SightLine™
Server Performance Monitoring

Product Overview

Harness Technology and Deliver Results

It takes twice as long as usual to open your e-mail. The IT department investigates and says it's because of "loading problems." They suggest buying more memory.

Computer management products can highlight problems in your IT systems but they rarely identify causes. It can take days or even weeks for skilled technicians to discover the root cause of problems and even longer to correct them. In the meantime your organisation's productivity suffers as staff carry out work on IT systems that are not running effectively, or are even unavailable. In an attempt to resolve the issues quickly, IT departments are forced to spend money on extra capacity, only to find at a later date that configuration, not capacity, was the issue.

There is a solution: **SightLine™**

SightLine effectively monitors the performance and availability of multi-platform systems, allowing you to pinpoint problems and their exact causes – so you can eliminate them and keep your business working smarter.

More Efficient Spending

SightLine gives you a comprehensive insight into the performance of your computer systems and their interdependencies. SightLine provides powerful and accurate tools to enable capacity planning and budgeting, including "what if?" analysis, to:

- Determine the most cost efficient way to increase your transaction capacity to a given level.

- Realise the biggest performance, capacity or productivity gains from a fixed budget.

- Identify processing trends and adjust your systems before they affect user productivity and satisfaction.

The Information that You Need to do Your Job

SightLine provides automated reporting and presents information in formats valuable both to management for efficient business decisions, and more detailed views for technical and engineering staff. With SightLine, IT fulfils its potential for the entire company.

Rapid Return on Investment

SightLine is simple and quick to implement. Our consultants can assist with any site-specific customisation and, once complete, you can begin reaping the benefits of SightLine immediately, gaining a rapid return on your investment.

Enhanced Customer Service

SightLine is a powerful product suite that enables you to monitor your systems in real time and analyse their performance and availability over any given period. This means that you can:

- Assess if IT systems are delivering the performance required by your business plan, warning you proactively of impending problems before they occur.

- Deliver, manage, and report on IT service levels and productivity to users and external customers.

- Measure and quantify the performance that you are paying for from third party service providers.

- Report on service levels being achieved.

Lower Costs, Increased Productivity

With SightLine working for you behind the scenes, you have the assurance that:

- Those dependent on your IT systems can work more productively.

- You get better value from your investment in IT infrastructure.

- Your IT costs are reduced dramatically.

- Your IT staff is freed from time-consuming problem diagnosis to work on more proactive projects.

Freeing You from Dependence on a Single Platform

SightLine can make use of any real time data, independent of the platform, network, or application from which it originated, including data from external partners both inside and outside your firewall. SightLine turns any time-stamped data into valuable information, giving you a consolidated view of enterprise-wide infrastructures showing trends and service levels.

Unique SightLine Capabilities

AutoAnalyze uses expressions, or rules, to search specified data and examine certain condition sets that suggest potential service level impacts; when any defined condition set becomes true AutoAnalyze produces a group of reports describing the activity of the host system, highlighting potential performance problems.

AutoCorrelate compares the behavior of a user-specified target metric to all other metrics across the critical path. AutoCorrelate is the industry's only linear correlation engine that quickly compares the inter-relationships of large volumes of data metrics across your entire computing infrastructure. AutoCorrelate helps you analyse your systems' data in seconds to identify problems and their exact cause, enabling your technicians to rectify those problems immediately.
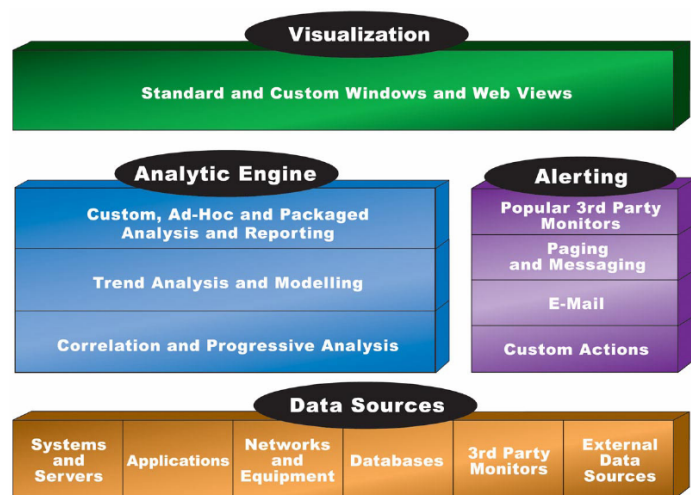
AutoInvestigate isolates periods of time when enterprise parameters have deviated from their normal patterns. To do this, AutoInvestigate calculates the mean for every metric and then compare the mean to the value in every sample. A report is generated listing the metrics by the order of magnitude of the deviation from the mean; in other words, metrics with the largest deviation appear at the top of the list.

AutoAlert examines user-defined threshold definitions based on specific events that, when they occur, trigger a warning message, execute an action, or send an email message or page. Using AutoAlert, you can have SightLine notify you about impending Service Level issues based on events across any number of components.

AutoThreshold takes the guesswork out of identifying appropriate threshold levels by providing an automated way of specifying threshold values based on their deviation from normal behavior.

AutoWeb creates and serves whole HTML pages or individual graphs dynamically from any of the pages and plots available within SightLine. Custom web pages can be substituted for the default environment, so you can match the look and feel of your existing Intranet styles, as well as supplement plots with explanations and related links.

A Unique Integrated View of All Your Systems

Even if your organisation already has a management framework or individual "point" monitoring systems installed you can still take advantage of the valuable benefits that SightLine provides. Through integration to your existing monitoring systems SightLine provides a single powerful solution.

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