

IMPROVE CONTROL. REPORT BETTER. DELEGATE MORE.

PROACTIVEPACK FOR HELIX
Unleash the power of Helix Operations Management
Version 23.09 – September 2023



OUR MISSION

Make Operations Management simple



OUR PARTNERSHIPS

BMC MarketZone



BMC Technology Alliance



SELECTED REFERENCES

A collection of logos for various financial and retail partners, including Ameritrade, CGI, orange, Ahold Delhaize, Societe Generale, Zürcher Kantonalbank, Mobily, PostFinance, ADIA, Telia, Credit Agricole, Telus, orange Business Services, Schweizerische Eidgenossenschaft, BITMARCK, SFR, Natixis, Riyad Bank, and Essilor.



PROACTIVEPACK SOLUTIONS



PROACTIVEPACK FOR HELIX


 BLACKOUT



 DATA EDITOR



 MONITORING
SELF-SERVICE



 TEST
MANAGER




PROACTIVEPACK FOR TRUESIGHT EVENT MANAGEMENT


 TEST
MANAGER


 QUICK
QUERIES


 BLACKOUT


 DATA
MANAGER

PROACTIVEPACK FOR TRUESIGHTMONITORING


 MONITORING
REPORTS


 MONITORING
SELF-SERVICE



PROACTIVEPACK PLATFORM



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

RETURN ON INVESTMENT



LOWER TCO

REDUCE ADMIN
COSTS THROUGH
SELF-SERVICE



LOWER TCO

REDUCE EVENT NUMBERS
WITH ACCURATE
ENRICHMENT & BLACKOUT



REDUCE OPERATIONAL
RISKS

SECURE INTERFACE



REDUCE MIGRATION
RISKS

FOR TSOM CUSTOMERS

MAXIMIZE BMC INVESTMENT





BLACKOUT MANAGEMENT

Self-Service Blackout portal



DATA EDITOR

Self-Service Enrichment portal



MONITORING SELF-SERVICE

Self-Service monitoring portal



TEST MANAGER

Define and run event testing scenarios



KEY FACTS

- ✓ View and manage Helix Blackouts
- ✓ Manage service 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
- ✔ One-click backup & restore



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

- ✔ Create complex event testing scenarios in a few clicks
- ✔ Test across multiple environments
- ✔ Send events, verify content, etc. for BHOM and other event management solutions
- ✔ Automate testing using the REST API

Action(s)

- Send **CRITICAL PATROL Event**: Send a Process CRITICAL PATROL Event
- Wait: Sleep/Wait
- Send **CRITICAL PATROL Event**: Send again Process CRITICAL PATROL Event
- CloseTestsEvents: Clos every sent events
- SendCMDBData: Send a Enrichement DDA entry
- Wait: Sleep/Wait
- Send **CRITICAL PATROL Event**: Send a Process CRITICAL PATROL Event
- CloseTestsEvents: Clos every sent events
- Send 2 **MINOR ZABBIX Event**: Send two Docker Container ZABBIX Event
- Send a **OK ZABBIX Event**: Send Docker Container ZABBIX OK Event
- Send **CRITICAL PATROL Event**: Send a Process CRITICAL PATROL Event
- Wait: Sleep/Wait
- Send **OK PATROL Event**: Send a Process OK PATROL Event
- Send 2 **MINOR ZABBIX Event**: Send two Docker Container ZABBIX Event



ADDED VALUE

- ✔ Improve and speeds up testing
- ✔ Secures knowledge retention
- ✔ Ease migration from TSOM to BHOM

Check

- CheckRepeatCount: Check repeat_count value
- CheckStatus: Check status value
- CheckUuid: Check EVENT 2 mc_uuid value
- CheckLocation: Check Location value
- CheckApplication: Check Application value
- CheckEnv: Check environment value
- CheckStatus: Check EVENT1 status value
- CheckUuid: Check EVENT2 mc_uuid value
- CheckStatus: Check status value on another cell



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



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


Filtering

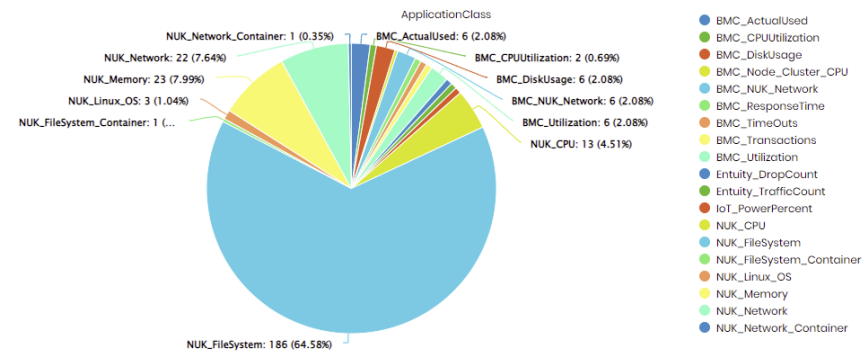
Filtering Conditions

▼
solutionName
▼
equals
▼
HELIX_SAAS
▼
+

Apply

Selection: ApplicationClass ▼





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

SECURE



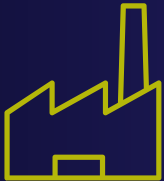
- ✓ Authentication : AD, SAML or custom
- ✓ Super-granular RBAC
- ✓ Data segregation
- ✓ Comprehensive audit log

USER FRIENDLY

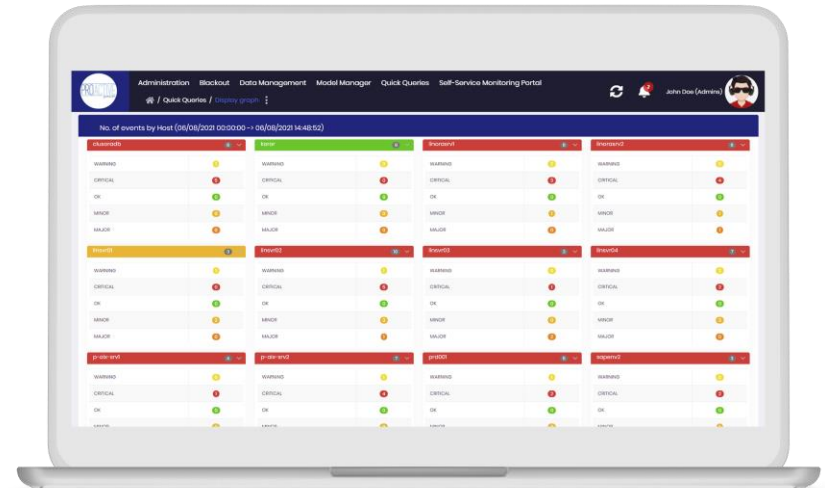


- ✓ Internationalized & localized EN/FR/DE/ES
- ✓ No Helix expertise required !

UP TO YOUR STANDARDS



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





**MONITORING
CONFIGURATION
REPORTS**

Build monitoring
configuration reports in
seconds



**MONITORING
CONFIGURATION
SELF-SERVICE**

Delegate monitoring
& threshold configuration

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



TEST
MANAGER

Define and run
event testing
scenarios

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



WHO WE ARE

- ✔ BMC Technology Alliance and BMC MarketZone Partners
- ✔ Enabling control rooms and NOC's worldwide with ProactivePack Event and Monitoring solutions



CONTACT

- ✔ contact@proactivepack.com
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PROACTIVE PACK



MarketZone



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THANK YOU

