EINBLICKE IN DIE AKTUELLE NETEYE 4 UND ERIZONE 5 ROADMAP

... more than software

WÜRTH PHOENIX FACTS & FIGURES

WÜRTHPHOENIX

1.107

… market-leading companies relying on our solutions

412

… customers monitoring their IT with NetEye and EriZone

12.630

… sales representatives working with Speedy^TOUCH

10

… % yearly sales growth

162

… high-qualified, unique employees

71

… successfully implemented ERP & CRM projects

NETEYE FACTS & FIGURES 2017

WÜRTHPHOENIX

49
… new additional subscription

+10%
… consulting services

> 5/6
… average customer satisfaction

4
… yearly minor release

37
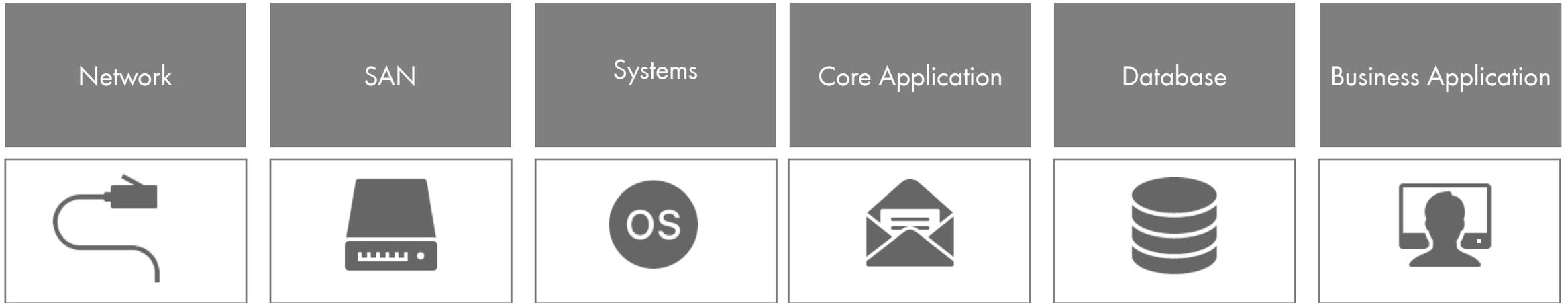… participants in our trainings

+10
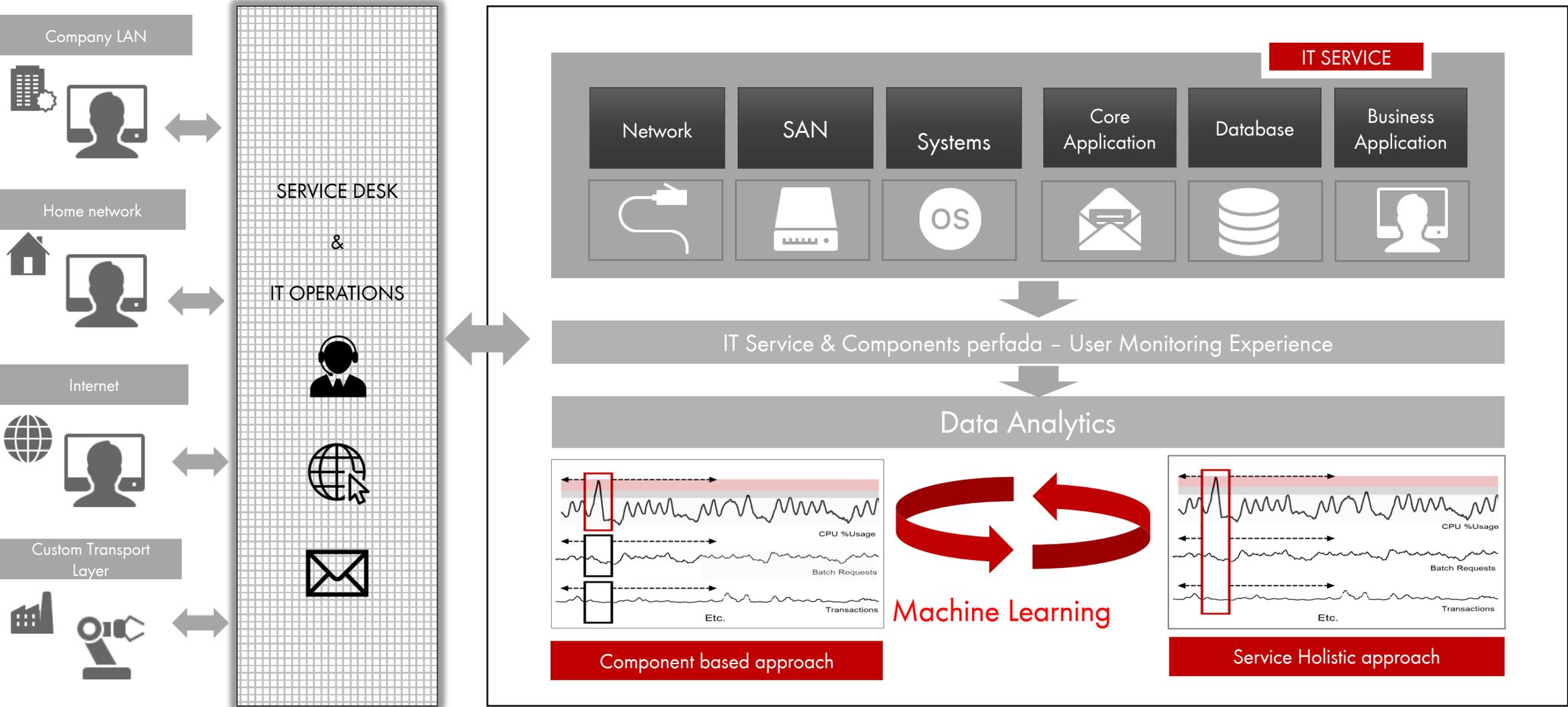… new team members

Our strategic vision

IT Services

Strategic asset — (R)evolution

Business enabler — TODAY
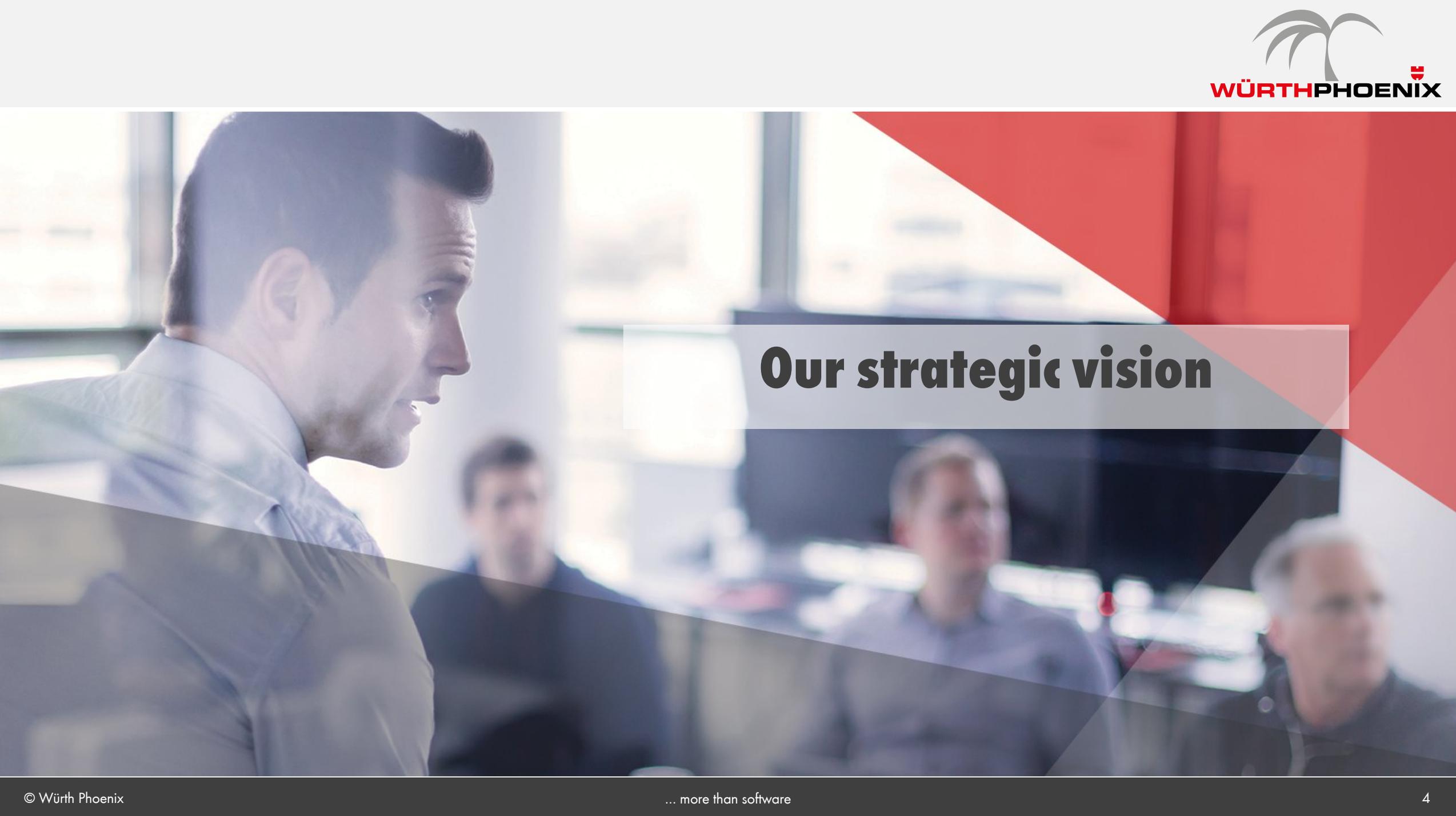
Business support — YESTERDAY

YESTERDAY: IT AS "BUSINESS SUPPORTER"

TODAY: IT AS „BUSINESS ENABLER"

Company LAN

Home network

Internet

Custom Transport Layer

SERVICE DESK

&

IT OPERATIONS

IT SERVICE

| Network | SAN | Systems | Core Application | Database | Business Application |

