customers of all sizes to use in ways not originally envisioned.