

Magnum Technologies

IT service discovery for configuration management databases



Objective

The IT infrastructures of most corporations today are vast, highly complex and dominated by IT silos. They encompass a broad range of assets ranging from hardware that includes PCs, servers and printers to software such as shared accounting applications and Web-based resources. Monitoring these assets is difficult without visualization that unifies them to show their architecture, users and related processes. Magnum Technologies specializes in business service management products that automate the identification of IT assets for operational level agreements (OLAs) and their monitoring for service level agreements (SLAs). Its lead product, ADVANTAGE, lets IT professionals quickly assess the current state of an IT infrastructure as it relates to business functions, and provides automated discovery and application dependency mapping for all IT assets related to a business function.

Solution

ADVANTAGE's primary feature is a dashboard that uses graphical displays based on ILOG JViews, ILOG's top visualization product. It provides the visual mapping that lets Magnum Technologies' customers easily monitor their IT assets and understand how they are being used. Using ILOG JViews, ADVANTAGE reduces enterprise system downtime, supports proactive diagnoses of network, system and application issues before they affect business, measures the business impact of IT performance, and helps users understand the downstream effects of changes before they are made. The power and utility of ADVANTAGE have made it a popular choice of a growing number of major corporations, including Fortune 500 companies.

ILOG Product: ILOG JViews

- **Industry:** Information technology
- **Application Name:** ADVANTAGE®
- **Geographic Coverage:** Worldwide
- **Benefits:**
 - Visualize entire IT infrastructure
 - Meet service level agreements
 - Cut IT costs



Changing the rules of business™

Greater IT performance through visibility

Magnum Technologies' ADVANTAGE solution places IT assets together in a logical view for each service function to provide better asset management and performance monitoring. Each service view shows a specific business process. ADVANTAGE goes through all the customer's processes, and finds all the assets related to each process. This information is displayed in a real time in the dashboard to enable users to measure the performance and availability of assets. ADVANTAGE uses various display levels and tables to accurately show assets in the dashboard. The graphics are also color coded to provide status information. Red, for example, can be used to draw attention to a computer or line that is no longer working. ILOG JViews provides the graphics that display the discovery process in which assets are found, and the relationships among the assets. It also provides actionable items that can be clicked on to show what is happening with an asset in detail or edit its relationship with other items.

Benefits

With ILOG JViews, ADVANTAGE offers benefits that include:

- Centralized management of IT resources
- Identification of all the assets in the company and their relationships with other assets
- Automation of manual processes
- Proper servicing of business processes
- Continuous measuring, monitoring and mapping of assets in real time
- Support for making decisions for purchasing and locating IT assets
- Increased service-level compliance

Project

The application took a few months to assemble and deploy, but would have taken longer without ILOG JViews, whose premade graphics reduced the amount of development work. The application is provided with its own Web server.

About Magnum Technologies

Founded in 2000, Magnum Technologies, Inc., provides software and services that quantify the impact of IT performance on a company's business. Its solutions help IT organizations in midsize and large-scale enterprises. Learn more at www.magnum-tech.com.

"ILOG JViews gave us the discovery and mapping functionality needed to make ADVANTAGE a true advantage for our customers. It shortened our development time and made the product easier to configure – must-haves for us as our business grows."

– Tim Hadden
Chief Technology Officer and
Executive Vice President



ADVANTAGE dashboard shows performance data in real time

ABOUT ILOG

ILOG delivers software and services that empower customers to make better decisions faster and manage change and complexity. Over 2,500 global corporations and more than 465 leading software vendors rely on ILOG's market-leading business rule management system (BRMS), optimization and visualization software components, to achieve dramatic returns on investment, create market-defining products and services, and sharpen their competitive edge. The BRMS market share leader, ILOG was founded in 1987 and employs more than 700 people worldwide.

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