

IMPROVE CONTROL. REPORT BETTER. DELEGATE MORE.

PROACTIVEPACK FOR TRUESIGHT
Unleash the power of TrueSight Operations Management
Version 22.11 – November 2022

WHO WE ARE



OUR MISSION

Make Operations Management simple.



OUR PARTNERSHIPS

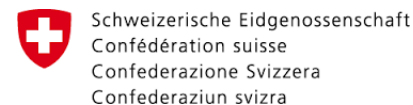
BMC MarketZone



BMC Technology Alliance



SELECTED REFERENCES





PROACTIVEPACK FOR EVENT MANAGEMENT



QUICK QUERIES



BLACKOUT



DATA EDITOR



DATA REPLICATOR

PROACTIVEPACK FOR MONITORING



CONFIGURATION
REPORTS



MONITORING
SELF-SERVICE

PROACTIVEPACK PLATFORM



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

SECURE



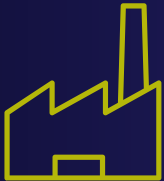
- ✓ Authentication : Helix, AD, SAML or custom
- ✓ Super-granular RBAC
- ✓ Data segregation
- ✓ Comprehensive audit log

USER FRIENDLY

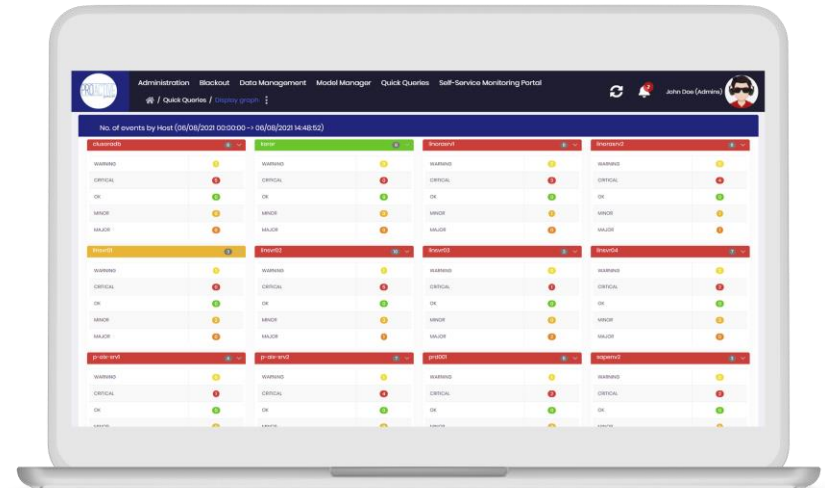


- ✓ Internationalized & localized EN/FR/DE/ES
- ✓ No TrueSight expertise required !

UP TO YOUR STANDARDS



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





KEY FACTS










- ✓ Delegate the management of any data table – TSOM or BHOM
- ✓ Excel Import / Export
- ✓ Granular RBAC
- ✓ Control and validate user input



ADDED VALUE

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

Reminder[DDA:ToDoList - cell: FEDERATION] Create DDA Entry

Active	<input type="text" value="YES"/>	
ActionName	<input type="text"/>	 
DisplayedMessage	<input type="text" value="This action must be done"/>	
ActionSeverity	<input type="text" value="INFO"/>	
ActionCalendar	<input type="text" value="EverySunday02PM"/>	
ActionDisplayReopen UntilClosed	<input type="text" value="YES"/>	
ActionEscalationPeriod	<input type="text" value="60"/>	
ActionEscalationPeriodUnit	<input type="text" value="MINUTES"/>	
OperatorInstructions	<input type="text"/>	

 Cancel

 Save



KEY FACTS

- ✓ Apply blackouts on any event or configuration item
- ✓ Manage TrueSight calendars
- ✓ Use out-of-box templates or create your own
- ✓ Manage blackouts using an extended event API