IT Service & Components perfada – User Monitoring Experience

Data Analytics

Machine Learning

CPU %Usage
Batch Requests
Transactions
Etc.

Component based approach

CPU %Usage
Batch Requests
Transactions
Etc.

Service Holistic approach

(R)EVOLUTION: IT AS STRATEGIC ASSET
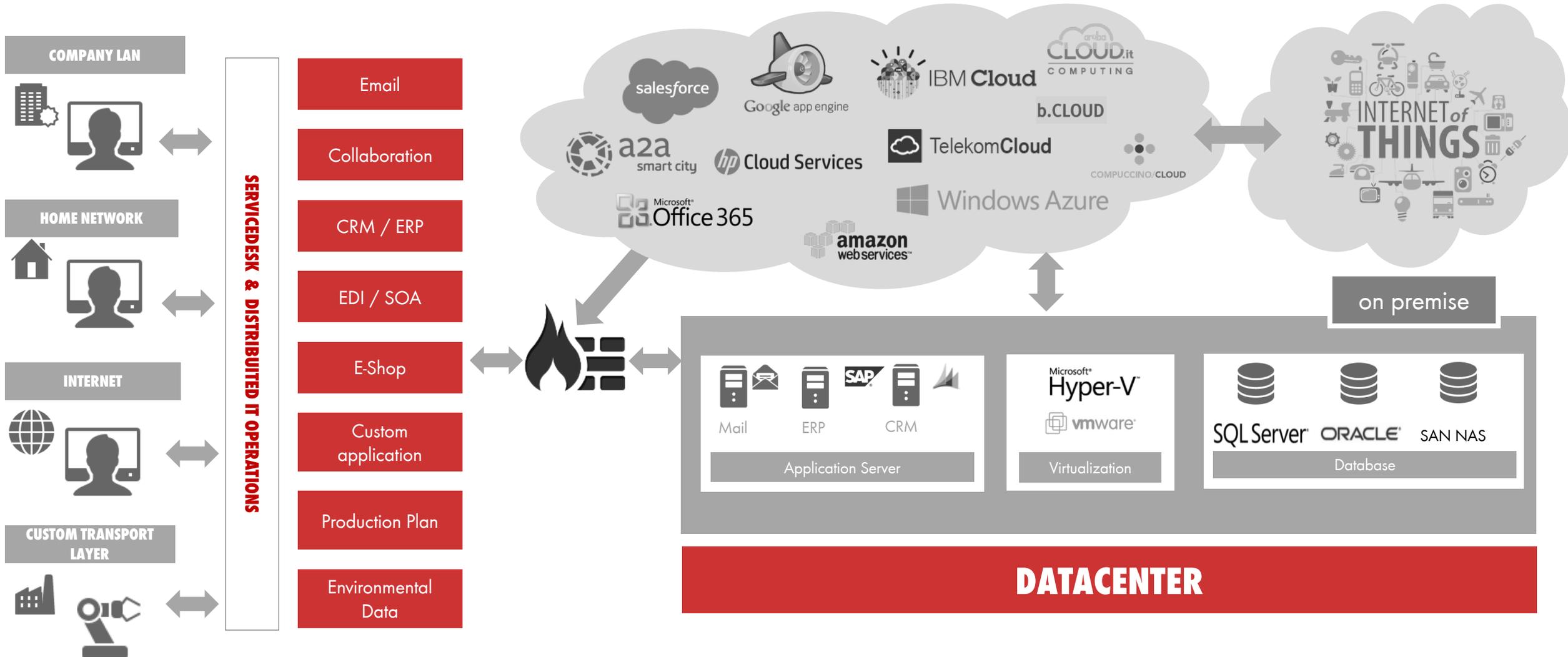
SEPARATION OF RESPONSIBILITIES WITHIN THE CLOUD

On Premise	Infrastructure (as a Service)	Platform (as a Service)	Software (as a Service)
Applications	Applications	Applications	Applications
Data	Data	Data	Data
Runtime	Runtime	Runtime	Runtime
Middleware	Middleware	Middleware	Middleware
O/S	O/S	O/S	O/S
Virtualization	Virtualization	Virtualization	Virtualization
Servers	Servers	Servers	Servers
Storage	Storage	Storage	Storage
Networking	Networking	Networking	Networking

On Premise: You manage (all)

Infrastructure: You manage (Applications, Data, Runtime, Middleware, O/S); Other manages (Virtualization, Servers, Storage, Networking)

Platform: You manage (Applications, Data); Other manages (Runtime, Middleware, O/S, Virtualization, Servers, Storage, Networking)

Software: Other manages (all)

