



# PROACTIVE PACK

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 Technology Alliance



## SELECTED REFERENCES



Ameritrade



Zürcher Kantonalbank



Business Services



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

BITMARCK®





# 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
- 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
- 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) <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 ▾



## 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



## 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)
<input type="radio"/> Send <b>CRITICAL PATROL Event</b> : Send a Process CRITICAL PATROL Event <input type="radio"/> Wait: Sleep/Wait <input type="radio"/> Send <b>CRITICAL PATROL Event</b> : Send again Process CRITICAL PATROL Event
<input type="radio"/> <b>CloseTestsEvents</b> : Clos every sent events
<input type="radio"/> Send <b>CMDBData</b> : Send a Enrichement DDA entry <input type="radio"/> Wait: Sleep/Wait <input type="radio"/> Send <b>CRITICAL PATROL Event</b> : Send a Process CRITICAL PATROL Event
<input type="radio"/> <b>CloseTestsEvents</b> : Clos every sent events
<input type="radio"/> Send <b>2 MINOR ZABBIX Event</b> : Send two Docker Container ZABBIX Event <input type="radio"/> Send a <b>OK ZABBIX Event</b> : Send Docker Container ZABBIX OK Event
<input type="radio"/> Send <b>CRITICAL PATROL Event</b> : Send a Process CRITICAL PATROL Event <input type="radio"/> Wait: Sleep/Wait <input type="radio"/> Send <b>OK PATROL Event</b> : Send a Process OK PATROL Event
<input type="radio"/> Send <b>2 MINOR ZABBIX Event</b> : Send two Docker Container ZABBIX Event



## ADDED VALUE

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

Check
<input type="radio"/> <b>CheckRepeatCount</b> : Check repeat_count value <input type="radio"/> <b>CheckStatus</b> : Check status value <input type="radio"/> <b>CheckUuid</b> : Check EVENT 2 mc_uuid value
<input type="radio"/> <b>CheckLocation</b> : Check Location value <input type="radio"/> <b>CheckApplication</b> : Check Application value <input type="radio"/> <b>CheckEnv</b> : Check environment value
<input type="radio"/> <b>CheckStatus</b> : Check EVENT1 status value <input type="radio"/> <b>CheckUuid</b> : Check EVENT2 mc_uuid value
<input type="radio"/> <b>CheckStatus</b> : 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 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


Filtering

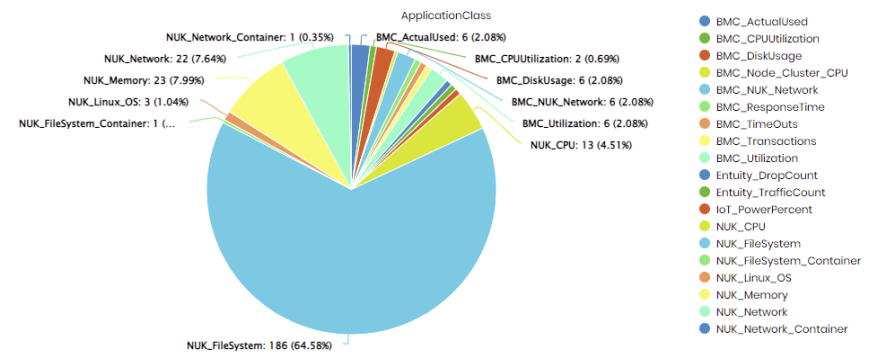
Filtering Conditions

▼
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

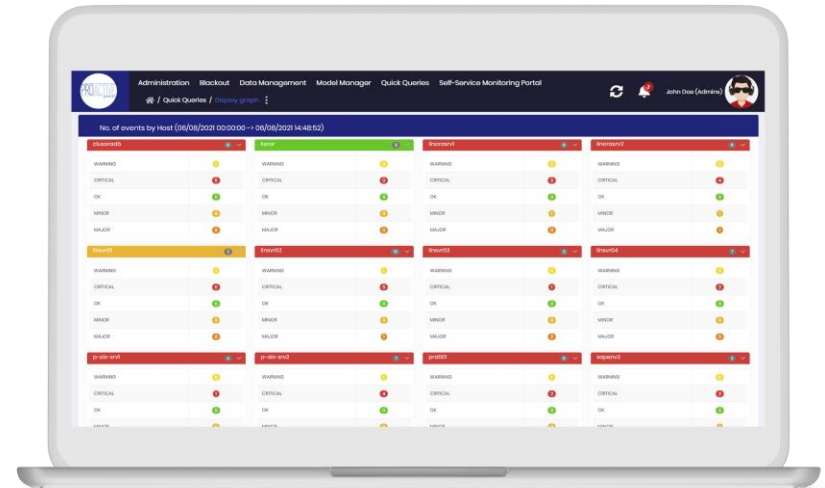


- ✓ Internationalized & localized EN/FR/DE/ES
- ✓ No Helix expertise required !

## UP TO YOUR STANDARDS



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

# PROACTIVE PACK



MarketZone



TAP Premier Partner

PROACTIVE  
PACK



THANK YOU

