

Observability for SiteMinder™

Proactive Insights and Seamless Resolution with DX O2

Overview

As organizations embrace digital transformation, interactions with customers, partners, and employees increasingly occur through software. Applications have become the face of the business, making a positive user experience essential to success. However, outages can have far-reaching impacts beyond merely disrupting transactions. Proactively identifying components at risk of failure before they crash is crucial for maintaining the health and reliability of deployed solutions.

Identity and Access Management (IAM) systems are a cornerstone of protecting applications against unauthorized access. Many of the world's largest enterprises rely on SiteMinder™ as the foundation of their IAM strategy. However, the exponential growth in users and the complexity of today's hybrid environments make diagnosing the root causes of application and user issues increasingly challenging. DX Operational Observability addresses this issue.

Introducing DX Operational Observability

DX Operational Observability (DX O2) is a modern solution designed to help organizations proactively identify and resolve issues across physical, virtual, containerized, cloud, and mobile applications. As a seamlessly integrated AIOps platform, DX O2 leverages advanced artificial intelligence/machine learning (AI/ML) capabilities to correlate and analyze data across users, applications, infrastructure, and network services. This enables organizations to gain a clear understanding of the health of critical business services, reduce noise and false alarms, and accelerate root cause analysis through automation.

DX O2 for SiteMinder delivers essential real-time visibility into the availability and performance of a SiteMinder environment. It empowers security teams to detect and address issues before they impact end users, enabling them to prioritize and resolve problems effectively. SiteMinder customers who have implemented DX O2 have experienced up to a 90% reduction in mean time to detect (MTTD) and a 60% reduction in mean time to identify (MTTI), allowing them to address issues before outages occur.

Benefits of DX O2 for SiteMinder



Minimize Service Disruptions



Isolate and Triage Root Causes



Enhance Operational Efficiency

Minimize Service Disruptions

DX O2 for SiteMinder provides comprehensive visibility across all tiers of a SiteMinder deployment architecture, delivering essential KPIs to detect anomalies before they lead to outages. For sudden system issues, such as network, database, or hardware failures, DX O2 raises alarms in nearly real time, combining telemetry from SiteMinder components and monitored dependencies (system and network elements) to reveal root causes and identify affected applications. Additionally, deploying DX O2 in test environments enables teams to optimize configurations for hardware, network, user volume, and back-end system latency, proactively enhancing the resiliency, capacity, and hardware efficiency of the production SiteMinder environment. Combined, these capabilities ensure that end users are able to access protected applications at any time, without any service disruptions.

Isolate and Triage Root Cause

The complex SiteMinder architecture, with multiple web agents, access gateways, and policy servers, relies on critical services, networks, and hardware components. When a problem arises, it is often difficult to pinpoint which team needs to address the issue, lengthening the time to resolution. DX O2 for SiteMinder, along with the platform's monitoring agents, offers best-in-class telemetry, alarm analytics to reduce noise, and helps teams concentrate on root causes. Customizable dashboards provide an entire view of the SiteMinder deployment, covering upstream applications and downstream services without requiring navigation through thousands of metrics. With these capabilities, it takes IT teams significantly less time to isolate and triage the root cause of an issue, ensuring it can be fixed before it impacts any services protected by SiteMinder.

Enhance Operational Efficiency

With DX O2 Service Analytics, upstream stakeholders gain valuable insight into the impact SiteMinder has on SLAs, reducing accusations of blame and accelerating resolution of application issues. DX O2 extends visibility into SiteMinder deployment topologies, aligning observability data with authentication and authorization metrics to provide a unified view for both observability and security teams. This single-pane-of-glass approach highlights the effect SiteMinder has on end-user experience, alongside microservices, cloud services, and other monitored assets. Additionally, DX O2 features deep KPIs and continuous monitoring, which enable teams to fine-tune configurations and minimize hardware and infrastructure costs. The platform enables organizations to modernize by reducing complexity, enhancing scalability, and streamlining administration, ensuring SiteMinder is consistently optimized for peak loads.

Why DX O2 for SiteMinder?

- **Real-Time, Multi-tier Visibility and Proactive Issue Detection** – DX O2 enables IT teams to proactively detect issues before they impact end users, ensuring uninterrupted access to apps.
- **Accelerated Root Cause Isolation and Triage with Unified Dashboards** – DX O2 significantly reduces the time needed to isolate root causes, enabling teams to quickly resolve issues.
- **Enhanced Operational Efficiency with Integrated AIOps and Service Analytics** – DX O2 improves SLA transparency, reduces arguments over blame, and supports modernization.

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