

IMPROVE CONTROL. REPORT BETTER. DELEGATE MORE.

PROACTIVEPACK FOR HELIX  
Unleash the power of Helix Operations Management  
Version 21.10 – October 2021



## OUR MISSION

Make Operations Management simple.



## OUR PARTNERSHIPS

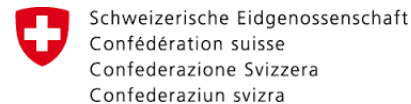
BMC MarketZone



BMC Technology Alliance



## SELECTED REFERENCES

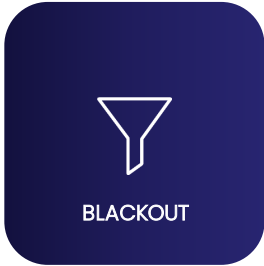




# PROACTIVEPACK SOLUTIONS



## PROACTIVEPACK FOR HELIX



BLACKOUT



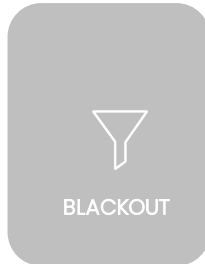
DATA EDITOR



## PROACTIVEPACK FOR EVENT MANAGEMENT



QUICK QUERIES

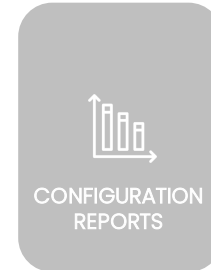


BLACKOUT



DATA MANAGER

## PROACTIVEPACK FOR MONITORING



CONFIGURATION REPORTS



MONITORING SELF-SERVICE




## PROACTIVEPACK PLATFORM



- Unified GUI
- Authentication
- RBAC
- Audit
- Scheduler
- Shared services



# PROACTIVEPACK FOR HELIX



**BLACKOUT MANAGEMENT**  
Self-Service Blackout portal



**DATA EDITOR**  
Self-Service Enrichment portal

- IMPROVE OPERATIONAL EFFICENCY
- IMPLEMENT SELF-SERVICE
- REDUCE OPERATIONAL COSTS
- MAXIMIZE BMC INVESTMENT

## SECURE



- ✓ Authentication : Helix, AD, SAML or custom
- ✓ Super-granular RBAC
- ✓ Data segregation
- ✓ Comprehensive audit log

## USER FRIENDLY

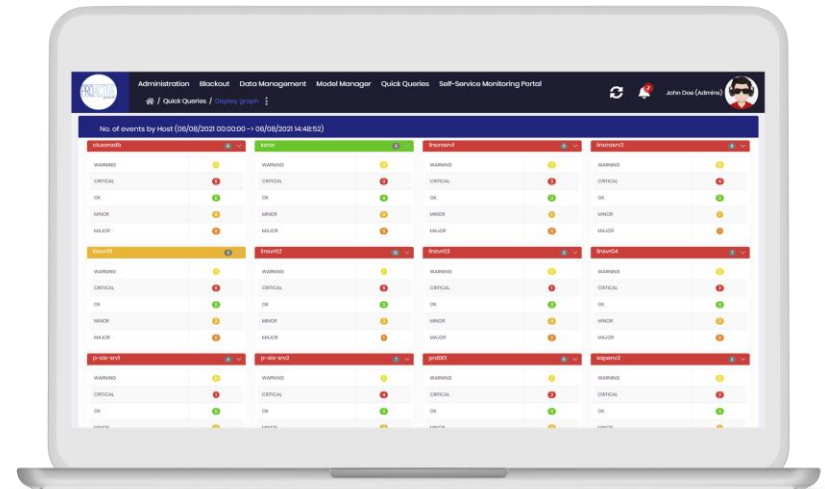


- ✓ Internationalized & localized EN/FR/DE/ES
- ✓ No Helix expertise required !

## UP TO YOUR STANDARDS



- ✓ Product or appliance
- ✓ Linux or Windows
- ✓ Zero downtime upgrade
- ✓ Perpetual/Subscription





## KEY FACTS

- ✔ View and manage dynamic enrichment data in BHOM
- ✔ Excel Import / Export
- ✔ Grant permissions at table/operation level
- ✔ Control and validate user input
- ✔ Tested with 10K+ enrichment entries



## ADDED VALUE

- ✔ Offload administrators and delegate duties
- ✔ Ensure consistent data input
- ✔ Ensure standards are followed

### Event Catalog (Linux) Create DDA Entry

#### Input Slots

Parameter	<input type="text" value="*"/>		
Object	<input type="text" value="*"/>		
Object Class	<input type="text" value="*"/>		
Host	<input type="text" value="t"/>		
Host Class	Linux		

#### Data Slots

enabled	YES	
Severity Override	NO	
Automation Grace Period (mins)	0	
Incident Creation(Prod)	AUTO_MAJOR_AND_HIGHER	
Notification Trigger	NO	
Notification Timeframe	'MO-SO_00-24'	
Notification Format	EMAIL	



## KEY FACTS

- ✔ View and manage Helix Blackouts
- ✔ Use and re-use calendars
- ✔ Use out-of-box blackout templates or create your own
- ✔ Secure blackouts with granular RBAC



## ADDED VALUE

- ✔ Implement self-service
- ✔ Delegate duties
- ✔ Reduce event numbers

**Blackout type** Specific object ▾

**Technical details**

hosts:	(backbox) <span style="float: right;">⋮ ⬆ ?</span>
Object class:	* <span style="float: right;">🔑 ?</span>
Object:	* <span style="float: right;">🔗 ?</span>
Parameter:	* <span style="float: right;">🔗 ?</span>

**Period**

Dates based ▾

Time Zone: (UTC +1:00) Brussels, Copenhagen, Madr ▾

Start: 📅 09/02/ 12pm ▾ 16 m ▾

End: 📅 09/02/ 12pm ▾ 26 m ▾

**Action**

Set event to BLACKOUT ▾

# PLEASE ALSO CHECK...PROACTIVEPACK FOR MONITORING



## MONITORING CONFIGURATION REPORTS

Build monitoring  
configuration reports in  
seconds



## MONITORING CONFIGURATION SELF-SERVICE

Delegate monitoring  
& threshold configuration

IMPROVE OPERATIONAL EFFICENCY

REDUCE OPERATIONAL COSTS

REDUCE OPERATIONAL RISK

MAXIMIZE BMC INVESTMENT





## WHO WE ARE



### WHO WE ARE

- ✓ BMC Technology Alliance and BMC MarketZone Partners
- ✓ Experts on monitoring and event management solutions for 25+ years
- ✓ Enabling control rooms and NOC's worldwide



### CONTACT

- ✓ [contact@proactivepack.com](mailto:contact@proactivepack.com)
- ✓ <https://support.proactivepack.com>
- ✓ <https://www.proactivepack.com>

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THANK YOU

