

IMPROVE CONTROL. REPORT BETTER. DELEGATE MORE.

PROACTIVEPACK FOR HELIX
Unleash the power of Helix Operations Management
Version 22.05 – May 2022



OUR MISSION

Make Operations Management simple.



OUR PARTNERSHIPS

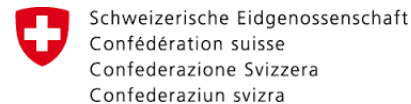
BMC MarketZone



BMC Technology Alliance



SELECTED REFERENCES






PROACTIVEPACK SOLUTIONS



PROACTIVEPACK FOR HELIX



BLACKOUT



DATA EDITOR




MONITORING
SELF-SERVICE




PROACTIVEPACK FOR TRUESIGHT EVENT MANAGEMENT



QUICK
QUERIES



BLACKOUT



DATA
MANAGER

PROACTIVEPACK FOR TRUESIGHTMONITORING



MONITORING
REPORTS



MONITORING
SELF-SERVICE



PROACTIVEPACK PLATFORM



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

WHY ANYTHING ?



- Event enrichment is complex and can only be managed by administrators
- Event blackouts cannot be safely delegated to operators
- Application owners do not have an accurate view on monitoring configuration
- Application owners cannot manage monitoring configurations themselves

WHY PROACTIVEPACK ?



- Secure, self-service interface for blackout end event enrichment
- Self-Service platform to configure monitoring
- Instant reporting on monitoring
- Controlled decentralization/delegation through a granular permission model

WHY NOW ?



- ProactivePack for HELIX will reduce total TCO of HELIX Operations
- ProactivePack for HELIX will make operations easier and accelerate adoption and satisfaction
- Existing ProactivePack customers will ensure a smooth migration from TrueSight to HELIX.

SECURE



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

USER FRIENDLY

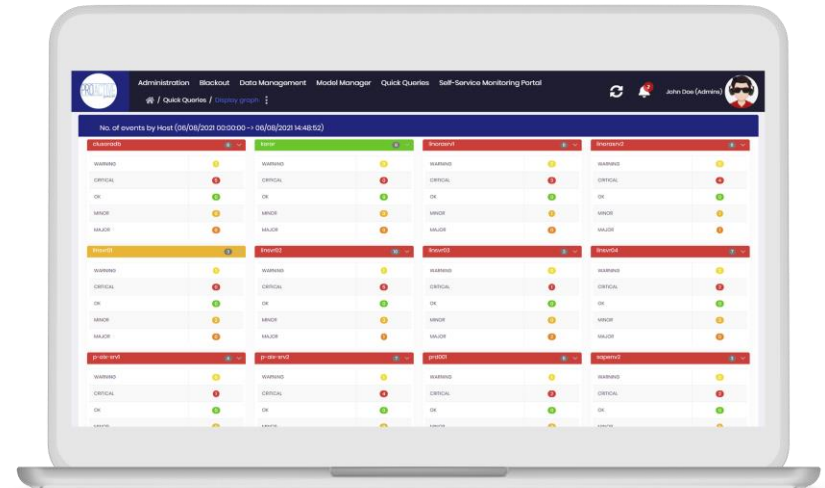


- ✓ Internationalized & localized EN/FR/DE/ES
- ✓ No Helix expertise required !

UP TO YOUR STANDARDS



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





BLACKOUT MANAGEMENT

Self-Service Blackout portal



DATA EDITOR

Self-Service Enrichment portal



MONITORING SELF-SERVICE

Self-Service monitoring portal

IMPROVE OPERATIONAL EFFICENCY

IMPLEMENT SELF-SERVICE

REDUCE OPERATIONAL COSTS

MAXIMIZE BMC INVESTMENT



KEY FACTS

- ✔ View and manage Helix Blackouts
- ✔ Use and re-use calendars
- ✔ Use predefined blackout templates and create your own
- ✔ Import and re-use cell time frames
- ✔ Secure blackouts with granular RBAC



ADDED VALUE

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

Blackout type

Specific object

Technical details

hosts: (backbox) ⋮ ⬆ ?

Object class: * 🔑 ?

Object: * 🔗 ?

Parameter: * 🔗 ?