THE CHALLENGES TO MANAGE THE CLOUD SERVICES

Unique cloud PAAS, IAAS implementation

Cost management of Cloud Services

Performance from the users' perspective for the different cloud providers

Performance of the services made up by different clouds

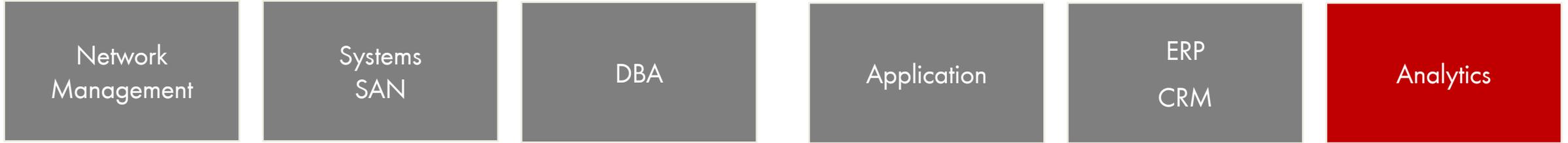Identification of the congestions between cloud and end user

Control the reliability of the cloud service on the users' perspective on a time line
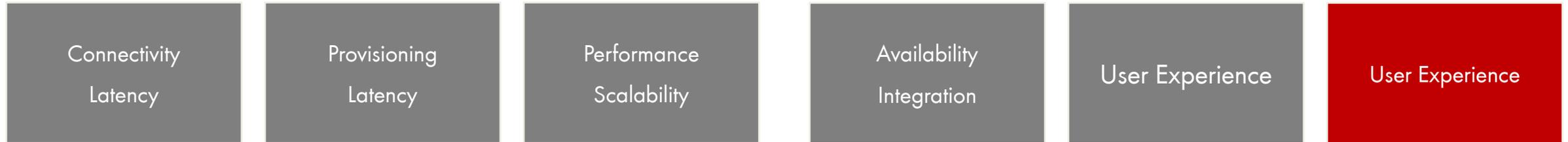
THE CHALLENGE

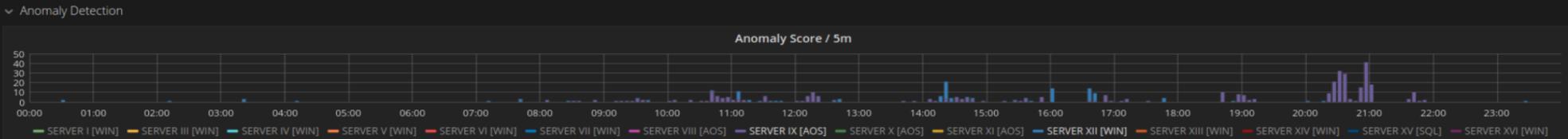# NETEYE: STRATEGIC AIM IN IT OPERATIONS OPTIMIZATION PROCESS
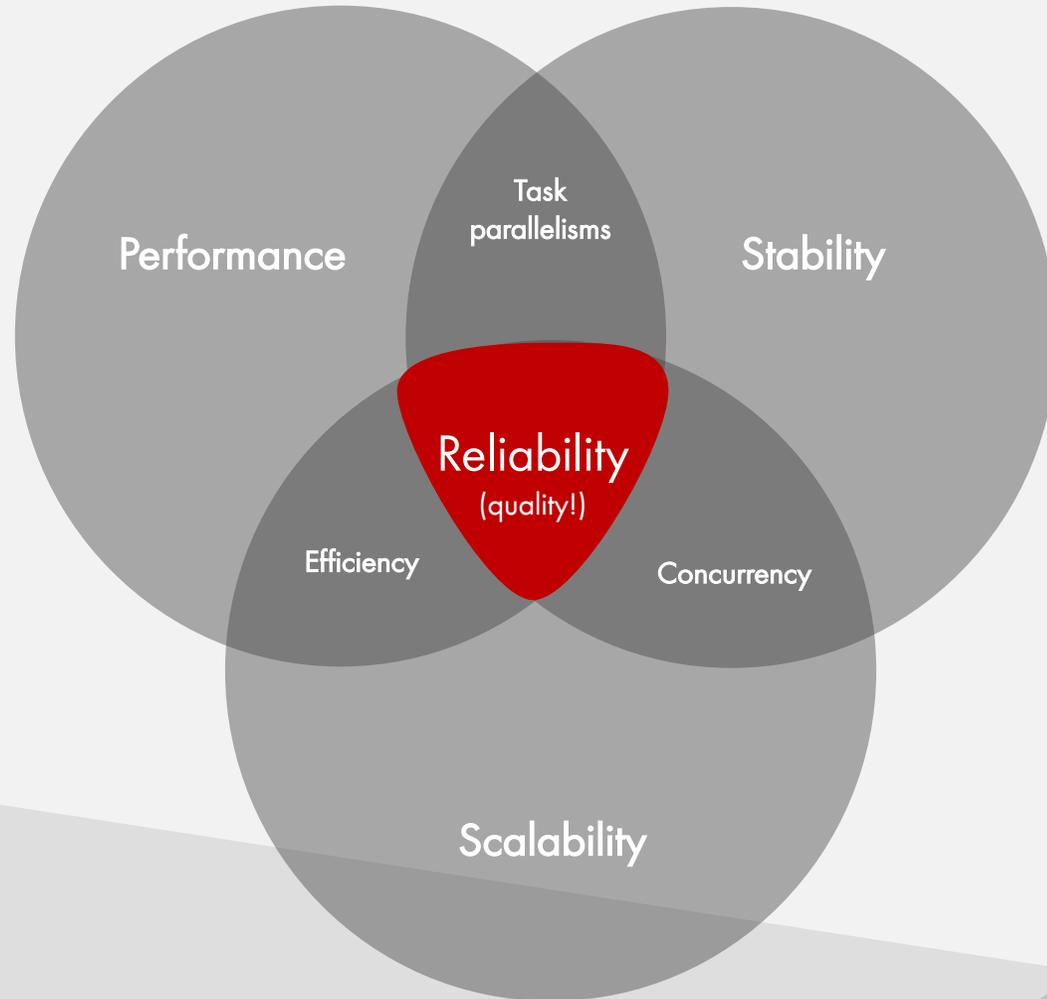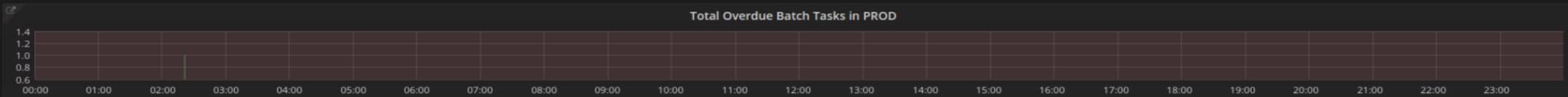
WHAT WE OFFER TO FACE THE (R)EVOLUTION

