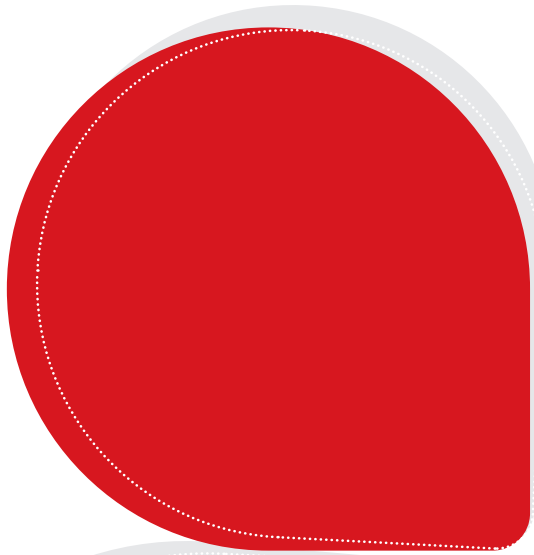




Systems Operations SUITE



Real-time automation
of systems assurance,
security auditing and
alerting for your IBM i

“The AS/400 and M3 system is one of our most critical, which is precisely why when it came to selecting a systems monitoring solution, Halcyon’s Systems Operations Suite was the logical, and only, choice”

Quiksilver, Australia



Have you automated essential backups and house keeping tasks, in a completely unattended environment, or are your overtime costs spiralling? Are you automatically notified if performance or disk thresholds are breached? Can you monitor your systems outside of core business hours? Are you protecting your organization from actual and attempted security breaches as they happen and not after the event?

Systems Operations Suite

Designed in conjunction with the Halcyon User Group, Systems Operations Suite continues to address specific and common operational challenges and the need for organizations to:

- do more with less resources
- improve process visibility
- have greater operational efficiencies and responsiveness
- minimize unscheduled system downtime
- ensure continuous operation and maximum availability of critical IT systems
- protect against security breaches

In addition to handling IBM i messages, job queues, output queues and devices for issues or threshold breaches, Systems Operations Suite also:

- provides proactive monitoring and automatic management of key business applications
- monitors FTP activity and the IBM security audit journal for potential security breaches
- introduces intelligent, pre-defined templates
- includes system events functionality
- automates real-time security alerting and auditing
- supports the flexible scheduling of enhanced system events
- automates system assurance
- includes performance monitoring features

Outsourcers, corporate data centers and end users can now be confident that their IBM i is running at its full potential and system uptime is maximized.



Systems Operations SUITE

Powerful Technology. Proven Expertise

Automate systems assurance & avoid late night support calls

Systems Operations Suite empowers system administrators to never be caught off guard should a server, job, subsystem, critical line, device or other resource become unavailable as the software automates system assurance. The software constantly monitors for potential issues and alerts administrators to problems, automates the correction process and logs its actions. This eliminates repetitions of the same issues, avoids late night support calls and significantly reduces manual tasks and troubleshooting without the need for additional staff.

Business application monitoring - improved process visibility, greater operational efficiencies and responsiveness

Automatic monitoring, using specialist templates, allows critical business applications such as Movex (Lawson M3), SAP, JD Edwards, Misys, Infor as well as high availability solutions to be effectively managed and controlled. The new framework within Systems Operations Suite enables further integration into other Halcyon specialist tools so that monitoring of any web browser-based business application can now be achieved.

Real-time security alerting & auditing - protect your organization against security breaches

Security event management can be costly if all you ever do are manual checks. Systems Operations Suite enables you to proactively monitor the audit journal for security related events. Users can monitor for and see at a glance who executed:

- system value and configuration changes
- a specific command being run
- objects created or deleted on the IBM i including the Integrated File System (IFS)
- invalid sign-on attempts
- user profiles that become disabled or are enabled, including high level users whose profiles are enabled for use

By also monitoring FTP activity and the system history log system administrators can also be alerted:

- to any directory being created or deleted
- if a file is sent, received, deleted or renamed
- when a FTP command is executed
- to performance and threshold breaches
- periods of inactivity, particularly useful when managing and controlling sensitive data, files and user profiles
- system events such as job start and end times
- the number of objects not saved in the most recent back-up

System administrators can define appropriate actions such as running a command or receiving notification by SMS, email or by an alert being sent to the advanced graphical console. From a security aspect, this helps protect organizations from attempted security breaches and also allows users to demonstrate best practice security management to auditors.

Intelligent templates - maintain the highest possible levels of system availability and business continuity

To combat downtime, and ensure continuous operation of critical IT systems, Systems Operations Suite introduces intelligent templates. These pre-defined rules significantly enhance productivity and facilitate ease of monitoring for virtually any component, job, subsystem or device on your system by automating key repetitive tasks and assigning "message rules" to execute an action or procedure. For example, system administrators can monitor:

- system or interactive job response times and status
- subsystems being inactive at certain times
- performance levels and receive alerts if customizable system thresholds are breached
- memory and CPU activity both overall and on an individual job basis
- disk space utilisation (ASP%)
- cache battery
- capped and uncapped processors

System administrators can install the software and test the configuration and updates without affecting their live environment. These features combined with remote installation means that software can be deployed and configured within minutes.

Restricted tasks manager - do more with less resource

Get total peace of mind and be kept informed of progress, or be made aware of any problems, at any time before, during or after the system is in a restricted state.

