

Product Brief

Unified Infrastructure Management

Key Features

- **Most comprehensive coverage.** Leverage a single solution to monitor all your cloud services and traditional IT resources.
- **Intelligent, unified analytics.** Gain the insights needed to resolve issues rapidly and to proactively preempt potential issues before the user experience suffers.
- **Open, multi-tenant, extensible architecture.** Extend monitoring to support new technologies or expand monitoring to support more services, groups, or resources.
- **Rapid, automated deployment and configuration.** Rapidly adapt to meet the needs of today's highly dynamic and DevOps-centric environments.

Key Benefits

- **Optimize the user experience.** Use a single, analytics-driven solution to speed mean time to repair and enhance the user experience.
- **Reduce complexity and boost productivity.** Eliminate the effort associated with using and managing multiple monitoring tools.
- **Improve resource utilization.** Gain intelligent and holistic insights to optimize utilization across hybrid infrastructures.
- **Future proof your business.** Leverage comprehensive coverage and an open, scalable architecture that can address your needs of today and adapt to quickly to emerging requirements.

Overview

Unified Infrastructure Management (UIM) provides a single, analytics-driven solution for proactively and efficiently managing modern cloud and hybrid IT infrastructures. UIM is the only solution that provides intelligent analytics, comprehensive coverage, and an open, extensible architecture. By leveraging the solution, your organization can speed mean time to repair, reduce monitoring efforts, accelerate new deployments, and improve the end-user experience. The solution also provides unified, automated monitoring configuration and deployment, making it optimally suited for today's DevOps and high-scale environments.

Business Challenges

In today's economy, the applications that deliver a differentiated and superior customer experience provide a distinct competitive advantage. The underlying infrastructure that powers an application can make or break the user's experience. Enterprises need to proactively manage the experience that infrastructures deliver but it can be challenging when infrastructures continue to become more dynamic and hybrid in nature. Exacerbating matters, many enterprise IT and service provider organizations are battling against the limited, siloed tools they've implemented or inherited, which pose the following challenges:

- **Staff inefficiency.** These tools result in staff spending excessive time supporting multiple tool deployments and complex, multi-layer configurations. Disparate tools leave staff hampered by long triage processes and labor-intensive reporting efforts.
- **Poor user experience.** Because all these tools lack correlation, it is difficult to gain holistic views across the organization's hybrid environments. Consequently, teams are forced to react to issues after they have already started to affect users.
- **Resource utilization.** Limited monitoring capabilities make it difficult for teams to understand usage and resource utilization trends, often meaning businesses waste budget on over-provisioned on-premises or cloud-based resources.
- **Lack of agility.** The time it takes to instrument the monitoring of new applications and infrastructures either inhibits business agility or leaves the business exposed to critical outages and issues while monitoring tools are being configured.

Solutions Overview

Unified Infrastructure Management (UIM) provides a single, analytics-driven solution that can monitor every aspect of your infrastructure, whether on-premise, public cloud, or private cloud.

Solutions Overview (cont.)

The solution gives you a thorough understanding of where issues are or might arise, resulting in a faster mean time to repair and better end-user experience.

Intelligent, contextual analytics in the solution speed issue resolution and allow you to resolve issues before your users' experience suffers. The solution automatically correlates structured infrastructure performance data with unstructured event logs. With this intelligence, your administrators can rapidly identify and remediate issues.

By leveraging a single, unified solution that offers the most comprehensive infrastructure coverage, your organization can stop having to rely on dozens of disjointed point tools. Consequently, your organization can streamline administration, and more quickly and effectively support the delivery of new services, applications, and technologies.

Critical Differentiators

- **Most comprehensive coverage of cloud and hybrid IT:** UIM provides the most comprehensive coverage of today's modern, cloud-based infrastructures and traditional IT resources. As a result, the solution reduces complexity, speeds mean time to resolution, and streamlines cloud adoption.
- **Complete visibility of infrastructure stacks:** No matter what your application or infrastructure stack is built on, UIM provides the monitoring capabilities to manage its performance. The solution provides support for monitoring physical and virtual servers, public or private cloud environments, storage platforms, databases, hyper-converged infrastructures, packaged applications, mainframes, and big data technologies.
- **Integration with DX SaaS for Operational Intelligence for AI-driven and ML-driven capabilities:** Your Unified Infrastructure Management on-premise environment can be integrated with the DX SaaS for Operational Intelligence service for cloud-based AI-driven analytics across your services, alarms, metrics and logs as well as modern dashboards and reports.
 - **Service analytics:** Leverage machine learning-based algorithms to predict issues that could affect business service performance and delivery.
 - **Alarm analytics:** Cluster similar alarms intelligently to a single probable root cause so that users can focus on the issue amidst dozens of symptoms.
 - **Performance analytics:** Collect metrics, alarms, topology, and logs across various infrastructure layers and use dynamic baselines to determine what constitutes normal and abnormal behavior.
 - **Anomaly detection:** Use historical trends to dynamically set thresholds for metrics and then create alerts for abnormal scenarios, while also reducing false alarms associated with expected variances.
- **Contextual log analytics:** Automatically correlate structured infrastructure performance data with unstructured event logs to facilitate rapid issue identification.
- **Capacity analytics:** Predict how you need to allocate IT resources, whether to scale up or deprovision excessive resources, based on your business needs.
- **Predictive insights:** Prevent outages before they affect the user experience with sophisticated baselining, trending, and *what-if* scenarios.
- **Open, multi-tenant, extensible architecture:** UIM delivers the flexibility that you need to extend coverage to support new technologies or to expand coverage to support more devices, services, users or tenants. The solution is also easy to integrate with other IT operations tools.
- **Rapid, automated deployment and configuration:** The solution provides an automated, template-based approach to monitoring your entire infrastructure, enabling you to meet the needs of today's highly dynamic and DevOps-centric environments.
- **Trusted by managed service providers (MSPs):** Leading MSPs around the world leverage the solution's comprehensive coverage and multi-tenant architecture to deliver revenue-rich, premium monitoring services.

For more information, please visit broadcom.com/uim.