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



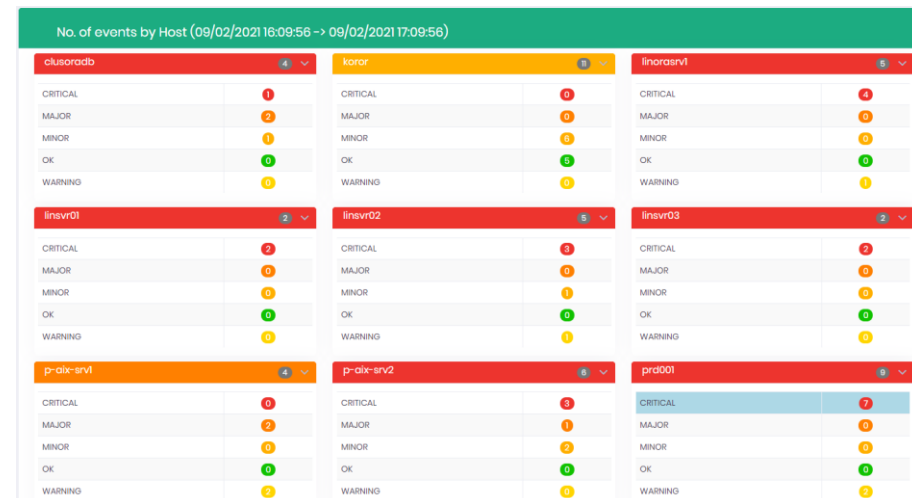
KEY FACTS

- ✓ Build your own event reports/dashboards in seconds
- ✓ Realtime & historical perspective
- ✓ Generate reports online, as PDF/XLS, as TSPS dashboard
- ✓ Show real-time status of service model
- ✓ Provide all the above through REST API



ADDED VALUE

- ✓ Unbeatable agility
- ✓ True Self-Service
- ✓ Reduce event numbers
- ✓ Track time-to-close and other SLAs





DDA REPLICATION



KEY FACTS

- ✓ Consistently replicate DDA from one source to one or more destinations
- ✓ Choose replication behavior (merge/replace/smart)
- ✓ Trigger replications from the CLI, the Scheduler or the Data Editor module



ADDED VALUE

- ✓ Ensure data is consistent across multiple cells
- ✓ Automate a key configuration process
- ✓ Ease migrations & environments

DDA Replication[DDA:DataReplicationTasks - cell: kandy]

Create DDA Entry

Task Name ⓘ

Source Cell ⓘ

Source DDAs

TIME_FRAME

MC_CALENDARING
TIME_ZONE
BASE_TIME_FRAME
TIME_FRAME
ACTIVE_TIME_FRAME

Target Cells

sim_poc
users_poc

kandy
sim_poc
users_poc

Replication Type

Backup data before replication

ExcludedSlots

FilterClause ⓘ

Cancel

Save



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, deployed KM,...
- ✓ Generate report online, as PDF/XLS, as email
- ✓ Integrate external data, e.g. using CMDB attributes
- ✓ Run reports over a REST API