NETEYE ITOA | MULTI-LEVEL DASHBOARDING
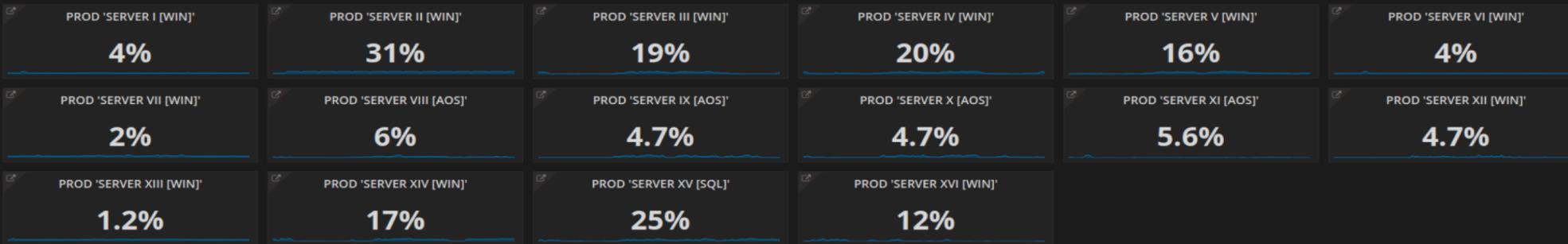
Server Performance Metrics
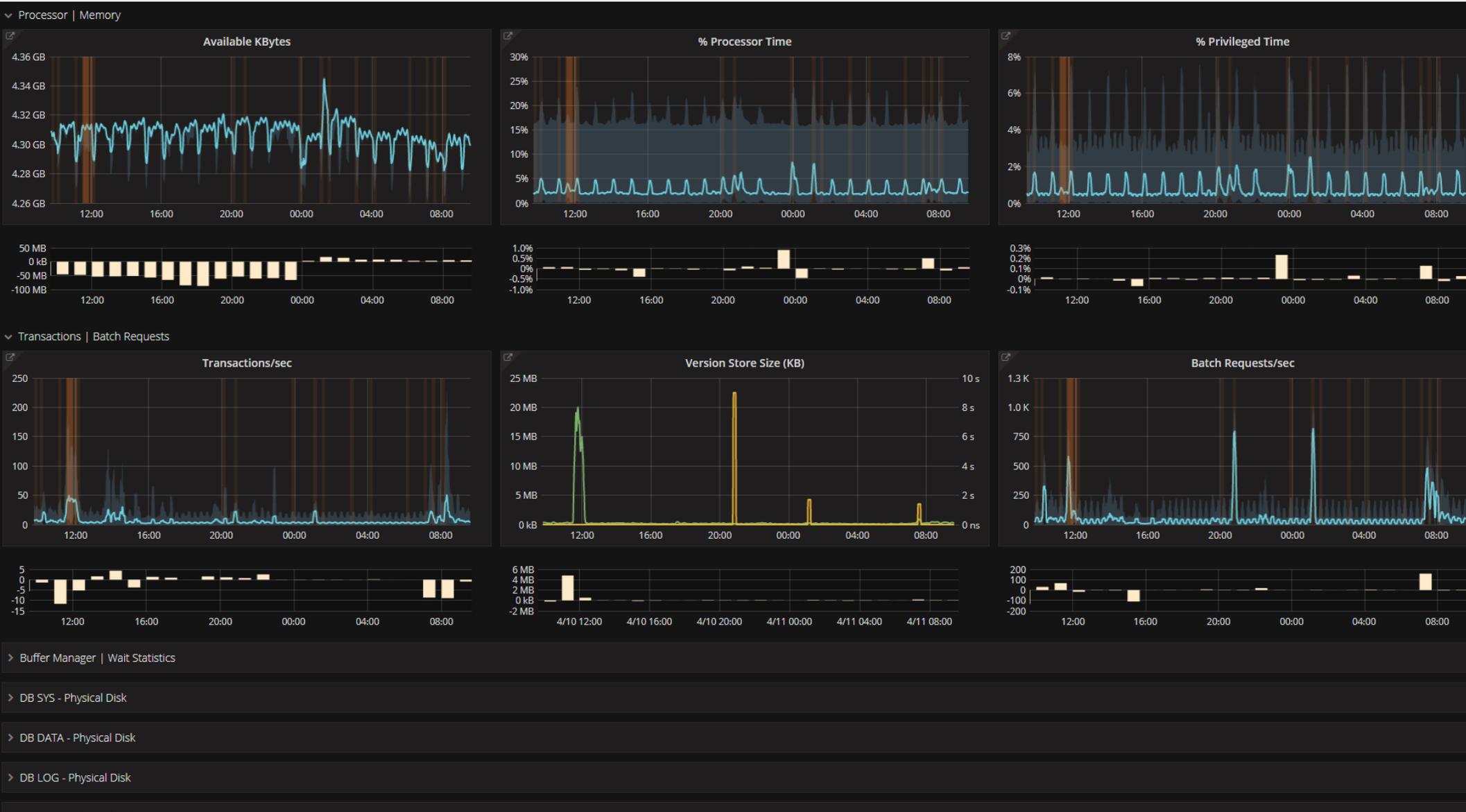
Anomaly Score

Batch Analysis

Alyvix User Experience
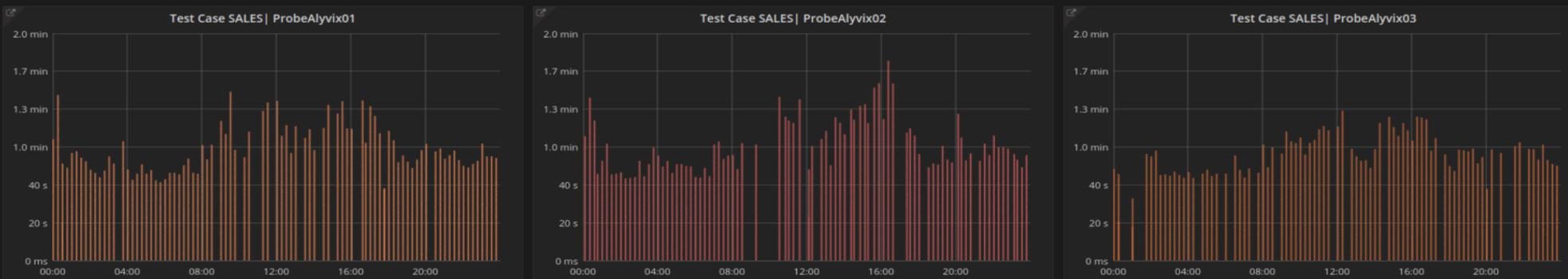
... more than software

