MONOLITH SOFTWARE

UNIFIED SERVICE ASSURANCE

AssureNow™ Overview

A Transformational Service Focus

Enterprises and service providers need to rapidly respond to market demand and deliver innovative and cost effective services through more efficient and automated business operations. This is driving a fundamental transformation of IT and network organizations to support new business innovation and technologies, while reducing operations costs and proactively assuring that service levels are being met. Proactive service assurance requires that operations and IT manage at a business service level in addition to managing the underlying infrastructure and systems. With IT convergence driven by virtualization, cloud services, and all IP networks, a new and unified operations approach is needed to achieve a proactive and transformational service focus.

Unify to Simplify…and Deliver

The shift to a service focus requires a top-down approach that unifies the infrastructure and service level management processes. Historically IT and operations teams focused on managing the infrastructure in a bottom up fashion, based on technology domains or silos, under the presumption that if those components were performing well then so would the applications they support. Current management tools are rooted in this technology- and domain-based approach, resulting in an overly complex and overlapping set of monitoring and management tools.

Not only has this evolutionary approach proven to be complex and costly, these legacy and disparate tools have proven to not scale to large enterprise and service provider environments. Further, they do not support the cross-domain and service-oriented nature of network and cloud services, and they lack end-to-end and real-time service visibility. Legacy tools are holding back many organizations from keeping up with the pace of innovation required by their business partners, as evidenced by how rapidly new cloud services and consumer technologies are being adopted in enterprise environments.

Figure 1: AssureNow Unified Platform Architecture

AssureNow — A Truly Unified Platform

The Monolith AssureNow™ platform was designed and built from the ground up to address the short-comings of the legacy monitoring solutions while providing an open architecture for incorporating future services. The proven next generation platform is built from a single code base, with a single database and a unified presentation interface, and it was built for multi-tenancy. A truly unified platform means that a single and consistent code set is used to collect, aggregate, enrich, and store data, and uniformly monitor devices and services across any type of infrastructure. Contrast this to the approach the "Big 4" and other vendors have taken — their solutions are based on acquisitions of disparate event and performance monitoring products built by different teams for different generations of infrastructure, with multiple databases to manage, and different user and administrative interfaces.

> "There are a lot of management companies out there that make promises — but Monolith Software is the only one with the technology to back it up. The Monolith solution gives the real-time, unified management capabilities that effectively meet our needs now and in the future."
> - Leon Hofer, VP Network Operations, Iowa Network Services

A unified platform simplifies infrastructure and service complexities by normalizing device, fault, performance, topology, service logic and rules, and component relationships in a single data repository. A unified presentation engine provides the information each user deems most critical through customizable reports, dashboards, and portals. This enables a proactive and role-based management model that encompasses infrastructure, business service, and customer experience in a single unified service assurance solution.

The AssureNow Platform Advantage

The time is right for a unified approach to IT infrastructure, business service, and customer experience management. The Monolith AssureNow solution provides discovery, fault, performance, topology, and service management in a single scalable platform, which provides operations and business teams with significant performance, scalability, and cost advantages over legacy and silo tool sets.

Elegant Convergence

The elegance behind this unified approach is that each of the IT management functions share a common administration system with a common rules structure and components that can leverage capabilities across functions. This allows administrators and users of the system to learn once and apply that knowledge consistently regardless of their management domain and the type of infrastructure or the external systems that the data originates from. This includes network, servers, applications, element management systems, and other monitoring systems where Monolith can be the unified Manager of Managers.

Complete Visibility

With standardized data collection and hierarchical relationships between devices, services, or customers, Monolith's unified approach gives a complete, real-time, end-to-end representation of the infrastructure and the services it supports. This enables the creation of dashboard views of devices and services, where fault, performance, topology and service level data can be placed in context and updated in real-time in a single pane of glass (see Figure 2).

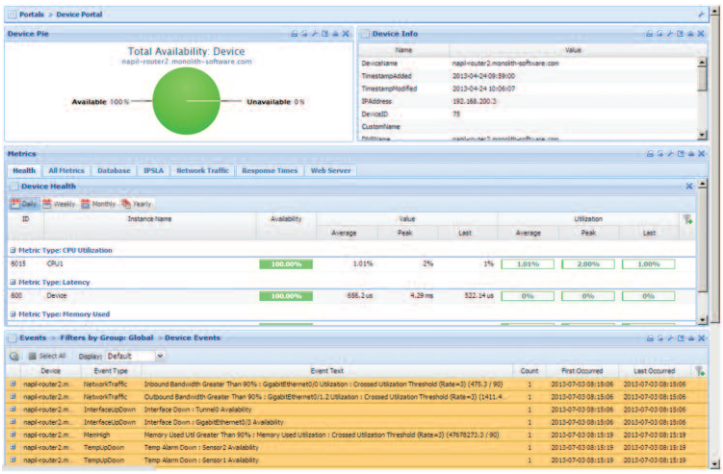

Figure 2: Dynamic Device Portal

Unified Visualization

A web-based user interface provides fast, ubiquitous, and browser independent reporting and dashboards, with multi-tenancy and full role-based access control included. Mode-based views can be provided to both internal and external consumers in a secure and reliable fashion. The Dashboard Engine allows for the presentation of any fault, performance, topological, and services information as well as groupings of information into a mash-up style view of disparate data in an easy at-a-glance manner.

> "Monolith allows us to visualize our data, not just from a technical perspective, but also from a business perspective."
> - Craig Yappert, Senior Director, Oracle

Automated Root Cause Analysis

The unified approach allows root cause analysis and incident scope detection to be quick and automated, because all of the data has been normalized in a single database, where a variety of correlation and enrichment functions can be applied. Without a unified approach to correlating the entire scope of data sources, operators are compelled by siloed environments to do this process manually or depend upon a fragile chain of siloed systems integrations.

Proactive Resolution

A unified platform allows mediation actions to occur earlier, be better targeted, and undergo evaluation, in context and immediately. The relationship awareness about devices, services, and customers provides visibility into how to resolve incidents and allows prioritization judgments to be made quickly and accurately. For example, slight degradations in performance across various device types can be proactively identified and managed, while they may remain undetected by device-specific monitoring tools. The cascade of undetected degradations could result in a serious service incident.

About Monolith Software

Monolith AssureNow is a next generation, unified service assurance solution that unifies fault, performance, topology, and service level management in a single scalable software platform. Built from the ground up on a single codebase, the fully integrated and multi-tenant AssureNow solution uses an open and holistic approach for data collection, enrichment, and visualization and reporting. Leading telecommunications, managed service providers, and enterprises around the world use Monolith to unify and simplify their infrastructure management, consolidate disparate and legacy tools to significantly reduce operations costs, and assure delivery of new services and enhance customer experience.