New release of ProactivePack for BHOM !

Improve Control. Report Better. Delegate More.

PROACTIVEPACK FOR HELIX

Unleash the power of Helix Operations Management

Version 24.01 – January 2024

OUR MISSION
Make Operations Management simple

OUR PARTNERSHIPS

BMC MarketZone

bmc
MarketZone

BMC Technology Alliance

bmc
TAP Premier Partner

SELECTED REFERENCES

TD Ameritrade

Ahold Delhaize

SOCIETE GENERALE

Zürcher Kantonalbank

PostFinance

ADIA
جهـــــاز أبـوظبـي للاسـتثمـار
Abu Dhabi Investment Authority

موبايلي
Mobily

CA CRÉDIT AGRICOLE

CGI

orange Business Services

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

BITMARCK®

SFR

NATIXIS

essilor

بنك الرياض
riyad bank

PROACTIVEPACK SOLUTIONS

PROACTIVEPACK FOR HELIX

| BLACKOUT | DATA EDITOR | MONITORING SELF-SERVICE | TEST MANAGER |

bmc helix

PROACTIVEPACK FOR TRUESIGHT EVENT MANAGEMENT

| TEST MANAGER | QUICK QUERIES | BLACKOUT | DATA MANAGER |

PROACTIVEPACK FOR TRUESIGHTMONITORING

| MONITORING REPORTS | MONITORING SELF-SERVICE |

bmc TrueSight

PROACTIVEPACK PLATFORM

Unified GUI   Audit

Authentication   Scheduler

RBAC   Shared services

bmc MarketZone

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
- Testing of event management rules can be challenging and time-consuming

WHY PROACTIVEPACK ?

- Secure, self-service interface for blackout end event enrichment
- Self-Service platform to configure monitoring
- Instant reporting on monitoring
- Define, run and re-run test cases for event management
- 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.

PROACTIVEPACK FOR HELIX

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 ▾

DATA EDITOR FOR **bmc helix**

KEY FACTS

- View and manage dynamic enrichment data as used in BHOM
- Automatic discovery of dynamic enrichment tables
- 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	•
Object	•
Object Class	•
Host		
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

PROACTIVEPACK TEST MANAGER

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

ADDED VALUE

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

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

Check

- CheckRepeatCount: Check repeat_count value
- CheckStatus: Check status value
- CheckUeid: Check EVENT 2 mc_ueid value

- CheckLocation: Check Location value
- CheckApplication: Check Application value
- CheckEnv: Check environment value

- CheckStatus: Check EVENT1 status value
- CheckUeid: Check EVENT2 mc_ueid 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

CONFIGURATION REPORTS FOR bmc helix

KEY FACTS

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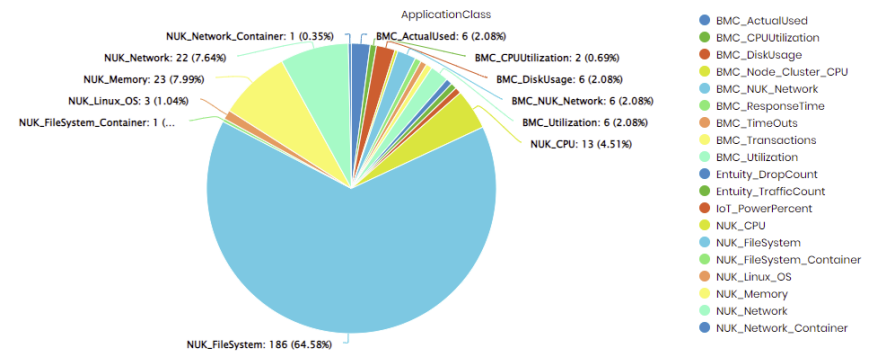- ✓ Integrate external data, e.g. using CMDB attributes

ADDED VALUE

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

Filtering

Filtering Conditions

| | solutionName | equals | HELIX_SAAS | | ➕ |

Apply

Selection: ApplicationClass

ApplicationClass

- NUK_Network_Container: 1 (0.35%)
- BMC_ActualUsed: 6 (2.08%)
- NUK_Network: 22 (7.64%)
- BMC_CPUUtilization: 2 (0.69%)
- NUK_Memory: 23 (7.99%)
- BMC_DiskUsage: 6 (2.08%)
- NUK_Linux_OS: 3 (1.04%)
- BMC_NUK_Network: 6 (2.08%)
- NUK_FileSystem_Container: 1 (…
- BMC_Utilization: 6 (2.08%)
- NUK_CPU: 13 (4.51%)
- NUK_FileSystem: 186 (64.58%)

Legend:
- BMC_ActualUsed
- BMC_CPUUtilization
- BMC_DiskUsage
- BMC_Node_Cluster_CPU
- BMC_NUK_Network
- BMC_ResponseTime
- BMC_TimeOuts
- BMC_Transactions
- BMC_Utilization
- Entuity_DropCount
- Entuity_TrafficCount
- IoT_PowerPercent
- NUK_CPU
- NUK_FileSystem
- NUK_FileSystem_Container
- NUK_Linux_OS
- NUK_Memory
- NUK_Network
- NUK_Network_Container

MONITORING SELF-SERVICE FOR bmc helix

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

bmc
MarketZone

ENTERPRISE READY

SECURE

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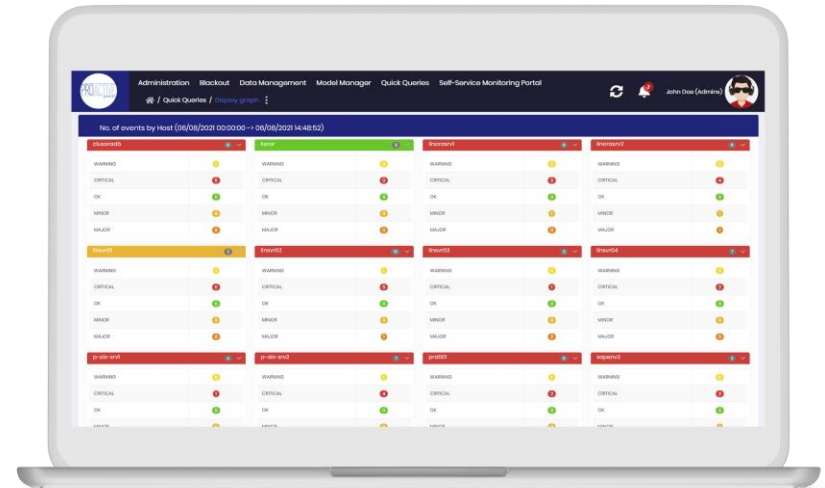- ☑ Comprehensive audit log

USER FRIENDLY

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

UP TO YOUR STANDARDS

- ☑ Product, container or appliance
- ☑ Linux or Windows
- ☑ Zero downtime upgrade
- ☑ Perpetual/Subscription

PLEASE ALSO CHECK...PROACTIVEPACK FOR TRUESIGHT

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

MONITORING CONFIGURATION REPORTS

Build monitoring configuration reports in seconds

MONITORING CONFIGURATION SELF-SERVICE

Delegate monitoring & threshold configuration

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
- https://support.proactivepack.com
- https://www.proactivepack.com

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bmc TAP Premier Partner

THANK YOU