

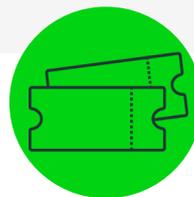
MONITORING SOLUTION



Simplified Security Model



Collocate Monitoring Data Inside ServiceNow



Raise Tickets Without Integrations



ServiceNow Tools Extend MMS App and Data

Simple, Easy to use, CMDB Driven Monitoring for ServiceNow

Monitor your entire IT infrastructure with MMS. Gain full visibility into your network and its performance. Ensure that all business critical components of your IT infrastructure run smoothly.

What can MMS Monitor?

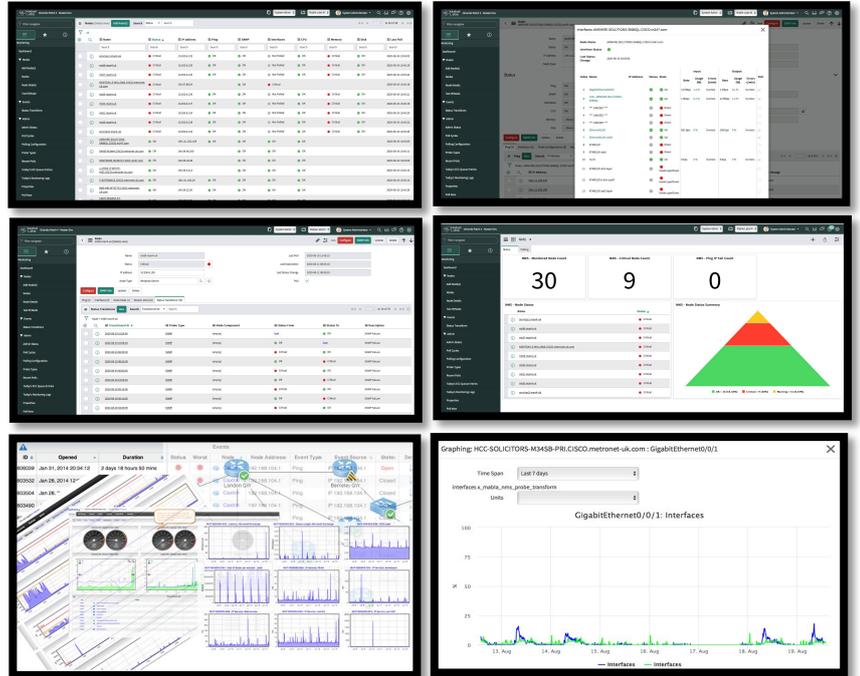
MMS can monitor anything to a certain degree. MMS use's SNMP to "get" the information needed and then process that information, running it through various internal agents then displaying the information in a straightforward way to make it easy to use.

Custom agents can be written to monitor specific equipment or applications, what available from each "Node" depends on what it runs and what additional vendor SNMP properties are available.

Features

- SNMP engine developed with over 20 years industry expertise.
- Truly scalable architecture
- Ping, SNMP and HTTP Based Monitoring
- One click from the ServiceNow Store
- ServiceNow developers can easily extend the monitoring application using familiar ServiceNow tools and interface
- Utilises ServiceNow MetricBase for data storage
- Monitoring data can be visualised in native ServiceNow reporting
- Link seamlessly to ServiceNow machine learning capability to allow predictive models on
- Raise tickets from monitoring events
- Data viewer to explore raw data
- Simplified security model.
- Easily reuse monitoring data in ITSM use cases including portal.
- Seamlessly integrate monitoring and ITSM.
- 100% Native to ServiceNow, just add a MID Server!
- Event Management for effortless alerting
- Drive Monitoring from the CMDB
- SLA and performance reporting
- Latency monitoring
- Application Performance Monitoring through packet session inspection - coming soon!

- Extensible
- Vendor specific Agents and SNMP adapters available
- Ping
- CPU Usage
- Memory Usage
- Disk Usage
- Interface Usage, Rate and Errors
- Interface and Device Availability %
- 95th Percentile calculations
- Configurable Thresholds
- Customisable command line framework for anything else
- Flexible Alert Options
- PSU, UPS, FAN, Temperature and other environmental monitoring
- REST API
- ServiceNow Agent Workspace for Monitoring
- Guided Setup for easy configuration



Benefits

- Remove monitoring maintenance overhead
- Reduce system maintenance overhead
- Switch dedicated monitoring hardware to MID servers
- Consolidate IT systems.
- Reduce monitoring costs.
- No costly integrations required
- No time consuming projects to integrate 3rd party monitoring tools
- Meet the demands of the business for access to monitoring data.