

MARTELL

LIVE MAPS

Business Service Management for System Center

IT OPERATIONS ANALYTICS

Maximize the ROI of your System Center Environment

If you are having problems aligning business and IT, and are finding it difficult and time consuming to locate the root-cause of a service disruption, Live Maps can help you navigate your way. It optimizes IT operations with service oriented monitoring, helping maximize the ROI of your System Center environment. It is a powerful, unifying solution that brings business and IT together by mapping dependencies between infrastructure and application components that are monitored by Microsoft System Center Operations Manager (SCOM).

Live Maps allows you to see at-a-glance which alerts to prioritize based on their business impact or effect on service levels, all without the distraction of unrelated and low priority alerts.

Seamless Integration with ITSM Tools and Processes

Live Maps optimizes your IT operations processes by integrating with IT Service Management systems such as **BMC Remedy**, **ServiceNow** and **System Center Service Manager**. Service maps are synchronized into the configuration management database, letting you prioritize or plan change requests based on the impact to business-critical services. Proactive service level agreement monitoring also helps maintain healthy service levels.

BENEFITS



Alert Noise Reduction

Filter out alerts and focus on real incidents to become pro-active.



Business Value

Create business value by grouping all SCOM objects into defined business services dynamically.



Mobile Notifications

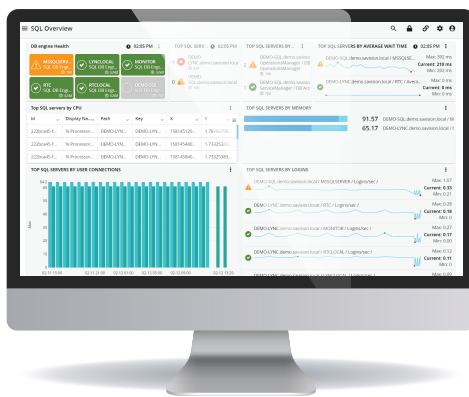
Escalate critical outages to the relevant user using mobile and service level alert notifications.



Dashboards for Anyone on Any Device

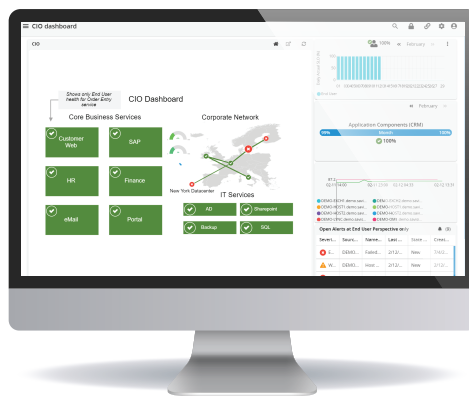
Live Maps has mobile-friendly dashboards and diagrams that allow IT & business experts to analyze issues from different perspectives. Anyone—from management to executives to infrastructure experts to the Help Desk Engineer—can easily review the state of the IT environment on responsive HTML5 dashboards. For example, a CIO needs to know if services are available to end-users, while the Service Owner needs to know which team is responsible for outages and their impact on the SLA. With Live Maps HTML5 technology, teams aren't restricted to one area of focus. They can quickly access SCOM data on the fly from any device and share read-only dashboards with others, no matter their level of SCOM expertise. By allowing IT and the business to speak a common language, Live Maps provides a faster way to prevent and resolve service downtime, reducing operational costs, while increasing overall organizational efficiency.

PERSPECTIVES



Application Services Dashboard

Dashboards for applications managed in SCOM are automatically constructed, saving hours of time creating and maintaining alert groups, performance graphs, service levels and service-oriented relationships.



CIO Dashboards

Provide IT leadership and business stakeholders with just the right overview dashboard of any IT service. Incorporate real-time SLA measurements to stay on top of any IT service outage that may impact business.



SCOM Noise

SCOM allows you to disable monitors, performance counters, and rules to reduce the load on both the management server and the database server(s).

CUSTOMERS



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Transform SCOM into a Business Service Management solution
Get a free trial or demo of Live Maps today

<https://martellotech.com/online-demo-environment/>