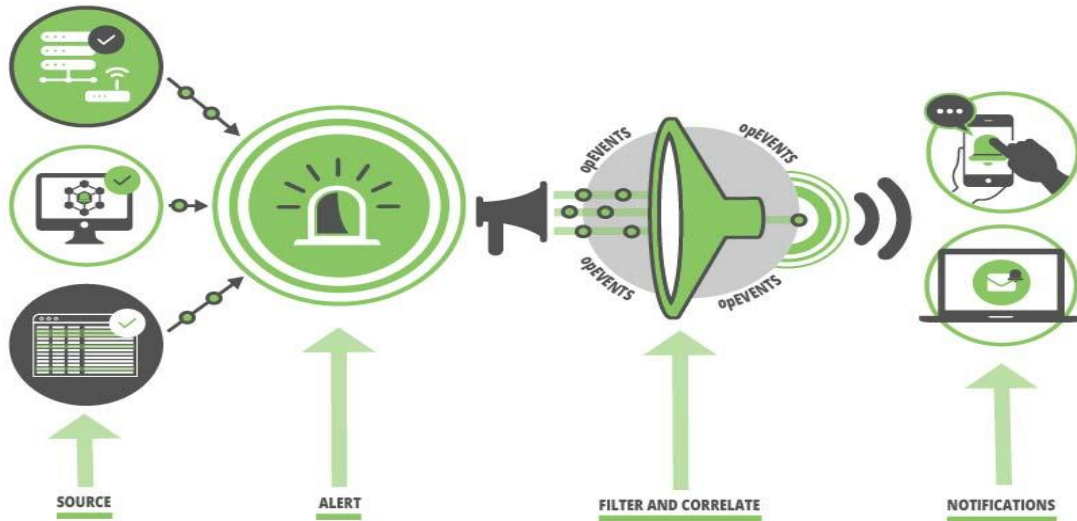








Log and Event Management Notification System



Automate, Control, Lead - opEvents is an industry leading event management system based on the Information Technology Infrastructure Library (ITILv3) best practices for service management.

A multi-level event manager, opEvents automates event handling through extendable policies that enrich, correlate, organize and manage all the events in your environment. This will reduce mean time to resolution (MTTR), shorten outages, improve overall performance while reducing the cost of managing your IT environment.

opEvents allows you to automate the diagnostics of your events and leverages intelligent automation to remediate your events. Using process automation, you can improve your service level while maintaining a more reliable network.

 <p>VISIBILITY WITHOUT NOISE Gain visibility into your network health and performance without being overwhelmed with notifications.</p>	 <p>FLEXIBLE EVENT MANAGEMENT Monitor and report on events from many sources including SYSLOG, SNMP TRAP, LOG FILES and the opEvents RESTful API.</p>
 <p>TAILORED BUSINESS POLICIES Identify the event, enrich the data stream and generate detailed notifications that reflect your business environment. Use opEvents to resolve events automatically based on your business policies.</p>	 <p>EVENT AND LOG DATA CONSOLIDATION Bring all your troubleshooting and event information into one handler. Enrichment, correlation and a single pane of glass help event handling, while simultaneously lowering the amount of notifications.</p>
 <p>LICENSED BY THE NODE opEvents is licensed by the number of nodes that are monitored not the quantity of events created, no surprises with billing.</p>	 <p>TECHNICAL SERVICE DESK opEvents allows you to add a status to an event while troubleshooting. All information is at your fingertips to reduce mean time to resolution.</p>

RECOMMENDED REQUIREMENTS:

250 NODES	500 NODES	1000 NODES	1500 NODES
2 CPU Cores/vCPUs	4 CPU Cores/vCPUs	4 CPU Cores/vCPUs	8 CPU Cores/vCPUs
4Gb of RAM	6Gb of RAM	8Gb of RAM	16Gb of RAM
40Gb HDD	80Gb HDD	160Gb HDD	240Gb HDD
64-bit Linux (CentOS)	64-bit Linux (CentOS)	64-bit Linux (CentOS)	64-bit Linux (CentOS)
Apache	Apache	Apache	Apache

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Business Management:

Custom Notifications

- Email or SMS notifications.
- Notifications can be to one or more contacts.
- Real-time Alert notifications or announcements.
- Planned outages – removing alerts during planned outage periods.
- Custom escalation policies.

Tailored Business Policies

- Detailed notifications are generated to reflect your business environment.
- Modify escalation policies to suit your organizational structure.
- Create business hours with different policies that reflect your business environment.
- Reduce event noise while prioritizing important events to your organization.

User Management

- RBAC control over devices.
- Custom business hours rules.

Purchasing:

Pricing and Licensing

- Licensed by the node and not by the quantity of events.
- Predictable license costs
- 30-day money back guarantee.
- Unlimited software use of the product.
- MSP Scale licensing available

Sales and Support

- Easy to purchase, contact us.
- Support portal access to our portal staff.
- Complete documentation and support wiki.
- Free community support.
- Free updates.

Flexible Licensing

- opEvents is licensed by the node count.
- There are no limits on the number of events that can be generated.
- Perpetual and Subscription licensing available.
- Infinitely scalable architecture.

Ease of Use:

Easy Implementation

- Easy installation.
- CSV import and script ready.
- MongoDB is automatically installed.
- Agentless log collection.
- Support available for install and customization.

Accessibility

- Large Community wiki.
- Accessible from any device.
- Single Sign On across all our applications.

Easy to use interface

- Quickly navigate from the event list to node details.
- Execute a user-defined script, possibly capturing the output.
- Acknowledge events from the GUI.

Event Monitoring and Management:

Multiple Sources for Event Generation

- Syslog Parsing.
- SNMP Traps.
- Log File processing.
- opEvents RESTful API.
- NMIS event logs.
- Custom JSON sources.
- Tivoli log file.

Filter and Normalise Events

- Black list rules that will remove to bit bucket certain events.
- White list rules that ensure that events are processed.
- Archive events to ensure compliance standards are met.
- Process the events based on rules.
- opEvents relates nodes to events.
- Events can be stateful - Node down, Node up etc.
- Events can also be stateless - Node configuration changes.
- A set of normalized properties are extracted and applied to the event.

Enrich and Correlate Events

- Node details are automatically extracted from NMIS.
- opEvents utilizes additional information about nodes from NMIS to enrich the event.
- Event rules define stateful properties.
- Properties can be manually edited and updated
- Log Forensics.
- Combination rules can be defined to combine events from many sources.
- Combination rules help identify patterns of behaviour in your network.
- Re-occurrence rules can be defined for specific events or time periods.

Event and log data consolidation

- Enrich events with extra information from multiple sources.
- Event correlation allows for a new event created incorporating many events.
- Multiple correlations are configurable as 'clauses'.
- Event deduplication will reduce overall notification while retaining all information.
- Event storms are quietened with deduplication.
- A single pane of glass to view and clear events.
- Planned outages – removing alerts during planned outage periods

Automation

- Events will automatically close if a cause is resolved.
- Event Action Policy provides a flexible mechanism for reacting to events.
- Event actions are customizable to resolve common events automatically.
- Execute a user-defined script, possibly capturing the output.
- Actions can automatically change routing rules.
- Node status can be called when an event is current.
- Escalation policies will stop if issue is resolved.

Centralized Logging Solution

- Provide centralized logging services for the purposes of operations, compliance and audit.
- Centralized collection and archive of logs.
- Device Log Management.
- Audit and event logs.
- Active Directory Logs auditing.
- Applications Log Management.
- Cloud Infrastructure Log Monitoring.

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