

# IBM Netcool Operations Insight

*Accelerate the operations management lifecycle*



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## Highlights

- Optimize operational effectiveness, efficiency and reliability
  - Gain greater visibility into IT and network health through a consolidated view and cognitive analytics
  - Increase agility through event-driven guidance, automation and notifications
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## Introduction

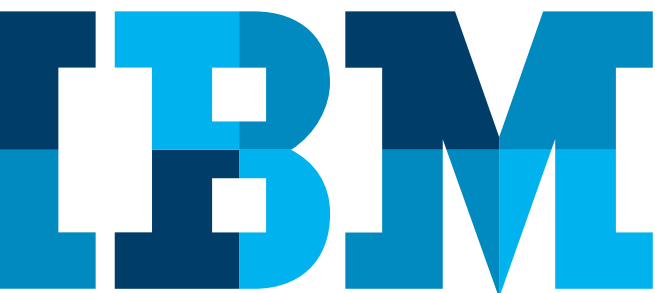
Applications and services are the face of every business, and success hinges on the IT and network infrastructure that support them. Failure to manage your environment puts revenue, reputation and customer satisfaction at risk. There is also intense pressure on IT to keep up with the increased pace of innovation through agile delivery of new applications and evolution toward hybrid cloud.

These two requirements—agility and trustworthy operations—often present opposing requirements. Without the right tools and process in place they can be difficult, if not impossible, to achieve. Not only have the IT infrastructure and network environments become more complex and dynamic, the volume of operations data has exploded and there is little tolerance for outages or poor end user experience. Operational silos with no end-to-end visibility and multiple monitoring tools add to the complexity, making it difficult to detect problems and bringing additional costs and inefficiencies.

IBM® Netcool® Operations Insight is an analytics-driven operations center providing cross domain, correlation, enrichment and consolidation of millions of alerts/alarms and operational data into a single operational view. IBM Netcool Operations Insight empowers operations teams through real-time and historical analytics that can help identify, isolate and resolve problems before they affect business operations.

## Effective, efficient and reliable

Powered by IBM Tivoli® Netcool/OMNIbus and the transformative capabilities of cognitive analytics, Netcool Operations Insight can help boost operational effectiveness, efficiency and reliability by accelerating the operations management lifecycle. Through built-in expertise gained from decades of experience, Netcool Operations Insight can help improve the time it takes to detect problem events, remove irrelevant noise or events and consolidate events into actionable insights. With this information, Netcool Operations Insight can help IT staff analyze and prioritize events based on their impact, delegate them to the right subject matter expert or automate and fix when possible.



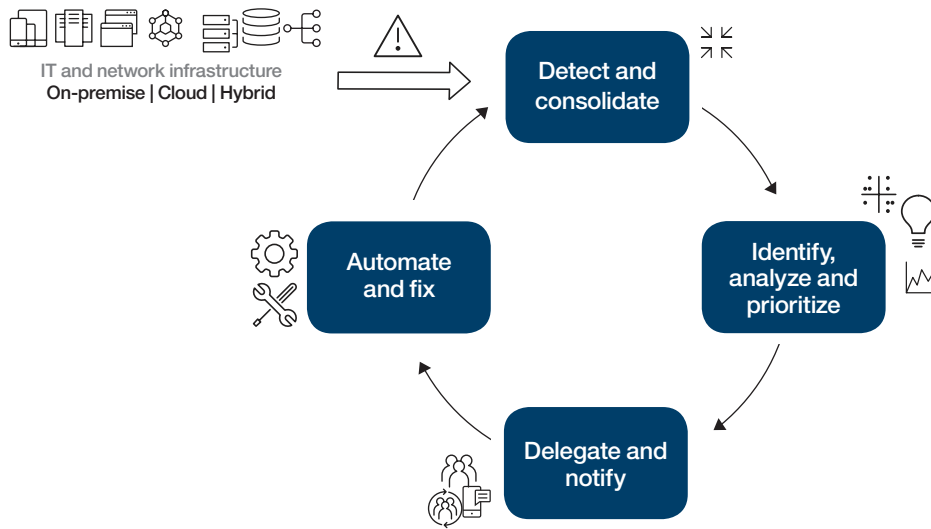


Figure 1. IBM Netcool Operations Insight can help accelerate resolution time.

