

SightLine Systems Corporation is an information technology company. Its real-time software and services allow IT System Managers to detect, diagnose, and prevent performance problems in even the most complex and diverse environments. SightLine makes it easy to monitor the response time of critical applications from an end-user perspective, to gauge overall corporate system performance and improve end user satisfaction.

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## Intelligent Agents Data Collection of Performance Statistics

Fortel's intelligent agent architecture collects heterogeneous data from platforms, databases and applications once – ensuring low system overhead. SightLine's intuitive threshold settings can be configured for individual hosts and specific times of day. When the threshold is violated, a visual alarm pops up on either SightLine's screen or a Network Management Framework Console. The alarm displays time, date and time of the violation and reminds the user of the threshold setting. Messages can be customised to contain operator instructions and diagnostic procedures. The client PC has the capability to send an email, make an audible sound, or send a message to an alphanumeric pager.

## Pro Active Alerting

Performance management is the corner stone to the delivery of quality IT services. Now more than ever, IT departments need timely information that alerts them to system degradation before it becomes critical. SightLine's automatic alarms allow the system administrator to stay one step ahead of problems ensuring service levels are met. SightLine™ has the capability to detect and alert potential CPU and memory shortages, low disk space, high response times and other critical system and application problems.

## Automated Analysis

Automation is imperative to the delivery of quality, timely IT management services. SightLine's easy to use automated analytic features and built-in correlation engine transform data into intelligence - resulting in reduced downtime and time to repair. SightLine's best-of-breed analytic capabilities minimise staff costs and reduce expertise needed by systems managers.

SightLine's analytic tools include:

- **AutoAlert™** – allows users to define threshold alerts within SightLine, based on dependencies within the critical path. Through AutoAlert, users can easily configure SightLine to provide Early Warning of service level issues based on a combination of events across any number of components. Unlike traditional event filters, Advisor correlates conditions across components, generating alerts based on component dependencies and real time monitored behaviour of the critical information flow. AutoAlert can also take pre-configured actions when triggered by a threshold violation. These threshold violations can be defined to automatically adapt to the normal fluctuations of the enterprise. In this way, false alerts can be minimized and Alert firestorms can be avoided.
- **AutoThreshold™** – function that examines collected data and recommends the best metric thresholds.
- **AutoInvestigate™** – provides a snapshot view of the metrics currently demonstrating abnormal behaviours. This enables the quick identification of the top most likely problematic components across the infrastructure; for example, the top busiest network segments. It calculates the mean for every variable, and then compares the mean to the value in every sample. AutoInvestigate produces a report that lists variables in the order of magnitude of the deviation from the mean. In other words, variables with the largest deviation from the mean will appear at the top of the list.
- **AutoAnalyze™** – uses expressions, or rules, that look for certain condition sets within the critical path that suggest potential service level impacts. For example, a CPU being idle on an application server, while packet arrivals at the web server climb, could indicate a system bottleneck that can impact overall business service delivery. When any defined condition set becomes true, SightLine notes and reports the event. A number of expressions are included in SightLine. These are user-configurable and new ones can be easily created to mirror the critical path and priorities of the business services.

- **AutoCorrelate™** – compares the behaviour of a user specified target metric to all other metrics across the critical path. AutoCorrelate finds correlated behaviour, regardless of the component types, differences in units or scale of the various metrics. Its key benefit rests in its ability to find the underlying true cause of the behaviour evidenced by some symptom variable, even across heterogeneous infrastructure components. For example, disk activity on an application server could be correlated to traffic patterns in a network router.
- **AutoWeb™** – creates and serves HTML pages from the pages and plots displayed in SightLine. Custom HTML environments can be substituted for the default environment. This enables users to match the look and feel of existing company Intranet styles, as well as supplement plots with explanations and related links. If requested, AutoWeb will serve up any file stored in SightLine's AutoWeb directory.
- **AutoReport™** – schedules report generation. Reports contain real-time information and plots, automatically updated by SightLine via OLE links.
- **Eventscope™** – powerfully displays values of a specified class of events at a selected time in both graph and tabular formats.
- **TopList** – pop-up tabular display that provides in-depth access to critical array class metrics and system information.
- **DataDictionary** – multi-platform on-line knowledge base that supplies metric definitions and reference material at the click of a mouse.

## Professional Reporting Made Easy

SightLine delivers the most advanced performance analysis and reporting functionality for systems and applications. Its AutoReport™ tool uses Microsoft Windows Object Linking and Embedding (OLE technology to share information between applications without cutting and pasting from one to another. AutoReport™ “set and forget it” functionality enables reports to be designed that include SightLine plots, and then have them automatically updated and printed at a predetermined time. SightLine allows data to be displayed in a multitude of ways. Performance variables and user defined data can be dynamically mixed and matched in whatever combination is required to meet unique monitoring requirements.

## Web Based Performance Management

As Internet usage proliferates, demand for Internet access functionality will become of paramount importance to management reporting. AutoWeb™ for SightLine, lets users view live system data from any platform that has a web browser, from anywhere in the world. AutoWeb turns SightLine into a Web server, allowing a loaded SightLine environment to be served up for quick load-and-go viewing by any Web browser. When system users experience difficulties, they can access the AutoWeb server to see where they exist, before they call system personnel with a problem. AutoWeb enables customised reports to be configured that can be accessed for daily, weekly or monthly reporting. Also, you can customise your Web pages for Intranet reporting. This is an excellent way to automatically distribute updated management and performance reports worldwide.

## Consolidator

SightLine is designed for scalability across large domains of shared enterprise resources. Intermediate Consolidators accumulate and summarise data from diverse domains, then transmit a single data stream to Expert Advisor. This minimizes bandwidth requirements while enabling management of large-scale environments. Expert Advisor can access detailed data for each component when required, to initiate in-depth analysis.



Die Intelligent Solutions GmbH mit Sitz in Bad Homburg ist ein Softwarehaus und IT-Dienstleister mit innovativen Produkten und Verfahren für die Optimierung von Geschäftsprozessen und IT-Infrastrukturen. Namhafte Unternehmen aus allen Branchen setzen seit Jahren unsere Lösungen für Performance-, Service Level- und Kapazitätsmanagement, End-to-End Application Monitoring sowie für Testautomation und Lasttests ein.

Ein Team von IT-Experten implementiert und wartet exklusiv die CitraTest® Produktfamilie in Deutschland, Österreich und der Schweiz. ITIL-zertifizierte Consultants unterstützen bei der Analyse von Performance- oder Kapazitätsproblemen und bei der Durchführung von Performance-, Service Level- und Lasttests. Die Intelligent Solutions GmbH automatisiert IT-Services und führt schlüsselfertige Lösungen ein. Dabei bauen wir auf die Erfahrung aus mehr als 20 Jahren erfolgreicher Projektarbeit im Bereich Performance- und Service-Management.

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Performance Service für  
geschäftskritische Anwendungen

