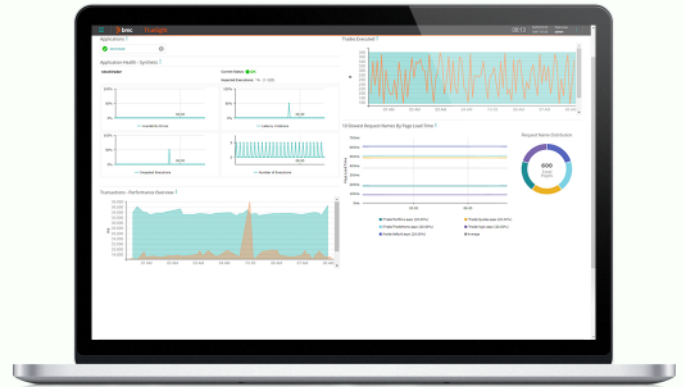


BMC TRUESIGHT OPERATIONS MANAGEMENT

Ensure the performance and reliability of digital services to consistently deliver an exceptional customer experience.

PRODUCT DESCRIPTION

TrueSight Operations Management is a turnkey solution that provides a comprehensive view of key service performance, enabling IT professionals to quickly identify potential impacts on customer experience. TrueSight Operations Management helps IT teams unify disparate operational processes and streamline workflows across various technology domains, shifting the focus from managing individual service components to delivering an exceptional customer experience.



BUSINESS CHALLENGES

Customer expectations for seamless access to high-quality digital services have increased operational complexity for IT. To deliver speed and simplicity on the front end, IT operations teams must manage interconnected enterprise applications and their increasingly dynamic back-end infrastructure. Meeting customer expectations requires addressing IT complexities necessary for delivering an ideal user experience; otherwise, customers may turn to companies that can.

BMC SOLUTION

TrueSight Operations Management provides a unified view of application and infrastructure performance across physical, virtual, and cloud environments. By offering visibility into web, mobile, and on-premises applications, TrueSight equips IT operations with the data needed to deliver high-quality digital services quickly and effectively, meeting business demands. TrueSight helps IT ensure that business-critical applications and services operate optimally by analyzing operational norms, automatically detecting anomalies, measuring service impacts, and proactively identifying risks.

FEATURES

TrueSight Operations Management enables IT departments to deliver digital services efficiently and with high quality.



Actionable Analytics

Root cause analysis, behavioral learning, dynamic baselines, and intuitive visualizations.



Proactive Analytics

Automated event and log analytics, with proactive notifications to prevent issues.



Mobile Accessibility:

Full solution access on any device, powered by HTML5 and responsive design.



User-Centric Focus

Application performance analysis from the end-user perspective, with root cause identification and impact assessment.

BENEFITS

- Cut false alarms by 90% using probable cause analysis.
- Build simple application models in under five minutes with auto-detecting application context views.
- Identify and resolve issues faster, enabling IT to focus on high-value tasks and reduce total cost of ownership (TCO).

OPERATING PRINCIPLE

Application, Infrastructure, and Middleware Monitoring. Centralized control combining application diagnostics, user experience monitoring, and tracking of servers, databases, storage, and other technologies.

Dynamic Application Context Views. Automatically detect all application tiers and visualize topology graphically. Monitor performance from UI code execution to backend systems.

Event Noise Reduction with IT Analytics Study normal behavior and identify anomalies to minimize event noise.

Proactive Log Analytics and Root Cause Analysis. Use probable cause analysis and integrated log analytics to quickly pinpoint issues.

Event Impact Assessment on Services. Collect events and create service impact models to visualize business service health and prioritize issue resolution.

Automated Incident Prioritization and Routing. Integrate service desk and IT operations by automatically adding configuration items to incidents and routing them to the right specialists.

Event Remediation and Self-Healing Automation. Automate the resolution of recurring events in real time with out-of-the-box or customizable workflows.

Simple and Effective Reports. Generate easily analyzable reports that provide actionable insights into the IT environment.

Efficient Long-Term Log Management. Retain logs for the long term with full indexing for searching and analytics.