**Effective**

- With greater insights into their environment, an IT services provider was able to double the size of its managed environment while reducing the number of events.<sup>1</sup>

**Efficient**

- With the help of IBM, a large telco unified their service management, saving an estimated USD 300,000 annually from operational efficiency gains.<sup>2</sup>

**Reliable**

- IBM Netcool capabilities have helped IBM become a recognized industry leader in operations management solutions.<sup>3</sup>

**Netcool Operations Insight: The manager of managers**

Long incident diagnosis and resolution time can lead to missed goals, spiraling costs and client dissatisfaction. Yet the MTTR for application-related problems alone is often 3 to 6 hours.<sup>4</sup> Netcool Operations Insight offers a variety of capabilities including consolidated event management, analytics and IT and network management.

**Consolidate events and alarms**

Islands of operations focused on individual applications or infrastructure domains can make it nearly impossible to identify and prioritize business-impacting incidents. Designed to collect, correlate and consolidate millions of events and alarms from your on- and off-premise environments, Netcool Operations Insight offers a central point to view events, topology, availability, and performance and configuration data. This puts the most critical information—such as availability status, worst-case key performance scenarios, in-context events and configuration change details—front and center.

**Spot emerging problems rapidly with analytics**

Netcool Operations Insight applies event search and cognitive event analytics to help organizations become more efficient across the operations lifecycle. Near real-time analytics can help reduce noise and prioritize critical events and alarms for

early detection and shortened MTTR. In addition, machine learning capabilities applied to historical event data can provide context to help identify hidden hot spots and emerging problems, visualize events occurring with frequency- and group-related incidents.

### **Streamline performance management with automation**

By combining end-to-end visibility with data-driven insights, Netcool Operations Insight can help organizations better maintain business and customer expectations for availability and performance. Automation capabilities help further strengthen reliability and agility through consistent, timely responses to events. Event-driven guidance prompts the right activity to fix the most important issues through recommended actions and prefilled context for delegation. And with automated notifications, IT staff won't miss critical, actionable alerts.

### **Why IBM?**

The role of operations has become increasingly challenging. Since the success of your business relies on your IT and network infrastructure, operations need to support availability and quality of the applications at all times. Used by thousands of organizations across the globe, Netcool Operations Insight combines the market leading capabilities of IBM Event Management with the transformative capabilities of IT Operations Analytics in a single solution. Part of IBM's leading IT service management portfolio, Netcool Operations Insight can easily extend across IBM and third-party solutions for the broadest management available. Netcool Operations Insight offers hundreds of out-of-the-box integrations, with included domain intelligent event reduction rules across IT and network infrastructures.

### **For more information**

To learn more about IBM Netcool Operations Insight, please visit: <https://www.ibm.com/us-en/marketplace/it-operations-management>



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Armonk, NY 10504

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1 [https://www.youtube.com/watch?v=8qn6houXOtk&list=PLvf7fAKkc\\_hKhMo8LORXizi8WXwV3fYGd&index=9](https://www.youtube.com/watch?v=8qn6houXOtk&list=PLvf7fAKkc_hKhMo8LORXizi8WXwV3fYGd&index=9)

2 [https://www.youtube.com/watch?v=iJ3W8wwxBrY&list=PLvf7fAKkc\\_hKhMo8LORXizi8WXwV3fYGd&index=7](https://www.youtube.com/watch?v=iJ3W8wwxBrY&list=PLvf7fAKkc_hKhMo8LORXizi8WXwV3fYGd&index=7)

3 <https://www.ibm.com/blogs/cloud-computing/2016/12/6-years-running-ibm-leader-gartner-oss-magic-quadrant/>

4 Application Performance Monitoring (APM) 2015, “Industry challenges, State of the Art, and the Case for Unified Monitoring,” <http://info.appdynamics.com/rs/031-WIX-618/images/EMA-Unified-Monitoring-APM-Tools-Survey-June-2015.pdf>



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