

Ensuring Service Availability across Your IT Infrastructure



Cross-domain Service Availability Management

Used by leading enterprises worldwide, AvailabilityGuard/Enterprise is a complete Service Availability Management (SAM) solution, providing IT organizations with comprehensive command-and-control capabilities to manage service availability and business continuity readiness across their entire IT infrastructure.

Hidden risks are inevitable in any IT environment

As the IT landscape grows in size and complexity, it is practically impossible for all IT teams to ensure 100% adherence to vendor best-practices in all areas of your production environment.

In addition, ongoing and frequent configuration changes across all layers of the IT infrastructure inevitably result in discrepancies between production and High Availability/ Disaster Recovery environments, introducing risks that remain hidden until disaster strikes.

Detect risks across the entire IT infrastructure

The AvailabilityGuard Risk Discovery Engine™ automatically scans your IT infrastructure in a non-intrusive, read-only mode, collecting up-to-date configuration information from servers and clusters, storage devices, virtual infrastructure, and database servers across physical, virtual, and hybrid environments.

It then analyzes the information gathered against the continuously updated Risk Signature Knowledgebase™ and pinpoints any misconfigurations that can lead to downtime or data loss.

Correct vulnerabilities before they impact the business

AvailabilityGuard/Enterprise serves as a common platform for all relevant IT teams to collaboratively correct critical vulnerabilities.

Automated notifications and alerts are sent to the appropriate resources when availability or data loss risks are uncovered, allowing your IT teams to proactively address issues before they impact business operations.

"We were able to identify the possible risks in our current DR/HA strategy, making it easier for us to anticipate them and establish proactive measures prior to contingency tests and simulations."

Antonio Castillo, Manager, DR/HA Europe, BBVA

Product Highlights

- Automatic detection of availability and data protection vulnerabilities using a knowledgebase of over 5,000 risk signatures
- Analysis and presentation of potential impact on business services
- Identification of infrastructure optimization opportunities and best-practice recommendations
- Agentless, non-intrusive data collection using standard communication protocols (SSH, WMI, WinRM, Storage APIs, JDBC, Sudo) with zero impact on the scanned environment
- Integration with leading configuration management databases (CMDBs), ticket management systems, and enterprise consoles.

Key Benefits

- Eliminate 90%+ of critical business downtime and data loss incidents by automatically detecting risks across the entire IT infrastructure
- Ensure business continuity by validating that your production and replication/cluster environments are always in sync
- Verify and measure disaster recovery KPI's (RPO, retention, capacity and more)
- Continuously audit and improve cluster, DR, and data protection practices
- Reduce HA/DR pre-test effort and time, and improve test success rates
- Maximize your IT investments and identify wasted storage, bandwidth, and server resources

AvailabilityGuard delivers a robust feature set and cross-vendor/cross-domain/cross-platform support that allow IT teams to proactively identify and eliminate downtime and data loss risks across the entire IT infrastructure.

Best-Practice Violation Detection

Risk Detection Engine automatically uncovers deviations from vendor best-practices that could cause downtime or data loss risks.

Configuration Gap Monitoring

Continuous monitoring and verification of IT changes ensures proactive detection of configuration gaps between the production and DR/HA environments that create data protection, availability, or disaster recovery risks.

The Power of the Community

Community-driven Risk Knowledgebase contains thousands of configuration risk signatures and is constantly updated.

Comprehensive SLA Management

Policy-driven SLA Management monitors established SLA policies and alerts the appropriate teams when violations are detected.

Automated Alerts & Notifications

Instant notification of a potential problem to the proper team in your organization ensures timely response to any issue before it impacts the business.

Risk Assessment Dashboard

Provide non-IT executives with insight into the company's readiness and risk levels.

Live Data Center Documentation

Gain insight with an interactive, graphical topology of all data center entities, dependencies, and relationships.

Data Center Change Audit Trail

Ensure the entire data center team stays informed of all changes.

Identification of Optimization Opportunities

Discover unutilized storage space or other opportunities to reduce costs and improve overall system performance.

Comprehensive Reporting

Get the information you need, on-demand, to monitor and analyze your service availability risks.

Integration with CMDBs and Tickets Management Systems*

AvailabilityGuard can be integrated with CMDBs and ticket management systems from leading vendors (IBM Tivoli, HP OpenView, BMC Remedy, and others), allowing you to consolidate system management across the enterprise.

** Integration with Ticket Management Systems requires AvailabilityGuard/Enterprise+ Edition*

Supported Platforms

Operating Systems

- Solaris 8+
- HPUX 11.0+
- AIX 4+
- Linux RedHat AS 3+, SuSE 8+
- Windows 2000+
- ESX / ESXi 3.5+

Virtualization

- VMware vSphere
- All major Unix virtualization environments

Databases

- Oracle 8.1.7+
- MS SQL Server 2000 SP3+
- Sybase 12.5+
- DB2 UDB 8.1+

Storage

- EMC Symmetrix / VNX/ CLARiiON / RecoverPoint
- NetApp Filers – All
- HDS AMS, USP, VSP
- IBM DS 6K, 8K, XIV, SVC
- HP XP

Clusters

All major cluster environments

Replication

All native replication and log shipping engines

Volume Management

All major LVMs and file systems

The AvailabilityGuard Dashboard

The AvailabilityGuard dashboard provides an immediate snapshot of service availability risks throughout your IT infrastructure and the ability to drill down to the details of any issue.



The AvailabilityGuard Trouble Ticket

AvailabilityGuard trouble tickets include detailed problem description, the potential business impact, and a suggested remediation action. Each ticket serves as consolidated view to facilitate collaboration among the IT resources tasked with solving the issue.

