Monolith Real Time Dashboards

Monolith – Delivering Next Generation Monitoring for Operations

The Challenge

As a CIO, VP of Operations, NOC Manager, or Network Engineer you need to keep a finger on the pulse of your technology environment to maintain 99.999 percent availability and protect vital revenue streams. You need real-time access to information regarding the performance of your network, applications, and business services.

However, capturing performance information from your environment is a significant challenge today. Data must be drawn from multiple sources, reporting is a manual and time consuming task, fraught with error and prone to delays, and your current vendor offers only limited dashboards for either performance management or fault/event management, but not a consolidated, active view.

You need real-time visibility into the performance of systems, applications and networks vital to your business. You need a solution that offers you consolidated and relevant dashboard views and metrics that you can securely access from anywhere, at any time of the day.

The Solution

Monolith's innovative Dashboard Engine is one of the key reasons Monolith Software stands apart in the industry. Our real-time, highly configurable dashboards provide you with a crystal clear view into the health, performance and availability of mission critical systems, networks, and applications, enabling you to manage and respond to business change as it happens.
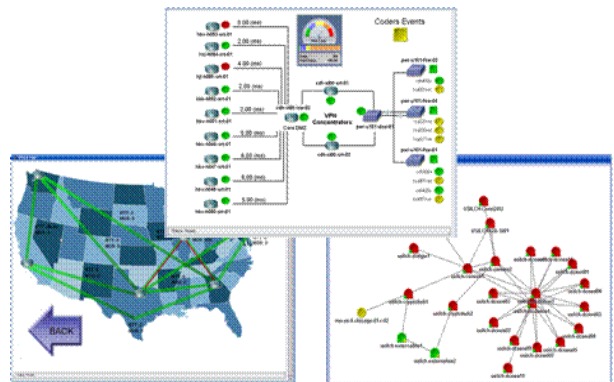
Unlike competitors who offer up fragmented information and partial views, Monolith is the only vendor on the market today to bring together fault/event, availability, utilization, performance and service level management information into a unified and dynamic solution.

Monolith's dashboarding power is supercharged by our software's ability to draw and display aggregated information from a variety of technologies, platforms and vendors, providing you with a consolidated and total view of key information from many sources including faults, hierarchies, key performance indicators (KPIs), and service level agreements (SLAs). Dashboards are easy to configure, quick to deploy and simple to use thanks to our Visio-like drag-and-drop capabilities.

Finally, our modern, Web 2.0 architecture and design make dashboard information presentation intuitive and lightening fast. Monolith Software dashboards are 100 percent web-based, secure yet firewall friendly, require no plug-ins, and demand minimal bandwidth; so vital IT data is securely and instantaneously available from any PC location or browser-enabled device.

Key Technology Features & Benefits

Features

- Consolidates fault/event, availability, utilization, performance and service level management information within one dynamic, unified solution.
- Visio-like drag and drop dashboard assembly
- Full layering support
- Action support for internal/external URLs and event lists
- Integrates with third party tools
- Leverages intuitive gauges and color coding as indicators of severity and performance
- One hundred percent Web-based with no plug -ins required
- Based on open standards such as Apache, MySQL, Perl, PHP and SOAP
- HTTPS secure — no need to punch a hole in the firewall
- Low bandwidth and latency requirements
- Wide range of out-of-the-box dashboard views based on topology, geography, service levels, applications or devices
- Multi-tenant support enables dynamic segregation of service provider customer data

Benefits

- Real time data and metrics allow you to react to business change as it happens protecting service level agreements, uptime, availability and vital revenue streams
- Completely configurable to your business rules, your unique environment and your organizational role
- Vital information at your fingertips reduces administration time, speeds reaction time and boosts productivity for staff

Open, Secure and 100% Web-Based

Unlike competing dashboards, which rely on plug-ins and downloaded executables, Monolith's dashboards are uniquely one hundred percent Web based. There is no software to install. No requirement for Active-X and JRE/JVM plug-ins. No heavy bandwidth requirements. The secure (HTTPS/encrypted) browser-based nature of our technology makes critical performance information accessible from virtually anywhere. Any device that is browser enabled, from a laptop to a cell phone, can access dashboards and metrics. Our technology and underlying architecture is the most modern in the industry and is based on open standards such as Apache, MySQL, Perl, PHP and SOAP. We also use Web 2.0 standards such as AJAX to make system and dashboard performance unbelievably fast.

