



DiscoverNET™

Proactive Service Desk Management

Anticipate incidents before they affect your users and services

As an integral part of the Infrastructure Management solution family from FrontRange Solutions, DiscoverNET works in conjunction with HEAT® to make the operational environment of the network and services visible to the service desk technicians. DiscoverNET provides real-time network monitoring of devices on the network and displays the health of each device through color-coded icons on the map of the network. Devices operating within predefined thresholds are shown in green, whereas devices experiencing minor or major faults are displayed in yellow or red, respectively. Because of the integration with HEAT, DiscoverNET can either automatically generate an incident in HEAT for conditions requiring attention, or the technician can trigger the automatic creation of an incident simply by clicking an icon on the map. An incident will then automatically pass to the service desk and be dispatched to the appropriate support team for resolution.

First-level service desk technicians are frequently asked to address a wide variety of IT issues in a short amount of time. The requests are often highly reactionary in nature because a failure in the environment has occurred and users are unable to complete their jobs satisfactorily. A tool is needed that monitors critical parameters in network devices and application servers to spot failures and tracks trends that could eventually lead to failures. DiscoverNET is just that sort of tool. It is used to monitor device status as well as capture data about critical elements that can trigger alarms to the service desk before failures occur.

The following benefits can be expected from infrastructure monitoring integrated via HEAT.

- Minimize service downtime and end-user impact
- Leverage existing escalation management processes in HEAT
- Extend service availability and utilization
- Reduce operational costs
- Collect network and systems operational statistics for trend analysis

DiscoverNET is also used to remotely connect, diagnose problems and reconfigure parameters through Telnet, HTML, SNMP or WMI technologies. A single management console that provides the visibility of the current state of the IT environment as well as the ability to spot

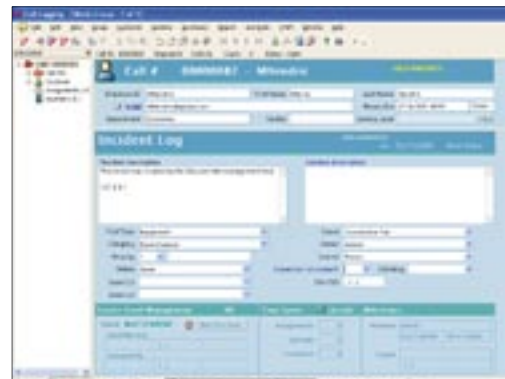
potential problem areas will increase the overall availability of the IT infrastructure to end users.

Key features include:

- DiscoverNET console with real-time network monitoring
- Ability to monitor remote domains and segments
- Automatic discovery of nodes on the entire network or selected segments
- Detailed analysis and trend reporting
- Remote desktop management capabilities
- Enterprise scalability
- Integration with HEAT® Service & Support™ for service views and the ability to launch tickets directly from an object



Monitor the network in real time



Incident created in HEAT to notify the service desk





Highly Scalable

DiscoverNET supports the management of multiple distributed domains, allowing for centralized management of global networks or just a constrained view of a single business unit within a distributed enterprise. Distributed agents monitor the status of alarm thresholds for discovered devices by using SNMP requests, saving long-term node statistics in a local database.

Display the network any way you want

DiscoverNET provides extensive topology options, supporting hierarchical maps that can represent different views of your operations, from global views down to individual devices. A hierarchy can represent cities, buildings or subnets that can be customized through simple point-and-click technologies. It is possible to import bitmap pictures of geographic areas or floor plans behind the auto discovered network to create a layout that best resembles the actual network. It is also possible to place all of the business critical servers segregated on one map and everything else on other maps. That way the most critical equipment is all in one place. This makes it easy for the service desk technicians to spot and start correcting a situation as soon as it occurs.

The heartbeat of DiscoverNET starts with network management protocols

Comprehensive and agile, DiscoverNET includes support for Simple Network Management Protocol (SNMP) and Microsoft® Windows® Management Instrumentation (WMI) to handle the broadest range of management protocols. Network monitoring is designed to be highly efficient so that a minimum of network bandwidth is used while at the same time a large volume of data can be collected for monitoring and trend reporting purposes. The built-in MIB compiler helps the technician shape polling data, and he or she can create his or her own MIB expressions. In addition, by using the MIB navigation tool window, he or she can make custom tables and menus, which can display MIB tables; edit, graph, or chart any MIB variables; and run an application.

Event Filtering

One of the challenges with managing today's networks is the large volume of management data that can be generated by the entire network. To effectively understand what is happening in the environment, the service desk technicians need to be able to sift through all of the data and find the pieces that are valuable and useful in the day-to-day operations. The DiscoverNET Event Filters are designed to allow for the technicians screen out the chaff from the critical data elements to reduce the volume of information to relevant

and manageable sizes. In fact, the filters can be set up so that if critical situations are discovered, a ticket can be automatically generated in the HEAT® service desk system without the need for human intervention.

Trend Reporting

During installation, the administrator can identify specific devices and measurement criteria for data within each device that needs to be captured in the database. Once stored in the database, the information is then available for ad hoc query reports or for automatically generated reports based upon daily, weekly or monthly time periods. The reporting system includes formats for graph, bar chart, distribution and summary information that can be used by the service desk and IT management to better understand the behavior of the network.

Desktop Management

DiscoverNET also leverages Microsoft Windows Management Instrumentation (WMI), which is a remote management function native to most Microsoft operating systems. WMI capabilities include the ability to remotely inventory, manage and view associations—all without adding a software agent to each individual computer. The WMI services control interface provides the ability to remotely start or stop services on a computer, thus allowing the service desk technician to remotely diagnose and in some cases correct situations without leaving his or her desk.

Infrastructure Management from FrontRange Solutions

DiscoverNET is just one part of the Infrastructure Management solution family from FrontRange Solutions, a broad set of manageability tools that help IT managers and administrators automate, organize and manage tasks across the enterprise. Infrastructure Management is designed to ensure an organization's overall success by increasing infrastructure security and network availability, and it is designed to work with the award-winning HEAT service desk software. Infrastructure Management is based on ITIL® and other IT best practices built specially for small to midsize and geographically distributed enterprises.

To learn more about DiscoverNET call **800.776.7889** and speak to a FrontRange Solutions representative today.

www.fronrange.com



Infrastructure Management

