

GroundWork™ Monitor™ Open Source



At last – scalable, cost-effective enterprise-level monitoring and alerting software for your entire IT estate.

Key Services

- GroundWork Monitor Professional
- GroundWork Monitor Enterprise
- Distributed Options
 - Standby Server
 - Child Server
 - Distributed Monitoring Agents
- Network Management Options

Traditionally, faced with the hunt for a reliable and effective system-monitoring tool, you had two not very palatable choices: proprietary systems that tend to be costly and cumbersome – or inexpensive but non-integrated open-source tools that can be both demanding to setup and lacking in key functionality.

The GroundWork Monitor family is different

Built on open architecture, GroundWork is a centralised network and systems monitoring solution, operating right across Linux, Unix and Windows servers, applications, databases and network equipment. A resilient alternative to point solutions, it combines all the advantages of innovative open-source software with superior functionality, service-level reporting and professional support – to offer unprecedented visibility and control across your entire IT landscape.

By unifying best of breed open-source projects, including *Nagios*, GroundWork delivers enterprise-ready systems and network-management software far more quickly and cost-effectively than expensive, inflexible closed-source alternatives.

A 'Single Pane of Glass'

Accessed through a dashboard front-end interface, GroundWork enables IT management to get more information – on its operating systems, databases, business applications and networks – into the right hands quickly. This shift to a proactive service-management strategy makes an enormous difference in helping identify and resolve incidents efficiently.



Built-in Scalability

GroundWork offers a wide range of software and service options, allowing you to select the one that's just right for the needs of your organisation in the knowledge that however big you may grow, GroundWork can grow with you. That's why we make it easy to upgrade from *GroundWork Monitor Professional* to *GroundWork Monitor Enterprise*.

Standalone or Integrated – the choice is yours GroundWork can serve as a standalone IT management system or as part of an integrated solution. And in the hands of an experienced Managed Service Provider like DSP, the entire implementation need take only four weeks – without causing major interruptions or dramatically increasing staff workload.

If you already have the right IT resources and experience to support your own infrastructure, a standalone GroundWork system from DSP may be all that you need. But for many businesses, this would be like installing a smoke detector without access to a fire brigade... Here's where the services of DSP come into their own.

DSP and GroundWork together deliver a world-class solution.

DSP – a highly-experienced Oracle and Microsoft consultancy – are also the Premier Partner of GroundWork in the UK for fulfilment, implementation, training and support. As such, we were not only able to add value from a technical perspective, we offer a personal service of a kind that larger organisations could never match.

Though we had long been renowned for excellence in 24*7 customer support, once we'd married GroundWork's best-of-breed technology to our core competences, something special happened: we call it *synergy*. (Think $1 + 1 = 3$). Quite simply, it took our support service to new heights – and our clients' uptime to new, unprecedented levels.

But far from coming at a premium, current managed environments using DSP and GroundWork show a reduction in the TCO of existing systems by up to 80%.

GROUNDWORK *Certified*
RESELLER / IMPLEMENTER

ORACLE CERTIFIED
PARTNER

Microsoft
REGISTERED
Partner



“The installation of GroundWork was fast, uncomplicated and non-disruptive – and DSP’s professionalism was well above all standard”

Project Manager, Information Systems.

“We selected DSP because they offer the most cost-effective solution that matched our requirements”

Project Manager, Information Systems.



World-beating ROI

DSP GroundWork easily beats the likes of IBM Tivoli, HP Openview and CA Unicenter on price as well as performance – coming in at around 10% of the cost of these proprietary solutions. Moreover, thanks to its fixed annual subscription (which includes support, upgrades and patches) the system can be used across a wide variety of technologies without incurring additional licence costs for the client. And being open source, there’s no vendor “lock in”.

So if your organisation is like most today – committed to reducing TCO while at the same time tasked with improving service and availability – GroundWork is the solution.

Scalable, customisable and supported both commercially and by the open-source community, it’s hardly surprising that GroundWork is the fastest-growing open-source IT management software in the world.

