

Entuity Expands Vision with EYE 2009

Summary

On November 18, 2008, Entuity, based in London and Marlborough, MA, announced release of the 2009 version of its Eye of the Storm flagship network management platform (EYE 2009). EYE is a multi-function, integrated network fault and performance monitoring system designed for medium-to-large enterprises. Key new features of EYE 2009 include substantially enhanced reporting and live data presentations, support for IP

version 6, new optimizations for SNMP data collection, extensions for managing MPLS environments, improved event control and viewing, and new reports for tracking savings and compliance with Green IT initiatives. The ENTERPRISE MANAGEMENT ASSOCIATES® (EMA™) team believes that this release represents important new functionality which will substantially improve the solution's value and effectiveness in supporting network operations, and the integration of Green IT monitoring into a traditionally network-centric management product is ground-breaking.

Context

This release puts the latest polish on a well-established platform, which is nearly 10 years in age and maturity. As the needs of the network management teams it serves have changed, so has Entuity's solutions. In the form of an ever-evolving and expanding set of products, Entuity's Eye of the Storm focuses on the core practices and disciplines of network operations.

The current state of network management is one of steady, continuous evolution towards broader functionality, integrated operations, and advanced/automated feature sets, all designed to help operations professionals keep up with the drumbeat of increasing complexity in the managed environment. On the technology front, tools must help to manage all of the technologies in the network, such as unified communications, MPLS in the WAN, and IPv6, while also providing the latest in advanced management features, such as continuous discovery, accurate root cause analysis, intelligent event management, integrated fault and performance monitoring, and flexible, role-based Web displays and reports.

On the service maturity front, solutions must elevate traditional network monitoring and management features in support of service management goals, such as end-user experience, SLA monitoring, and proactive trending analysis. On the cost and value front, tools must span multiple functional areas and provide compelling return on investment by helping contain costs in terms of better planning, faster troubleshooting, incident avoidance, and effective operational policy monitoring.

And finally, on the geo-resource front, today's management technologies must embrace and incorporate capabilities for assessing the demands of the network and all of the

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connected elements it serves, as an essential component for monitoring any organization's total environmental footprint.

Entuity has addressed most all of these with the Eye of the Storm platform and add-on modules, and has enhanced capabilities in many of them in their latest release, EYE 2009.

Key Ramifications

The EYE product architecture and scope of capabilities has already been widely validated in the marketplace, both via many, many successful customer deployments as well as industry awards, and also, quite significantly, by their key partnerships with BMC, IBM Global Services, and Perot Systems. Over the years, Entuity has established a reputation for high quality network management solutions that are quick to deploy and quick to return value. Building on this legacy, Entuity has added a raft of new features in the EYE 2009 release:

- *Green IT monitoring:* While most Green IT initiatives are focused on consolidating and virtualizing servers in the data center to reduce power use and cooling costs, there are also substantial savings opportunities in reducing power use by workstations. In fact, recent EMA research indicates that within the average enterprise, there are nine workstations for every server in the data center. Further, the average cost per year of running a workstation is about US\$150. And what do all of those workstations have in common? They are attached to the network, and you can turn them off when they aren't in use! Entuity has realized this and implemented a rich set of monitoring features and reports for tracking the current activity of all network-connected elements, along with their power consumption levels. The results are reports that indicate which elements, users, or departments are complying with power-saving policies, including calculated values for potential cost and carbon footprint savings. While many other products in the market provide similar functionalities, Entuity is the first to integrate green monitoring into an established, entrenched network and systems operations management platform.
- *New Web-based UI:* Entuity has implemented an explorer-like navigation paradigm as part of a substantially revised and retrofitted Web user interface. The result is a highly intuitive yet lightweight client front end providing rapid access to the deep and rich data and information within EYE 2009. New workflow/task-oriented Web user interface components include graphic summaries of key information, identification of root cause isolations, and a refinable search function that can quickly locate managed elements from across the data store. Also new is a Web event display that clearly presents and organizes all events active within the system and presents event management features like age-out, n of m suppression, and system-wide controls for maintenance window suppression. Finally, the new Web client is designed to provide a unified presentation layer across multiple distributed EYE servers, either on a server-by-server basis or by aggregating all servers into an enterprise-wide view.
- *MPLS Support Enhancements:* MPLS is now the dominant transport for delivering IP-VPN services, and Entuity has responded by extending the capabilities of this

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optional EYE module. New with this release are details captured at three tiers – LDP, LSR, and VPN. Also tracked and kept up-to-date are routing peers, VRF details, and VRF routes. Configurable operational threshold alerts are provided for early insights into problematic changes in key metrics.

- IPv6 Support: The EYE 2009 release delivers a solid base level of native support for mixed IPv4 and IPv6 operating environments. While IPv6 has long been a concern for network managers, the historical rate of adoption has been something less than robust. Within the last year, however, IPv6 traffic rates have been rising significantly – more than 400% versus a year ago – and may signal the oncoming wave of adoption. Most likely adopters will be enterprise IT shops looking for better security and those needing to deal with the rapid proliferation of IP-enabled non-computing devices on the network. This set of capabilities will ease that transition for Entuity customers.
- Core platform improvements: One of the most valuable “behind the curtains” enhancements in EYE 2009 is the re-architected polling engine. Entuity has made deep and substantial changes to this functional area, taking advantage of the latest techniques for multi-threading and parallel processing for speed/scale, as well as establishing uniform collection and storage across all data sources for easier and more consistent presentation and interpretation. Importantly, this upgrade will be fully compatible with prior versions, so existing EYE customers will be able to keep all of their historical utilization data.

EMA Perspective

In Enterprise Management Associates’ view, network management is a continuously evolving discipline. In order to remain vital and relevant to their organizations, network engineers and operators must continue to expand the scope and sophistication of their understanding of the role that the network plays in supporting application and service delivery objectives across globally distributed and increasingly virtualized infrastructures. A difficult goal, to be sure, and IT organizations need to lean on their management tools providers to help them with this gargantuan task.

Within this context, Entuity is keeping pace, by adding a wide range of enhancements in the EYE 2009 release that address scale, clarity, capability, and efficiency. The Web-based UI and reporting capabilities are substantial improvements that promise to support optimized, task-orientation best practices. The new technologies supported in MPLS and IPv6 acknowledge and embrace the management challenges those initiatives represent. Performance and uniformity improvements in the core polling functions streamline data collection and presentation. And topping it all off, the new Green IT reports set Entuity apart from others in the sector.

EMA strongly advocates that enterprises and MSPs embrace greening initiatives, and believe they should look to Entuity’s lead in making green IT part of standard operations monitoring and reporting responsibilities. Notwithstanding all the other valuable capabilities of EYE 2009, the savings identified using the Green IT reporting features alone could pay for the cost of the system.

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