Modern, Web 2.0 Architecture Boosts Performance and Reaction Time

Monolith Software's dashboards, built with Web 2.0 technology, provide visibility into performance data and metrics giving you a real-time window into the operations of your business, boosting your reaction time, increasing your productivity and ultimately improving your operational efficiency. Information and metrics are drawn directly into the dashboards from underlying systems and devices, while drill down capabilities allow you to descend through the layers of information to zero in on underlying details. Best of all, unlike many dashboards on the market today, critical information is immediately available at your fingertips. There is no time lag, no subjectivity bias in the information presented, and no burden of manual data entry.

When failure does occur, Monolith's dashboards transform visibility to action. Powerful impact analysis and correlation capabilities puts the pieces of the puzzle together for NOC and Operational Teams enabling a more rapid diagnosis of problems and shorter mean time to recovery (MTTR). Monolith's dashboards also take advantage of powerful workflow capabilities in the platform to immediately open up a trouble ticket within the help desk, kick off email notifications to key personnel, and escalate issues to the next level of command if necessary.

Multi-Tenancy – a Key Differentiator

Multi-tenancy is a key requirement and highly sought after feature for users of monitoring and management technology. Demand for multi-tenancy is evident in both the Service Provider and Enterprise organizations.

Monolith Software's unique multi-tenant portal dashboard views allow service providers to economically and efficiently leverage a single management system across their client base, to deliver unique, custom dashboard views to clients.

Enterprise organizations leverage this capability to provide secure, restricted access to the platform. This allows one system — Monolith — to serve many masters, resulting in a unification of tools, reduced costs and a consistent user experience across the organization.

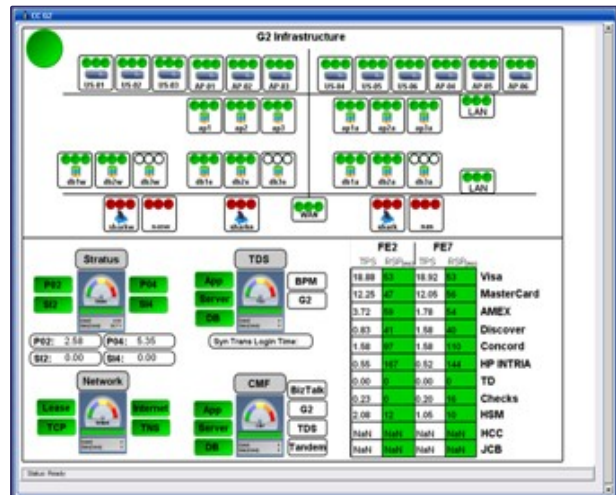## Business Service Management and Service Level Management Views

CIOs have a critical need to visualize the performance and availability of vital IT applications, services and assets in order to measure performance against Service Level Agreements (SLAs) established with key customers, partners and business units.

Monolith software gives you the ability to discover, map, relate and display your critical functions automatically to track key performance indicators (KPIs) of committed service level commitments.

While other vendors require large integration efforts to connect disparate tools in order to provide a common view, Monolith Software uses its purpose-built integrated dashboard engine to show IT assets not in a vacuum, but as they exist — inextricably linked to the business processes that drive revenue.

> "Monolith Software's Dashboard Engine provides the most advanced and easy to use real-time IT dashboarding solution available on the market today. The functionality that Monolith developed is a no-brainer for IT Executives looking to display IT performance in an easy to digest manner."
>
> **IT Director, Large Integrated Software Vendor**

Customizable – A Dashboard for Every Need, Every Role

Monolith Software's dashboard engine is built to serve a diversity of information needs and roles within IT operations groups and service providers.

Virtually any kind of data can be consolidated and presented through a dashboard view, allowing you to blend events, metrics, custom images, topology/geographic views, and business service management or service level management information.