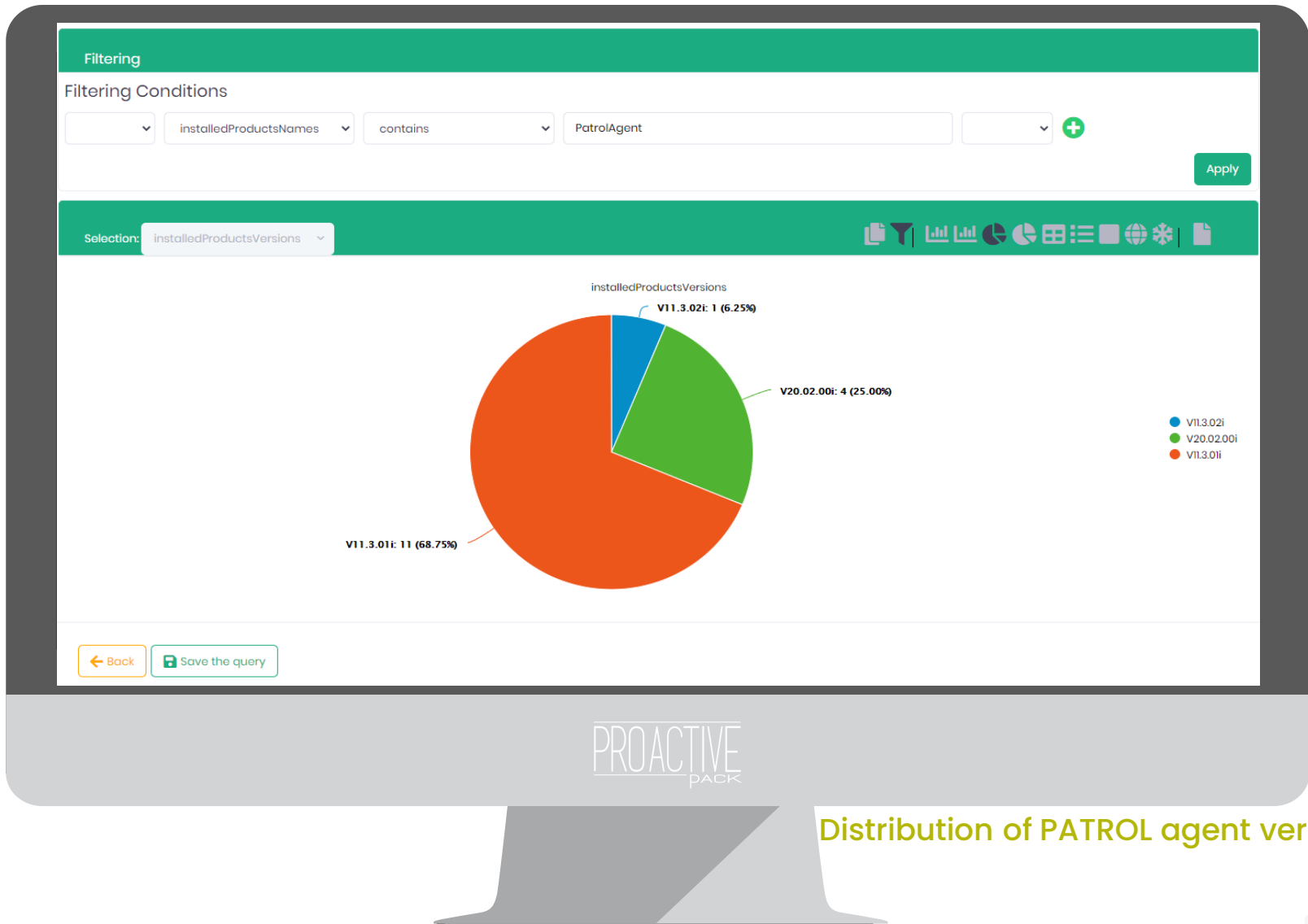


ADDED VALUE

- ✓ Ensure monitoring SLAs are met
- ✓ Easily dispatch information
- ✓ Self-service – no admin time required
- ✓ Identify monitoring inconsistencies



