



splunk[™] > for Unicenter[®] NSM

Integrated IT Data Search From CA and Splunk

Provide seamless workflow and data integration enabling a more effective and efficient use of data to optimize the availability of IT Services. Splunk for Unicenter NSM is a new approach to troubleshooting and improving service availability. The integrated solution indexes and links together all of your IT data in real-time allowing you to search and navigate running systems right from the Unicenter NSM console.

Benefits

- Reduce incident response times with runtime diagnosis and root cause analysis of ANY service, application or device.
- Perform ad-hoc investigations across multiple data center components with real-time search and navigation right from the Unicenter NSM console.
- Eliminate up to 90% of the time spent manually analyzing log files and other types of IT data from production systems.
- Search an up-to-the-minute archive of Unicenter NSM events.

Today's Challenge

Today IT organizations are challenged with ensuring constant availability of the IT infrastructure to both internal and external users. IT systems have become increasingly complex, with more unpredictable failures occurring even when individual components appear to be working properly. A growing percentage of incidents require escalation to developers and senior administrators, who spend costly hours manually analyzing countless IT data sources in different formats and locations.

Up to 70% of a typical IT Support Professional's day is spent looking through log files and other types of data from many different sources to diagnose problems, which leads to longer downtime, an increase in recurring incidents and higher operational cost.

The Solution: Splunk for Unicenter NSM

Splunk is the first search software that indexes and links together all the IT data generated by any service, application or device without modifying or changing your IT systems. Splunk makes it possible to search and navigate your IT infrastructure at runtime.

Unicenter[®] Network and Systems Management (Unicenter NSM) helps organizations sustain an on-demand infrastructure, optimizing IT investments and supporting business objectives by continuously assessing and self-managing IT infrastructure elements. It alerts IT Support Teams to incidents as they occur which helps increase problem

response time and speed resolution efforts that help improve IT service availability.

Splunk for Unicenter NSM is an integrated module that provides seamless workflow and data integration between Splunk Professional and CA Unicenter NSM. It allows CA customers to launch Splunk directly from the Unicenter NSM console to search for events and other IT data related to the host or device being monitored. It also seamlessly indexes Unicenter NSM events and allows users to search and navigate those events with other types of IT data including logs, configurations, message queues, JMX notifications, SNMP traps and database transactions from any service, application or device.

Search all Your IT Data From One Place

IT administrators can now finally find events across any service, application and device from a single interface and rapidly iterate and refine their search to find exactly what they are looking for. Avoid the delay of accessing data in different locations and writing custom scripts to work with different data formats.

Get To Root Cause Fast and Reduce MTTR

Powerful linking, classification and navigation features make it easier for administrators of every level to follow the connections between events at different technology tiers. Unusual patterns emerge more quickly than they would by using command line tools like grep.

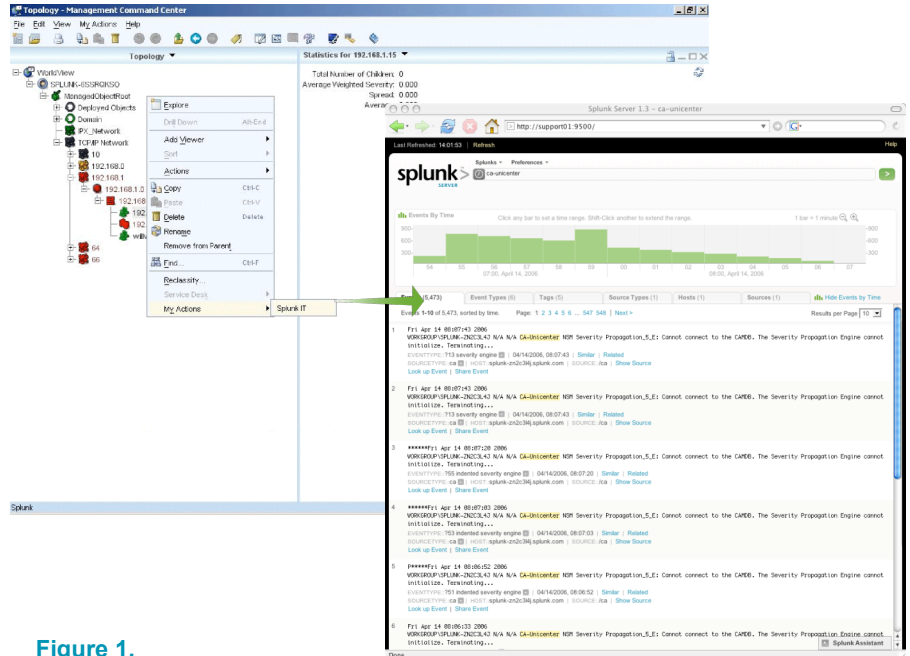


Figure 1. Splunk for Unicenter NSM enables users to launch Splunk Professional directly from the Unicenter NSM Management Command Center console.

Reduce Escalations and Group Analysis

An easy web-based interface and integrated features for capturing and sharing knowledge about specific types of events and sources make basic investigations accessible to help desk personnel. The same features also make it easier for senior administrators with one area of expertise to grasp the whole picture even when the problem crosses into different technology domains. Fewer problems are escalated, and those that are escalated require fewer resources to resolve.

Products

Splunk for Unicenter NSM

Enables seamless workflow and data integration between CA Unicenter NSM and Splunk Professional.

Splunk Professional

Provides real-time indexing and search of all IT data to enable faster troubleshooting for higher service availability.

CA Unicenter Network and Systems Management (NSM)

Manages the health and availability of operating systems and infrastructure elements such as systems, network devices, business applications and databases.

For more information: visit ca.com or splunk.com