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 ▾



KEY FACTS

- ✔ View and manage dynamic enrichment data as used in BHOM
- ✔ Excel Import / Export
- ✔ Grant permissions at table/operation level
- ✔ Control and validate user input
- ✔ Validate enrichment online with test events



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	<input type="text" value="Linux"/>		

Data Slots

enabled	<input type="text" value="YES"/>	
Severity Override	<input type="text" value="NO"/>	
Automation Grace Period (mins)	<input type="text" value="0"/>	
Incident Creation(Prod)	<input type="text" value="AUTO_MAJOR_AND_HIGHER"/>	
Notification Trigger	<input type="text" value="NO"/>	
Notification Timeframe	<input type="text" value="'MO-SO_00-24'"/>	
Notification Format	<input type="text" value="EMAIL"/>	



PROACTIVEPACK FOR MONITORING



MONITORING CONFIGURATION REPORTS

Build monitoring configuration reports in seconds



MONITORING CONFIGURATION SELF-SERVICE

Delegate monitoring & threshold configuration

IMPROVE OPERATIONAL EFFICIENCY

REDUCE OPERATIONAL COSTS

REDUCE OPERATIONAL RISK

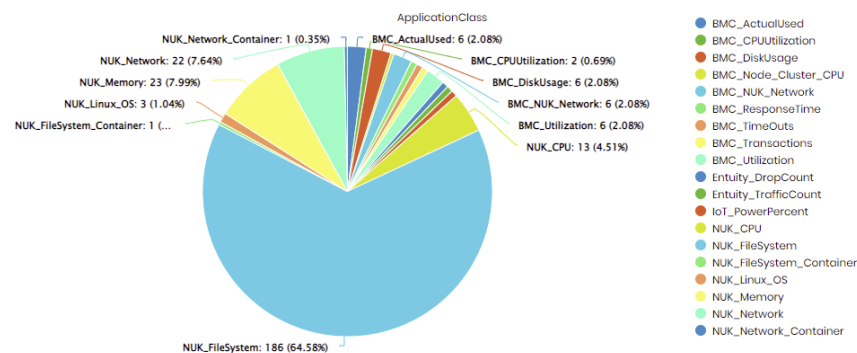
MAXIMIZE BMC INVESTMENT



KEY FACTS

- ✔ Create monitoring configuration reports in seconds
- ✔ Report on devices, instances, thresholds, templates,...
- ✔ Generate report online, as PDF/XLS, as email
- ✔ Integrate external data, e.g. using CMDB attributes

The screenshot shows a 'Filtering' section with 'Filtering Conditions' set to 'solutionName equals HELIX_SAAS'. Below this, a 'Selection' dropdown is set to 'ApplicationClass'. A toolbar with various icons is visible at the bottom right of the interface.



ADDED VALUE

- ✔ Ensure monitoring requirements are met
- ✔ Easily dispatch information
- ✔ Identify monitoring inconsistencies



KEY FACTS

- ✓ Allows secure delegation of monitoring configuration
- ✓ Subscribe/Unsubscribe devices to templates
- ✓ Set individual thresholds
- ✓ Create monitors for common scenarios (log, process monitoring...)



ADDED VALUE

- ✓ Hides away the complexity of the monitoring solution
- ✓ Reduces administration costs through self-service
- ✓ Minimizes human input, errors, and required training

SelfService Monitoring Portal

Operation



Configuration Reports



Monitoring by device



Monitoring by host group



Device thresholds



**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

PLEASE ALSO CHECK...PROACTIVEPACK FOR TRUESIGHT EVENTS



QUICK QUERIES

Build event reports
in seconds



BLACKOUT MANAGEMENT

Manage event
blackouts



DATA EDITOR

Manage DDA
securely



DATA REPLICATOR

Manage DDA
across multiple
cells

IMPROVE OPERATIONAL EFFICIENCY

IMPLEMENT SELF-SERVICE

REDUCE OPERATIONAL COSTS

MAXIMIZE BMC INVESTMENT

*DDA = Dynamic Data Association – configuration tables in TrueSight that control how events are processed



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

PROACTIVE
PACK



CONTACT

- ✓ contact@proactivepack.com
- ✓ <https://support.proactivepack.com>
- ✓ <https://www.proactivepack.com>

PROACTIVE
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THANK YOU