GroundWork Monitor Professional

Key Benefits

- Gain rapid, precise insight into the status and performance of every element of the IT landscape
- Detect and address issues before they affect customers or users
- Minimise total cost and complexity of managing the infrastructure
- Avoid vendor lock-in thanks to being open source

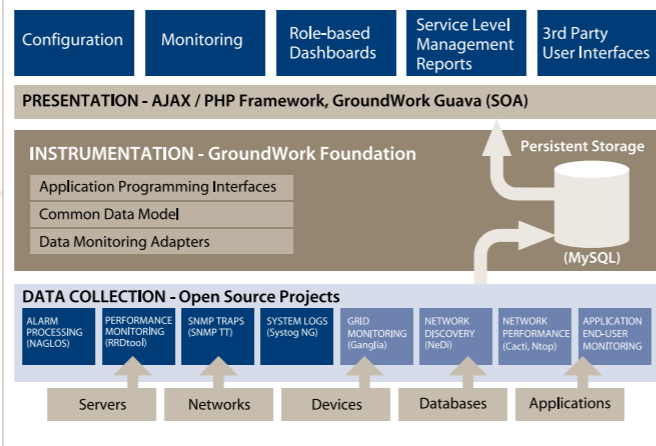
Centralised Real Time Visibility and Control

Far superior to any point solution, GroundWork’s Active and Passive real time monitoring makes it easy to continuously monitor the health of your entire IT infrastructure – efficiently and effectively – through an intuitive, graphically rich web-based ‘dashboard’.

High-level views with easy drill-downs combine with GroundWork’s sophisticated alerting system and historic trend reporting to inform IT staff immediately of any new or recurring issues, allowing them to proactively manage and control their IT infrastructure, significantly improving uptime and performance. If any indicator drops below acceptable levels, GroundWork alerts key personnel via email, pager or phone call. Alarm preprocessing allows system administrators to specify dependencies between elements, significantly reducing the incidence of derived, spurious and false alarms, while still ensuring genuine problems are reliably reported. In fact, corrective actions can be triggered to prevent simple issues from becoming major problems in the first place.

What’s more, administrators can quickly create, customise and update dashboards to suit individual preferences and achieve desired management perspectives, while at the same time securing sensitive data to only those with appropriate authority.

GroundWork Monitor Professional’s Architecture provides a highly flexible and configurable platform to accommodate varied and rapidly changing environments.



Easily Installed and Configured

Powerful web-based configuration tools – plus certified device-specific profiles – simplify and streamline configuration and deployment. Each profile encapsulates a set of standard services with plug-ins and best practices. Thanks to its open architecture and built-in developer’s kit, GroundWork offers a rich environment to facilitate custom development, extension and integration.

Advanced Service Level Management

Groundwork’s transparency enables IT professionals and business managers to quickly confirm that IT operations adhere to SLAs, while service levels can be reviewed and improvements made once these values have been identified.

The reports produced help visualise multiple data feeds, maps, performance data and events. System administrators can create customised reports from the collected data using the BIRT report designer (available for download at <http://download.eclipse.org/birt/downloads/>).

GroundWork Monitor Enterprise

Key Benefits

- Supports distributed deployments to meet increased geographical and organisational needs.
- Proven to monitor 1000s of devices centrally configured with consolidated view.
- Greater throughput when coupled with GroundWork Monitor’s Child Servers and Distributed Monitoring Agents.
- Tracks network status from topological views with Network Management modules.

Where higher levels of performance and scalability are needed, GroundWork Monitor Enterprise expands upon GroundWork Monitor Professional via a series of additional modules, which combine to deliver a monitoring platform for complex, large and distributed environments. And because it shares a common code base with both GroundWork Monitor Community and GroundWork Monitor Professional, you can simply upgrade from either version to GroundWork Monitor Enterprise.

Distributed Options

Standby Server

- Provides active-passive failover capabilities to GroundWork
- Adds high-availability redundancy to any GroundWork Monitor server

Child Server

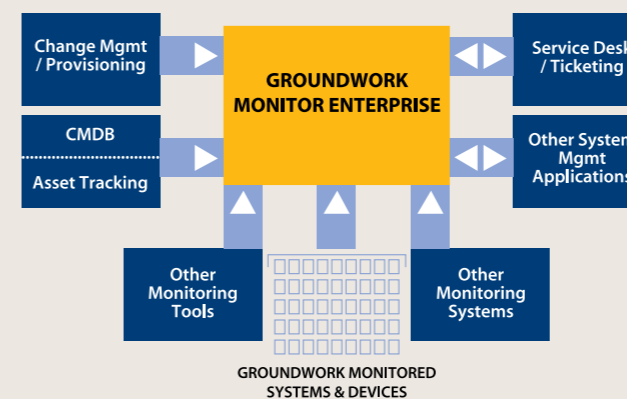
- Provides detailed information on the status of the remote location
- Can be deployed under either Linux or Windows
- Increases overall monitoring capacity

Distributed Monitoring Agents

- Optional server-resident agent-based monitoring
- Ideal for independent remote locations

Ideal for locations with intermittent or low bandwidth connections

Datacentre Integration



GroundWork’s open-source architecture readily allows integration with almost any third-party application offering a web user-interface or a web services API, such as: CMDBs, asset management, help desk, third-party monitors and ticketing systems, etc. GroundWork collects and manages data via secure web services for use in client portals, enterprise reporting tools and other applications

Network Management Options

GroundWork Monitor Enterprise can be configured with optional modules that let you monitor network traffic from topological views of your network.

