

100% overview

OneView delivers an overview showing you the response time and availability that your end users experiences when they use your IT systems. One look at your OneView dashboard gives you 100% overview.

All users
All systems
All platforms

OneView shows you if your IT systems supports your users right now

- All users, all systems, all platforms
- 100% overview in real time with zero clicks
- See the service delivered to your end users
- Minimum downtime because you see the problems upfront
- Historic overview only one click away
- Better dialog with your outsourcing partners
- Reporting, drill down into data, baselines and troubleshooting

OneView facts

- ✓ OneView monitors response time and availability delivered to the end users in real time
- ✓ OneView monitors all systems
- ✓ OneView displays system status with colored boxes in a dashboard everybody can understand with zero training
- ✓ 100% up to the minute overview over all your IT systems can be obtained using zero navigation
- ✓ 24 hour history overview only one click away
- ✓ OneView shows you how response time and availability changes over time
- ✓ OneView can monitor several layers of your infrastructure and gives you instant insight that guides you to the root cause of the problem



OneView advantages . . .

System owner

- ✓ Real time overview over the service your end users receive from the systems that you are responsible for
- ✓ Shorter down time because system support has an online view of the service delivered to your end users ensuring swift problem resolution capabilities
- ✓ Reporting based on availability delivered to the end users combined with insight into what parts of your systems the end users actually use
- ✓ Instant insight into the core question: Does your IT systems add value to your business because your end users can work efficiently with them

IT operations

- ✓ Detect all errors and glitches that affects the end users perception of your IT systems instantly by monitoring services delivered to the end users.
- ✓ Real time overview over the service the your end users get from all your systems
- ✓ Shorter down time because you know that your end users get the best possible service at all times
- ✓ Reporting based on response time and availability delivered to the end users can be used to improve your dialogue with your outsourcing partners
- ✓ Information that enables you to prioritize the areas that impacts end users over matters of less importance
- ✓ Baselines that enables you to compare performance before and after system and infrastructure upgrades
- ✓ Periodic errors are collected with precise time stamps thus enabling you to track elusive problems

End users

- ✓ The end users will get the best possible service from your IT systems because your OneView dashboard highlights any problem that actually affects the end users right now

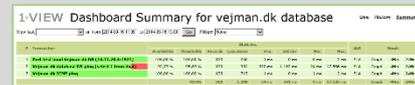
Dashboard: Status right now



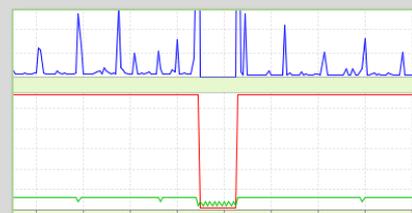
1 click: Status the last 24 hours



2 clicks: Drilldown to the actual error



3 clicks: Drilldown to graphs and reports



Every minute 24*7 OneView collects

- ✓ Average response time
- ✓ The longest response time
- ✓ Availability
- ✓ Number of transactions

Log files

One example: A web portal is the gateway to a large IT system comprising of several sub systems.

When an end user access the portal the web servers automatically writes information about the transaction into log files. OneView reads the log files online and therefore knows what subsystems are used and the response time delivered from these subsystems to the end users.

Each minute OneView reads new information from these log files and calculate the color of your online dashboard.

In this way, OneView can calculate and show you the status of not only the web portal but also the subsystems behind the portal in real time.

All systems, all users and all transaction types are measured. This is why OneView also can point out the parts of your system are used the most and what parts of the system are having response time issues.

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NET\al 10.11.84.124 Mozilla/5.0+(compatible;+MSIE+10.0;+Windows+NT+6.1;+WOW64;+Trident/6.0)
NET\cv 10.11.44.129 Mozilla/5.0+(compatible;+MSIE+10.0;+Windows+NT+6.1;+WOW64;+Trident/6.0)
ET\al 10.11.84.124 Mozilla/5.0+(compatible;+MSIE+10.0;+Windows+NT+6.1;+WOW64;+Trident/6.0)
ET\khp 10.232.101.8
0729;+Media+Center+PC+6.0;+.NET4.0C;+.NET4.0E;+.NET+CLR+1.1.4322;+InfoPath.3;+MS-RTC+LM
NET\al 10.11.84.124 Mozilla/5.0+(compatible;+MSIE+10.0;+Windows+NT+6.1;+WOW64;+Trident/6.0)
NET\cv 10.11.44.129 Mozilla/5.0+(compatible;+MSIE+10.0;+Windows+NT+6.1;+WOW64;+Trident/6.0)
ET\DBH 10.31.110.83 Mozilla/5.0+(compatible;+MSIE+10.0;+Windows+NT+6.1;+WOW64;+Trident/6.0)
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Testing

Test measurements against your web portal gives you a 24*7 baseline. This will help you resolve any response time issues even before the end users get on your systems in the morning after a minor upgrade at your hosting partner.

Other test measurements can target the databases of each of the subsystems. A red color on any of these measurements in OneView will instantly direct you towards the root cause of the problem.

You know right away if the users are hit by a problem and you know right away there to look for the root cause. This reduces downtime considerably.



Scripted tests

OneView lets you run scripted tests. One example might be to open a Document Management system search for a document and open that document.

This type of measuring enables you to deploy test PCs in your local offices and let the test PCs make measurements that mimics the work that real users do in the office. The test PCs automatically sends data to the OneView server.



OneView monitors

OneView monitors response time and availability delivered to the end users in real time.

OneView shows

If there is a problem that affects the end users.

OneView can monitor deep down into your infrastructure. These data will guide you to the root cause of the problem that makes your systems run slow or come to a complete stop.

OneView can be used on

All systems and all platforms

Passive monitoring

OneView reads log files. This enables OneView to show you response time and availability delivered to the end users in real time delivered to your end users.

Average response time, worst response time and the number of transactions are monitored each minute 24*7

Active monitoring

OneView can send the following requests: SOAP requests, http requests, requests aimed at Windows services, ICMP ping and SQL requests aimed at databases.

Scripted tests

OneView can run scripted tests from selected test PCs. You may place these PCs in several different locations. The test PCs run the predefined scripts mimicking real user behavior and sends data back to your OneView server.

Example 1: The test PC opens a browser, access the Intranet portal, fetches a web page, clicks on a SAP link on that page and runs a SAP report. Example 2: The script opens your Outlook client and monitors if the plugins are loaded.

Example 3: Open the Document Management system search for a document and open it in Word or Excel.

OneView server

Windows Server 4 CPU, 8GB RAM, 100 GB D-disc for OneView.

OneView is a JAVA application with integrated web server and database. OneView stores data default 6 month but this is configurable.

OneView components for data collection

You can install the OneView data collection components on the OneView server or on any other Windows server or PC. This enables you to run distributed data collection. The distributed data collectors sends data back to the central OneView server. Your OneView dashboard is recalculated using the new data and delivers a 100% overview to you.

OneView scripting engine

You provide a standard end user PC. Monsalta provides a Linux kernel imbedded on a mini USB memory stick. We run a virtual Windows PC on the Linux kernel using settings from your standard end user PC.

This enables us to lock down the standard PC from unauthorized usage as the standard PC will only show a no-entry sign on the physical screen.

The virtual PC runs your scripted workflows on a virtual screen. No one can see or intercept the tests. In this way, OneView is able to read the results of the scripted request on the virtual screen with no security hazard. The virtual PC sends the collected data back to your central OneView server.

1. VIEW