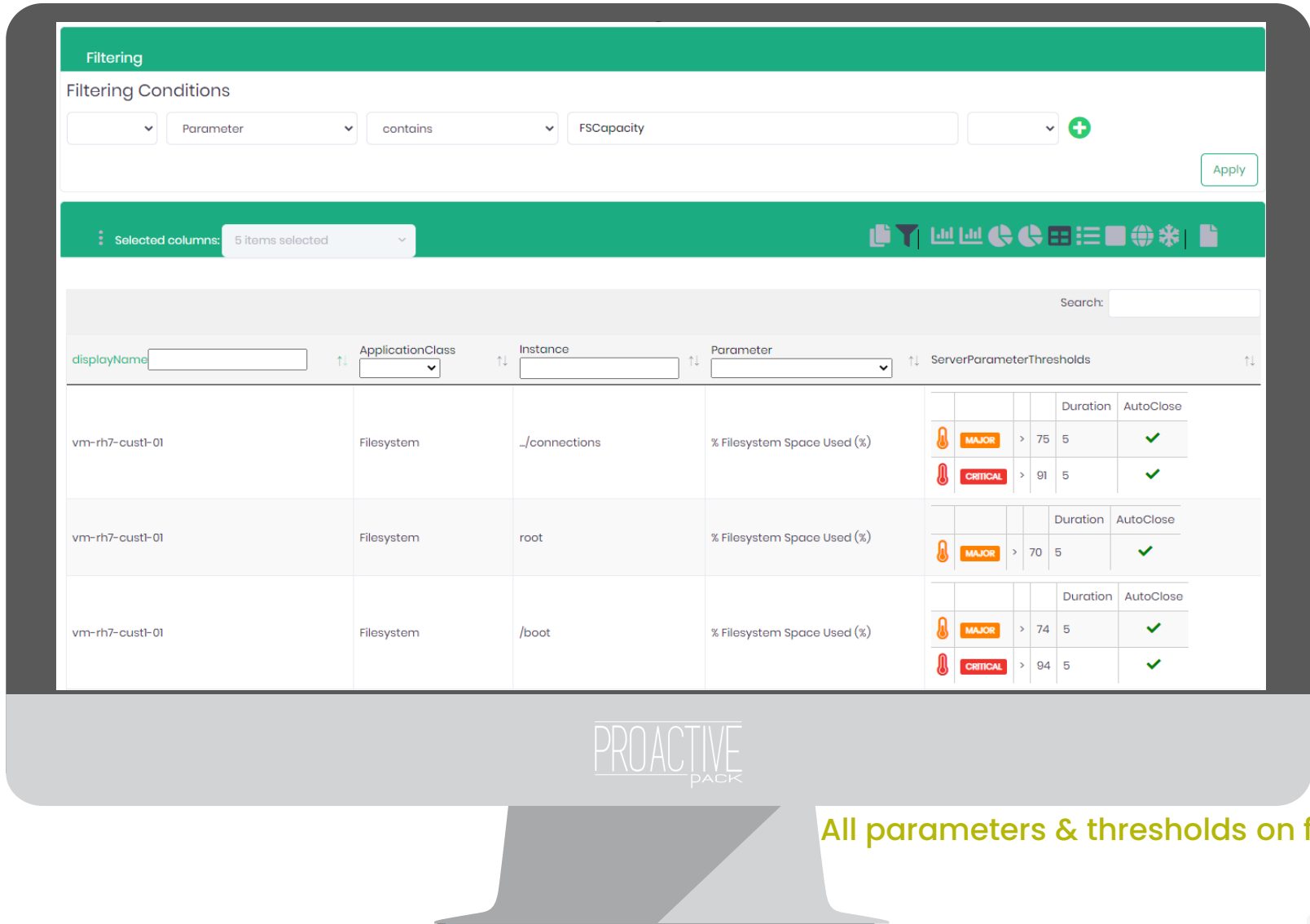
CONFIGURATION REPORTS – EXAMPLES



Distribution of PATROL agent versions



CONFIGURATION REPORTS – EXAMPLES



All parameters & thresholds on filesystems



KEY FACTS

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



ADDED VALUE

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



USE-CASE DRIVEN INTERFACE



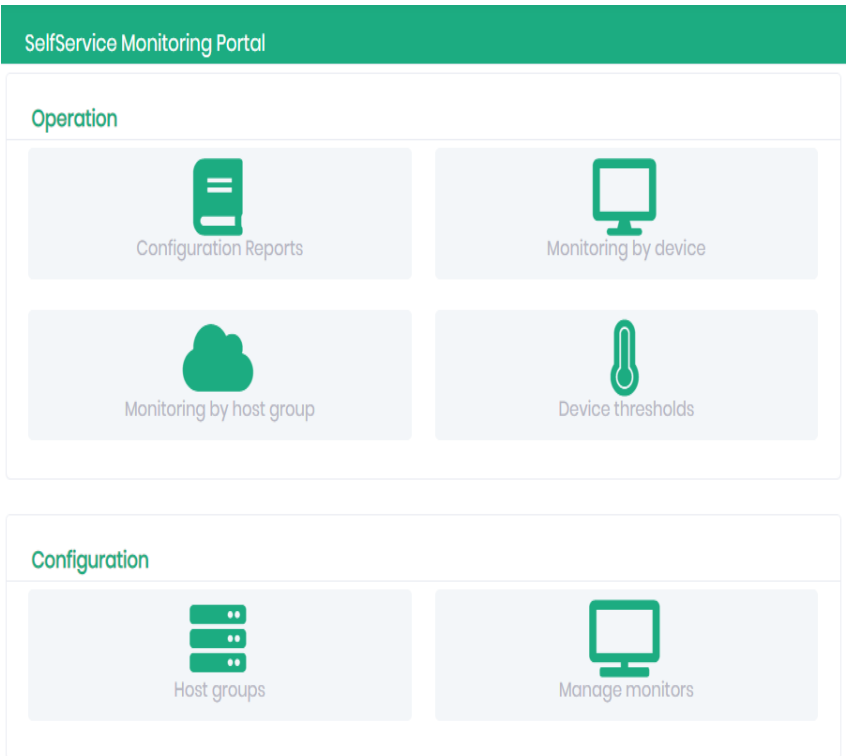
KEY FACTS

- ✓ GUI delivers only simple to use, simple to understand use cases
- ✓ Permission-controlled
- ✓ Every operation goes to CMA (no hidden flows/storage)



ADDED VALUE

- ✓ Self-Service
- ✓ Offload administrators and delegate duties
- ✓ Ensure consistent data input
- ✓ Ensure standards are followed





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>



THANK YOU