Restricted Tasks Manager offers flexible scheduling of full system back-ups, reclaim storage, IPLs and any other tasks that cannot run while normal business processing is occurring, within a completely unattended environment.

Users can receive alert notification of complete or failed processes to reflect their business process and escalation policy.

Performance monitoring - ensure critical systems remain active and interactive response times are maintained

Ensure critical subsystems remain active and interactive response times are maintained. In addition, be alerted to those jobs responsible for creating CPU spikes by accessing the performance monitoring features of Systems Operations Suite.

Discover how the powerful monitoring and automation capabilities of Systems Operations Suite can solve your business challenges

Systems Operations Suite offers powerful and highly functional automation features for even tighter control of mission-critical business applications and processes. You have total peace of mind that your IBM i is running at its full potential and maximizing system uptime. Whether your business or operational challenges require:

- Systems operators to be alerted to impending disaster, such as suspension of disk mirroring or imminent disk failure
- Real-time security alerting and audits
- Real-time notification that a time-critical job has not yet finished, with smart automation
- Monitoring of multiple systems, on multiple platforms without the need for additional staff
- Maximum availability and continuous operation of critical IT systems, regardless of platform and resources – anytime, anyplace, anywhere
- To effectively manage and control critical business applications such as Movex (Lawson M3), SAP, JD Edwards, Misys as well as High Availability solutions
- Interface with common calendars with Restricted Tasks Manager and schedule events and resources to run in a completely unattended environment.
- Schedule of alert notification for complete or failed processes to reflect your business process or escalation policy
- improved business process visibility
- Cost reduction by significantly reducing late night support calls caused by incomplete or failed processes
- Greater flexibility by scheduling event monitors to reflect working patterns and escalation policies specific to your organization or department

Consider Systems Operations Suite. The software not only notifies you of problems, it also automates the correction process and logs its actions. This eliminates repetitions of the same issues, avoiding late night support calls, significantly reducing manual tasks and troubleshooting - all this without the need for additional staff. You can even teach Systems Operations Suite how to respond to situations, even complex ones, and it will automatically and precisely emulate the actions of a very experienced IT operator.

Regain control of your IBM i with Systems Operations Suite



Comprehensive systems assurance automation, real-time security audits and alerting for your IBM i

- Reduce your operating costs, increase efficiency and prove ROI to your senior management
- Demonstrate to internal and external auditors the ability to monitor security breaches or attempted breaches as they happen and in real-time
- Significantly reduce manual tasks, troubleshooting and manage risk without the need for additional staff
- Monitor any application running on the IBM i and automate key repetitive or routine tasks
- Consolidate multiple monitoring tools and have a single dashboard view of your entire enterprise, regardless of platform and location
- Access powerful monitoring and automation techniques to tightly control mission-critical business applications and processes
- Monitor system or interactive response times and status, subsystems being inactive at certain times, performance alerting if customizable system thresholds are met, memory and CPU activity both overall and on an individual job basis, disk space utilisation (ASP%), cache battery as well as capped and uncapped processors
- Detect overrunning or jobs in error and perform dynamic real-time remedial actions to address potential business downtime
- Verify that your high availability replication is working correctly and your end of day processing is successful
- Not just receive notification about problems, but by automating the correction process, eliminate repetitions of the same issues and avoid late night support calls
- Schedule restricted state activities such as a full system save, reclaim storage and IPL to run unattended and also receive completion or failure notifications via SMS
- Avoid potential disasters and late night support calls caused by incomplete or failed processes



Key features and benefits

Features	Benefits
Graphical User Interface (GUI)	Provides a high level management view and business process visibility and can be used to define and assign an action or number of actions when a logged event produces a message
Reporting tool	Access comprehensive reporting capabilities including the audit journal
Consolidate existing tools	Integrate Systems Operations Suite into your own internal systems and have a dashboard view of your entire infrastructure – anytime, anywhere, anyplace
Virtualisation management	Install more than one version of Systems Operations Suite on a single platform. You can even install the software and test the configuration and PTFs without affecting your live environment
More efficient scheduling of events	Avoid unplanned outages by removing points of failure and scheduling essential system backups and housekeeping tasks, to reflect your business processes and escalation policies, in a completely unattended environment
Business continuity	Create and replicate your unique master environment and automatically highlight events that occur during the back-up process
Security compliance	Enhanced audit trail, security journaling and access control. Systems Operations Suite enables you to restrict options to particular user(s) or organization(s)
Flexibility	<ul style="list-style-type: none"> • Use of calendars allows increased flexibility in scheduling event monitoring to reflect your organizations working patterns • Intelligent templates enable you to respond to a specific event or alert to reflect your organizations processes. For example, call a particular program or email a particular person
Powerful monitoring and automation techniques	Automate the monitoring of virtually any component, job, subsystem or device on your IBM i by automating key repetitive tasks and assigning “message rules” to execute an action or procedure
Business application monitoring templates	Automatic monitoring of critical business applications using specialist templates to improve process visibility, give you greater operational efficiencies and responsiveness. Integrate into other Halcyon specialist tools to monitor any web-based applications
Cost reduction	Significantly reduce costs by: <ul style="list-style-type: none"> • Significantly reducing late night support calls caused by incomplete or failed processes • Scheduling events and resources to run in a completely unattended environment
Easy to install	Systems Operations Suite comes with remote installation and intelligent templates making installation possible within minutes
Smart automation using command scripts	Automate and replicate how your organization responds to a given situation