NETEYE ITOA | SCOPE SPECIFIC DETAILED DASHBOARDS

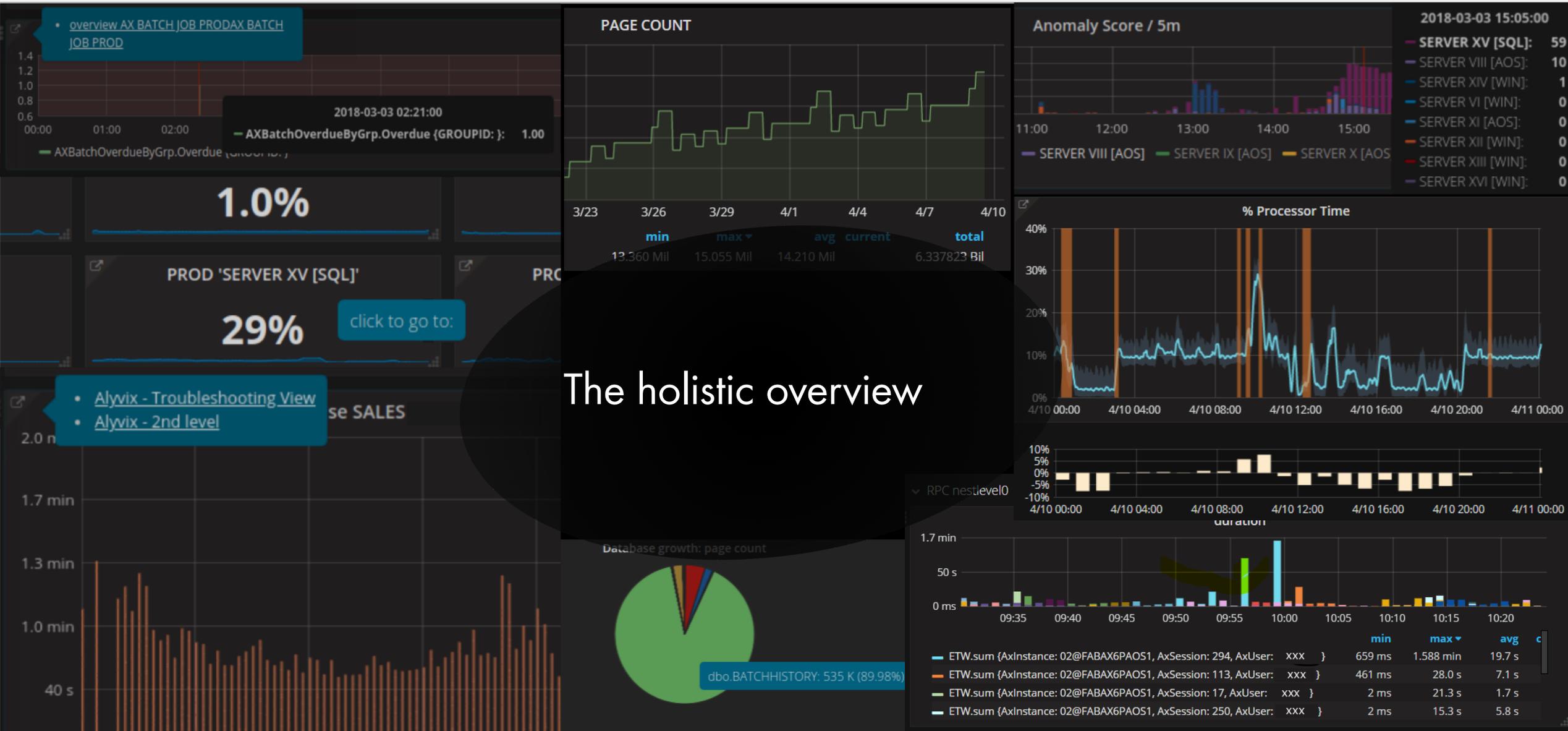Moving mean & value range

Anomaly score

Historic data difference

Anomaly score:
- Multi-variate analysis
- Correlations between different counters
- Mark time intervals of interest

More detailed metrics

The holistic overview

NETEYE 3.X RELEASES

WÜRTHPHOENIX
NetEye

3.12 – 3.13
MAIN FEATURES

✓ Augmented dashboarding to support the Vital Business Services

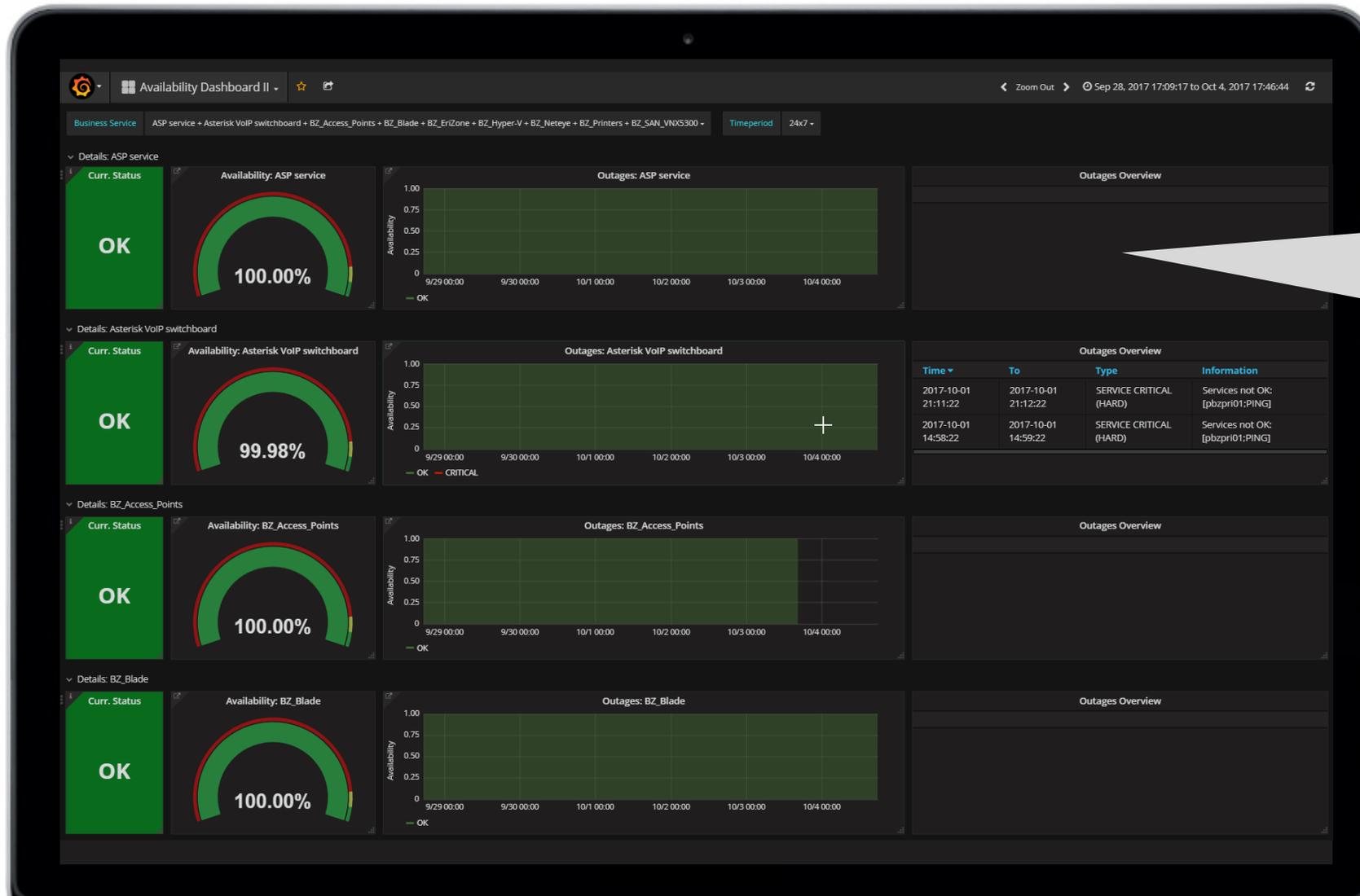✓ Templates-Based visualization of Performance Data

✓ IT Business Services: Priorities management and views

✓ Improved Graphic Interface with the upgrade to Thruk 2

✓ Documentation of the NetEye Perl API for the monitoring automation

New autogenerated dashboard template for the Business Monitoring (VBF)