Network Discovery Module

- Automatically discovers network topology and configurations
- Discovered devices are monitored using auto-configuration tools
- Notifies when a new network device is discovered or existing device fails to be

Traffic Graphing Module

- Polls device interface ports, including WAN edge routers, for network activity
- Graphs network traffic with multiple display options
- Notifies if network traffic thresholds are violated

Protocol Analysis Module

- Provides network protocol traffic usage tracking and analysis
- Identifies the OS, nodes and users
- Collects Netflow/s Flow data from routers or switches

Network Map Module

- Displays utilisation and status of network, including LAN and WAN connections
- Drill-down to local traffic details for individual network segments

“GroundWork is a viable alternative to larger, established solutions. DSP continue to innovate, providing extensive amounts of role-based visualisation and reporting”.

Project Manager, Information Systems.

Case Study: Leading Cancer Research Charity

The Challenge

Our client collects vast amounts of data, all of which needs to be highly available, as does their website, from which they collect donations. Running a disparate number of systems across both Oracle and SQL Server databases, and over Mac, Windows and Linux, they needed to be able to rapidly pinpoint IT infrastructure problems. It was important that the solution be integrated with their helpdesk, Touchpaper, alerting them of issues before becoming problems. Speed and ease of implementation, 24*7 support, and provision of staff training were all essential requirements, as was affordability without compromised performance.

The Solution

DSP recommended a solution based on GroundWork Monitor Professional. The entire implementation took just four weeks, including ‘cool-down’ periods between installations to allow each system to “bed in” successfully. The client now can proactively spot IT issues wherever they occur – leading to both a significant decrease in time taken to resolves problems and increase in end-user satisfaction with helpdesk performance.

About DSP

DSP are Oracle, E-Business Suite and Microsoft specialists, delivering high quality enterprise-level services and solutions. Primarily a 24*7 Managed Services Provider (MSP), we cover the entire technical and functional stack from storage and operating system to the database and E-Business Suite applications, including customisations. Alongside this, we provide best-practice professional consultancy services. We are also a reseller and specialist implementer of *GroundWork Open Source* systems management software.



Feature & Benefits of GroundWork include:

- Rapid, precise insight into the status and performance of every element of the IT landscape
- Centralised monitoring across entire infrastructure through graphical 'dashboard' and 'weathermap'
- Detect and address issues before they affect customers or users
- Reduced complexity of infrastructure management
- Multiple monitoring modes include: active/passive, agent/less, synthetic polling, log-file monitoring, automated user-define policies and thresholds
- Extensive analysis and recording tools include: performance graphs, executive-level dashboards and SLA business reports
- Scalable from 10s to 1000s of servers
- Enterprise-level availability, performance and operational efficiency at a fraction of the cost of closed-source proprietary solutions
- Rapid implementation in as little as 4 weeks
- Licensed per-management server with no restrictions on number of devices monitored
- Priced on a per-device monitored or per-agent basis
- Annual subscription includes: access to expert support, guaranteed response times, patches, upgrades, major releases
- No vendor 'lock in'
- Fastest ROI at lowest TCO
- Greater proactivity for IT staff
- Improved capacity planning
- Increased efficiency and end-user satisfaction
- Unifies proven open source with existing legacy management systems in an extensible SOA-based architecture
- 24/7 support available

System Requirements

Operating Systems supported:

- RHEL 4 WS, ES (32- & 64-bit)
- RHEL 5 ES (32- & 64-bit)
- SUSE LINUX Enterprise Server 9 (32-bit), 10 (32- & 64-bit)
- CentOS 4.4

Recommended system: (supports up to 500 active service checks/min.)

- 2 CPU, 3.2 GHz P4 or better
- 4 GB RAM
- 160 GB disk

Request your free DSP GroundWork demonstration today

If your organisation is looking to expand or enhance its monitoring coverage on a limited budget, why not request a free GroundWork demonstration?

We can also recommend an initial chat with one of our IT Infrastructure Monitoring and Management specialists. Call 08701 999 377 or visit www.dsp-msp.com today.

“To be the enterprise-level managed services provider that sets the ‘gold standard’ for uptime of Oracle and Microsoft ERP/ E-Business Suite applications, database technologies and operating systems. We will do this by providing the most effective 24*7 support available to make sure our customers’ systems stay up; by moving our customers’ businesses up through painless upgrading, customisations and implementations, outstanding performance enhancement and expert best-practice consultancy; and by ensuring our customers always feel up about the way we maintain their systems in a healthy, secure and cost-effective manner.”