Highly configurable, and extremely easy to use, our Visio-like drag and drop interface makes it simple to assemble views using image, metric, event and basic (shape) widgets. Graphs, gauges and metrics can be easily associated to show the performance of a specific device, network, appliance or server, and Monolith dashboards use standard color coding definitions to clearly indicate levels of severity.
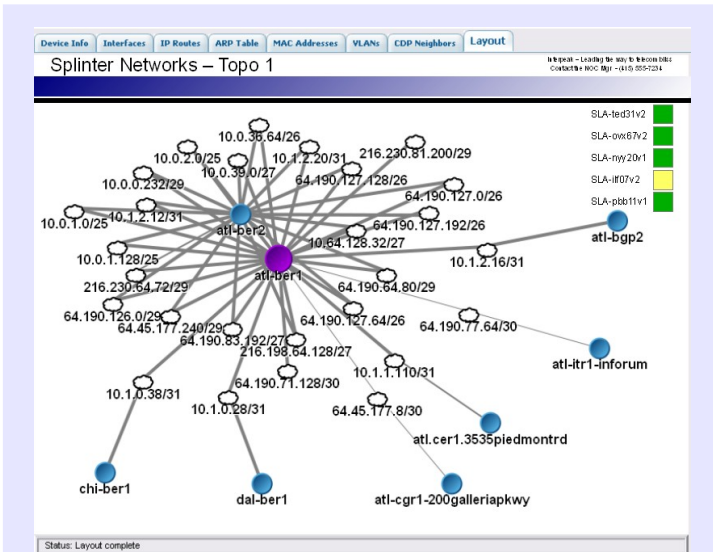
You should not have to define your business operations processes based upon a vendor's software. Rather, Monolith gives you the freedom to define and configure our software based on your business needs.

Role-based Operational Information

The flexible nature of Monolith Software's Dashboard Engine combined with our multi-tenant portal views and basic user-management capabilities allow organizations to distribute an unprecedented amount of specific, customized and actionable information to various groups using a single system.

This creates real value and operational efficiency for stakeholders at every echelon of the organization:

- **CIOs and IT Directors**
- **Line of Business Executives**
- **Network Operations Center managers**
- **Network engineers**
- **Network, server, application, and service administrators**
- **Capacity managers**
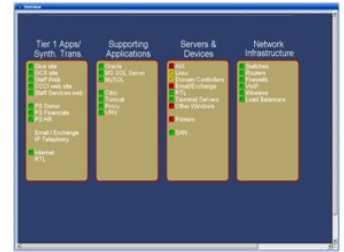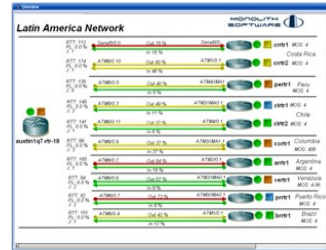- **Customers of service providers**

Topology Views

Monolith Software's Topology Manager views provide an eagle's eye view of your technology hierarchy, with dynamic displays showing real-time availability, performance and fault information. Topology Manager can be used to address networks, devices, applications, e-commerce, transactional processes and ERP. The ability to view complex hierarchies in the context of performance allows NOC teams and application owners to immediately locate performance issues, identify root causes and shorten mean time to recovery (MTTR).
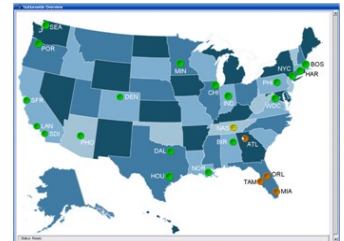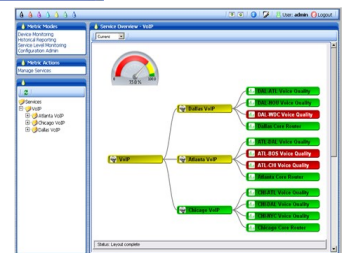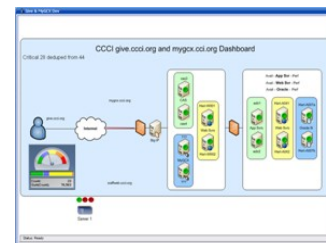
Dashboard Gallery

Button

Network

Geographic

Gauge

SLM

Application

About Monolith Software

Monolith Software is the leading provider of operationally focused technology management software for network operations centers (NOCs) delivering the only fully integrated platform for managing fault, availability and performance on the market today. Service providers and IT organizations seeking to increase operational efficiency and drive down costs while maintaining 99.999 percent uptime and availability turn to Monolith Software's next generation management and monitoring solution for real time insight into the health, performance and availability of mission critical systems and applications.