NETEYE ROADMAP
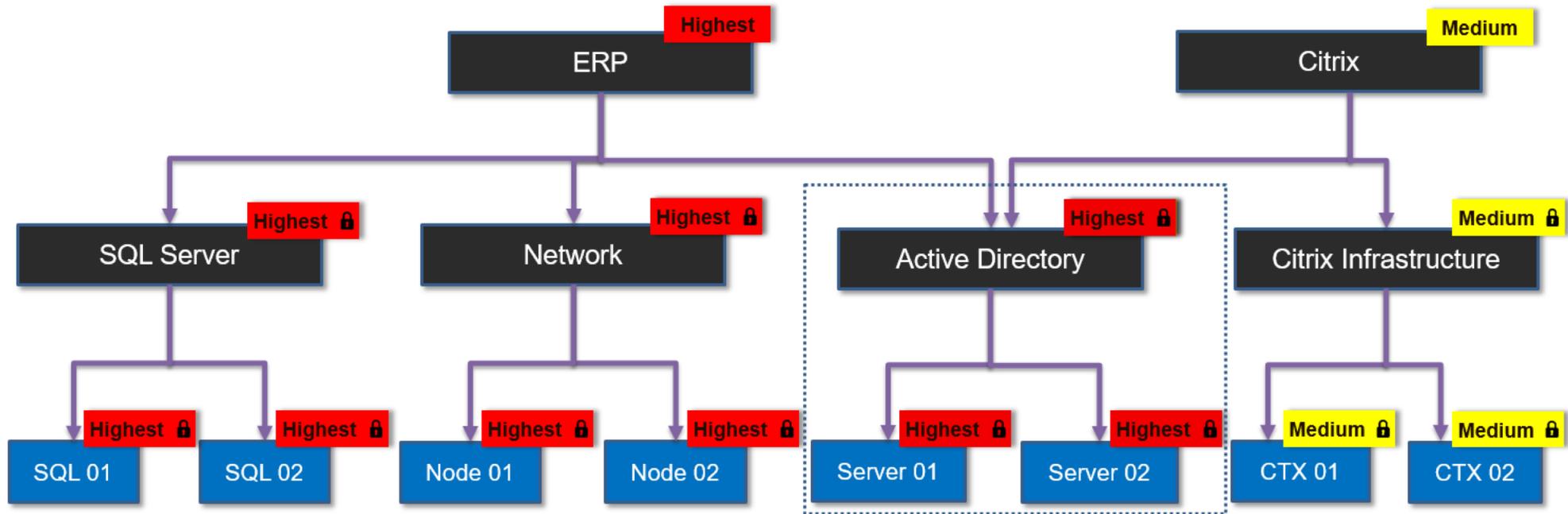
WÜRTHPHOENIX
NetEye

3.14– 3.15
MAIN FEATURES

Upgrade to Grafana 5 and integration in NetEye User management

Migration of the Log Management on Elastic 6

New Business Process and root-path view dashboards

Active-Directory driven user and rights management

Network L7 traffic statistics in Grafana

ALYVIX 2.5 – 2.6

**Ver.
2.5 – 2.6**

NEW FEATURES

alyvix

- Publishing each transaction performance as a point in InfluxDB (caching provided)
- Visual Scraper of strings
- New Send Keys (set the duration of every typed key)
- Unlimited Region Of Interest
- PIP install, standard python
- Edge Stretching (move and resize selections or regions of interest)
- Enrich performance data with hostname on terminal server

Test Timings

Detailed Performances

	min	max	avg	current
ax12_all_contacts	766	796	776	781
ax12_all_customers	2.31 K	2.56 K	2.47 K	2.31 K
ax12_all_orders	875	1.13 K	943	891

OTRS PREFERRED PARTNER

WÜRTHPHOENIX
EriZone

Powered by OTRS Open Technology Real Services
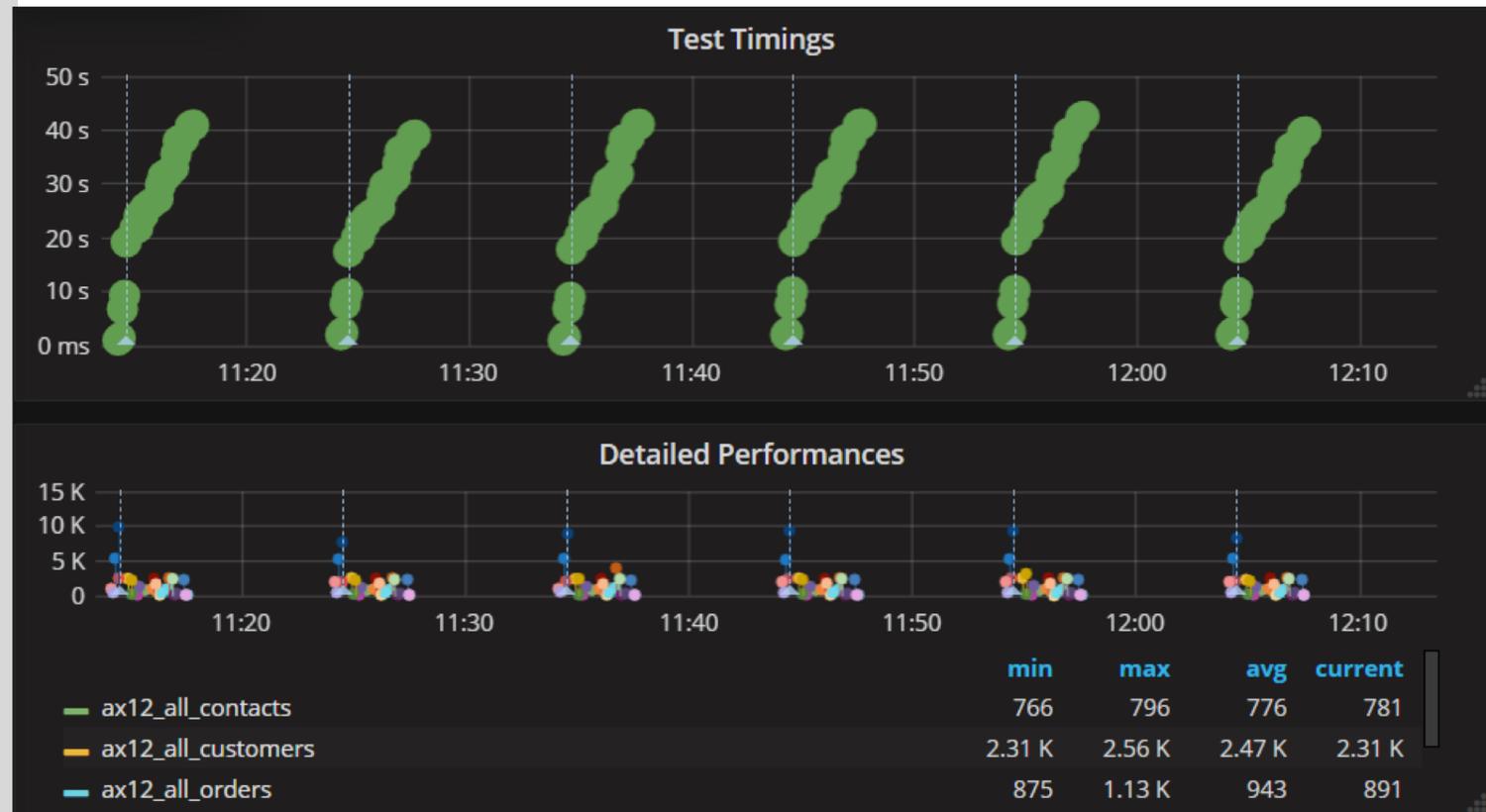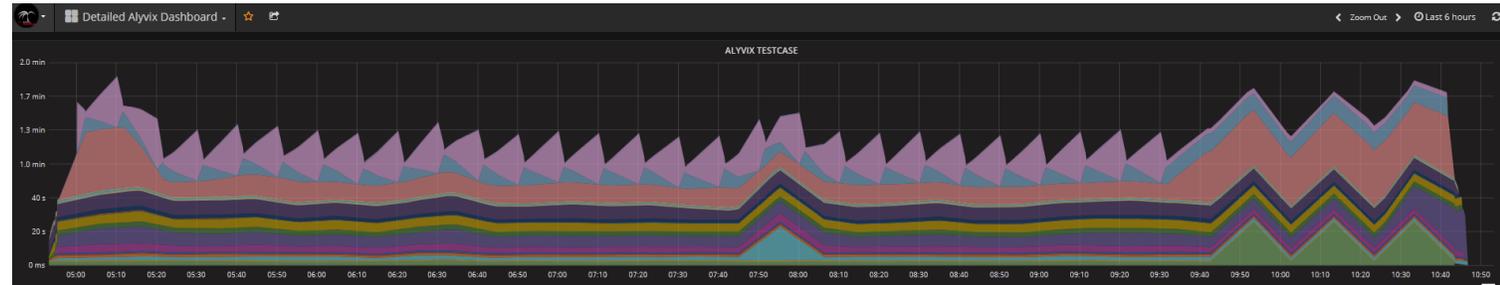
It amplifies the range of features offered by OTRS

It develops and manages the IT service processes by following the best practices provided by the IT Infrastructure Library (ITIL)

It manages efficiently the users' requests

Open to the integration with other monitoring systems and it is already integrated with NetEye

ERIZONE OVERVIEW

WÜRTHPHOENIX

Incident Management

Request fulfilment

Problem Management

Change Management

Service Level Management

Access Management

Service & Asset Configuration Management

Knowledge Management

Service Catalogue Management

INNOVATIONS IN ERIZONE 5.X

v. 5.x

MAJOR FEATURES
(now available)

✔ EriZone REST API Web Service

✔ Template creation for the agent and client interface

✔ Suggested FAQ for the customers based on the subject field

✔ Integration with Microsoft AdFs and other SAML2/3 solutions

✔ Core upgrade to OTRS 5.0.27

✔ Enhancements on the Service Dispatcher

✔ Notification email in HTML format

ERIZONE NEW FEATURES...

Quick ticket by image	Template (form) HTML for the customer interface	Possible integration with the chat tool of OTRS Business Solution	Dynamic fields from the DataWarehouse	Interface with the new NetEye Asset Management (GLPI 9.1)
ROADMAP Signature canvas for the mobile solution	**ROADMAP** Customer User Information Panel	**ROADMAP** Upgrading to OTRS 6	**ROADMAP** Grafana dashboard	**TO BE CONTINUED** NetEye Business Process REST integration

Welcome to Company's Customer Service

WÜRTHPHOENIX

Bruce Banner

+ New ticket ⌄
  • New ticket from service
  • New company ticket

My tickets

My company tickets

FAQ

Search

My Tickets

New ticket from image

📱 New phone ticket dolor sit amet, consectetuer	🖨 New print ticket dolor sit amet, consectetuer	📶 New wifi ticket dolor sit amet, consectetuer	☁ New cloud ticket dolor sit amet, consectetuer	💻 New pc ticket dolor sit amet, consectetuer	📱 New tablet ticket dolor sit amet, consectetuer	✉ New email ticket dolor sit amet, consectetuer
🌐 New phone ticket dolor sit amet, consectetuer	⊞ New print ticket dolor sit amet, consectetuer	🖥 New pc ticket dolor sit amet, consectetuer	💻 New tablet ticket dolor sit amet, consectetuer	✉ New email ticket dolor sit amet, consectetuer	📞 New phone ticket dolor sit amet, consectetuer	

hover

[All (18)] [Open (17)] [Closed (1)]

Ticket#	Title	Customer	State
2017051255000021	test - test 3	(Mark Manager)	open
2017051255000012	first article -	(Mark Manager)	open
2017051055000025	icon check - reply	(Mark Manager)	pending reminder
2017051055000016	rrr - rrr	(Mark Manager)	open
2017050555000017	Test campi processo - fff	(Mark Manager)	open
2017042855000011	aaa - aaaa	(Mark Manager)	open
2017041255000014	Test attachment - Prova	(Mark Manager)	open
2017032455000084	Estimation test - Estimation test	(Mark Manager)	open
2017032455000075	rrr - rrrrr	(Mark Manager)	open
2017032455000066	qqqq - qqqq	(Mark Manager)	open
2017032455000057	ddddddd - dddddd	(Mark Manager)	open
2017032455000048	ssss - ssss	(Mark Manager)	open
2017032455000039	ffff - fffffff	(Mark Manager)	open
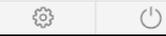
Welcome to Company's Customer Service

My Tickets

New quick ticket

New phone ticket dolor sit amet, consectetuer

New print ticket dolor sit amet, consectetuer

New wifi ticket dolor sit amet, consectetuer

New cloud ticket dolor sit amet, consectetuer

New pc ticket dolor sit amet, consectetuer

New tablet ticket dolor sit amet, consectetuer

New email ticket dolor sit amet, consectetuer

New phone ticket dolor sit amet, consectetuer

New print ticket dolor sit amet, consectetuer

hover

New pc ticket dolor sit amet, consectetuer

New tablet ticket dolor sit amet, consectetuer

New email ticket dolor sit amet, consectetuer

New phone ticket dolor sit amet, consectetuer

Bruce Banner

+ New ticket

- New ticket from service
- New company ticket

My tickets

My company tickets

FAQ

Search

| All (18) | Open (17) | Closed (1) |

Ticket#	Title		State
2017051255000021	test - test 3		open
2017051255000012	first article -		open
2017051055000025	icon check - reply		pending reminder
2017051055000016	rrr - rrr		open
2017050555000017	Test campi processo - fff		open
2017042855000011	aaa - aaaa		open
2017041255000014	Test attachment - Prova		open
2017032455000084	Estimation test - Estimation t		open
2017032455000075	rrr - rrrrr		open
2017032455000066	qqqq - qqqq		open
2017032455000057	dddddd - dddddd	(Mark Manager)	open
2017032455000048	ssss - ssss	(Mark Manager)	open
2017032455000039	ffff - ffffff	(Mark Manager)	open

Quick Ticket

Tablet Issues

Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam,
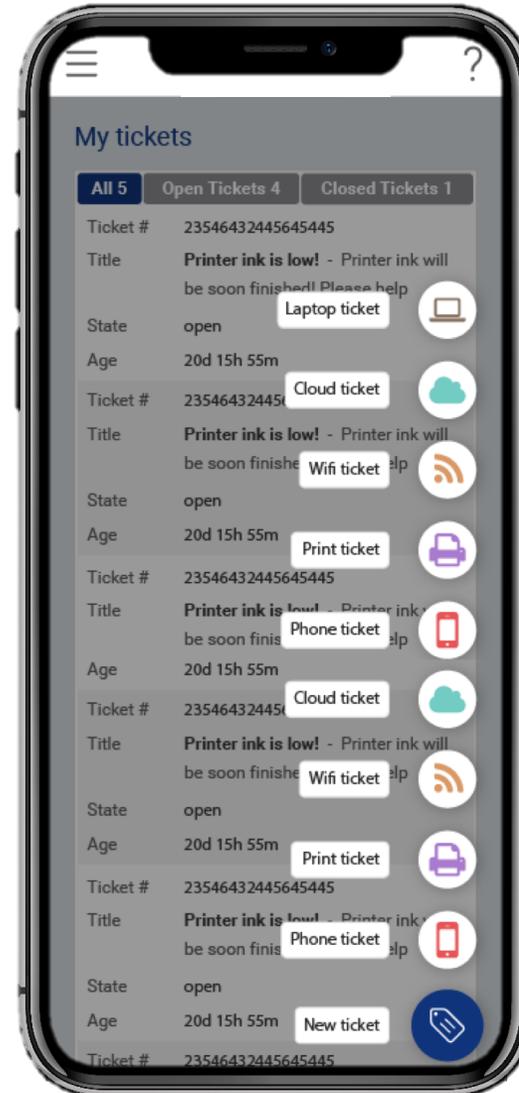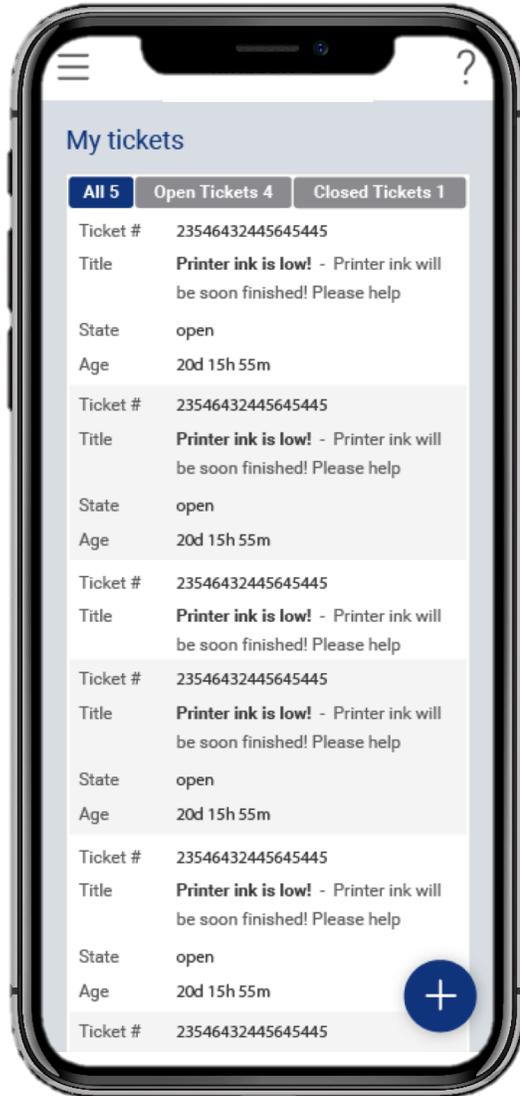
Subject: TextInputPlaceholder

Text:

Please help ..|

Submit   Cancel

Executions

80
60
40
20
0
6/28   7/1   7/4   7/7   7/10   7/13   7/16   7/19   7/22   7/25

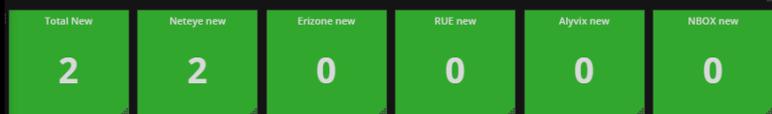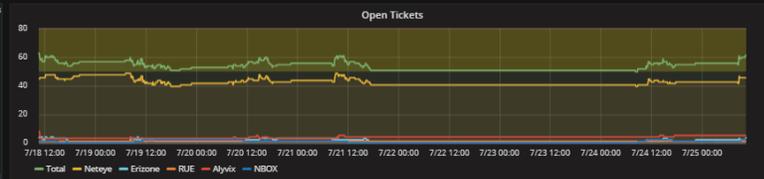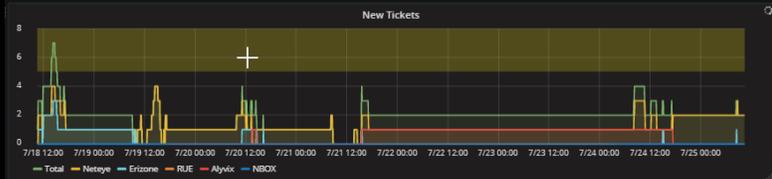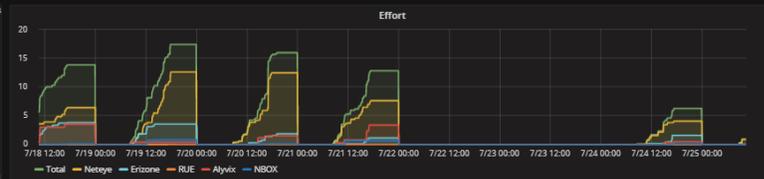|	min	max	avg	current
queryExecutor.Active {hostname: neteye.wp.lan}	0	0	0	0
queryExecutor.Exexuted {hostname: neteye.wp.lan}	0	75	27	44
queryExecutor.Finished {hostname: neteye.wp.lan}	0	75	27	44

WÜRTHPHOENIX
EriZone

25/07/2017

10:33:09

NEW TICKETS

Total New	Neteye new	Erizone new	RUE new	Alyvix new	NBOX new
2	2	0	0	0	0

OPEN TICKETS

Total Open	Neteye open	Erizone open	RUE open	Alyvix open	NBOX open
62	46	5	2	6	3

New Tickets

8
6
4
2
0
7/18 12:00 7/19 00:00 7/19 12:00 7/20 00:00 7/20 12:00 7/21 00:00 7/21 12:00 7/22 00:00 7/22 12:00 7/23 00:00 7/23 12:00 7/24 00:00 7/24 12:00 7/25 00:00

— Total — Neteye — Erizone — RUE — Alyvix — NBOX

Open Tickets

80
60
40
20
0
7/18 12:00 7/19 00:00 7/19 12:00 7/20 00:00 7/20 12:00 7/21 00:00 7/21 12:00 7/22 00:00 7/22 12:00 7/23 00:00 7/23 12:00 7/24 00:00 7/24 12:00 7/25 00:00

— Total — Neteye — Erizone — RUE — Alyvix — NBOX

PENDING TICKETS

Total Pending	Neteye pending	Erizone pending	RUE pending	Alyvix pending	NBOX pending
54	40	9	2	2	1

CLOSED & EFFORT (TODAY)

Total Closed	Total Effort	Neteye closed	Neteye effort	Erizone closed	Erizone effort
0	0.92	0	0.87	0	0.05

Pending Tickets

80
60
40
20
0
7/18 12:00 7/19 00:00 7/19 12:00 7/20 00:00 7/20 12:00 7/21 00:00 7/21 12:00 7/22 00:00 7/22 12:00 7/23 00:00 7/23 12:00 7/24 00:00 7/24 12:00 7/25 00:00

— Total — Neteye — Erizone — RUE — Alyvix — NBOX

Effort

20
15
10
5
0
7/18 12:00 7/19 00:00 7/19 12:00 7/20 00:00 7/20 12:00 7/21 00:00 7/21 12:00 7/22 00:00 7/22 12:00 7/23 00:00 7/23 12:00 7/24 00:00 7/24 12:00 7/25 00:00

— Total — Neteye — Erizone — RUE — Alyvix — NBOX

TRY NOW THE DEMO ONLINE

NETEYE 4 UNIFIED MONITORING
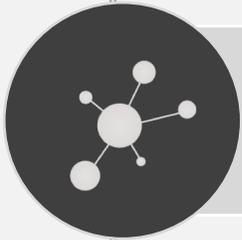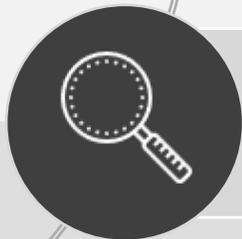
New HTML5 responsive web interface, search feature like spotlight

Icinga 2 Framework, focus on scalability, reliability using "go", "rust"

Multi-tenant, distributed and advanced monitoring, Rest API, SSL

NETEYE 4 HIGHLIGHTS

Redesigned User Experience
has been totally redesigned with a modern and intuitive User Interface, that now runs on responsive HTML5.

Innovative features
is based on Icinga 2 including and extending all its innovative features for the distributed monitoring and rule-based configuration.

Highly scalable
allows to execute millions of checks thanks to the multithread design to support distributed and industrial monitoring strategies.

Security
Communication based on ssl, client-server certificates, secured passwords.

Cloud-ready
ensures the right capabilities to monitor the new Container Technology and it can now also be implemented in multi-tenant environments.

Predictive Maintenance
can predict and visualize future trends to notify in advance about potential upcoming issues.

Agile Methods
modern, solid and well-structured organization, reorganized to achieve the objectives of our customers.

WÜRTHPHOENIX
NetEye

INNOVATIONS IN NETEYE 4.2 - 4.3

WÜRTHPHOENIX

v. 4.x

MAJOR FEATURES
(Next releases)

✓ Integration of the Log Management

✓ Integration of Grafana 5

✓ Overall search within the application (like spotlight)

✓ User Experience optimization

✓ NeDi Integration

✓ GLPI – OCS Integration

✓ NetFlow Integration

NETEYE 4 DEMO