

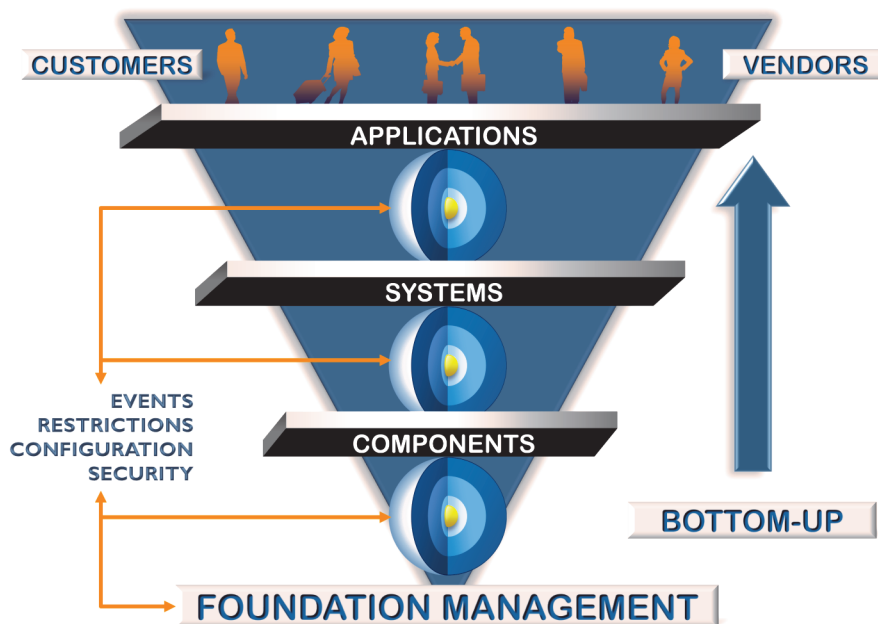


What is Foundation Management for IT Operations?

Foundation Management for IT Operations is focused on events within the IT infrastructure that are likely to have significant impact on the successful operation of the organization.

In IT terms, these events are considered Incidents and many Incidents - if not detected, diagnosed and remediated quickly and efficiently – will cause service disruption and increase IT Operations costs.

Even where Incidents are already under system-management, the opportunity to decrease the lifecycle of Incidents with Foundation Management for IT Operations often exceeds a 10x improvement.



Foundation Management captures events across the IT architecture as they “really happen” - dramatically reducing the time it takes to Detect, Diagnose and Treat Incidents.

Foundation Management helps IT organizations optimize and automate the “process” of dealing with incidents. That process includes:

- The **detecting** of the events that inform the organization that an incident has occurred
- The **diagnosis** of each so that the issue is clearly understood and finally
- The **treatment** to restore normal system operation.

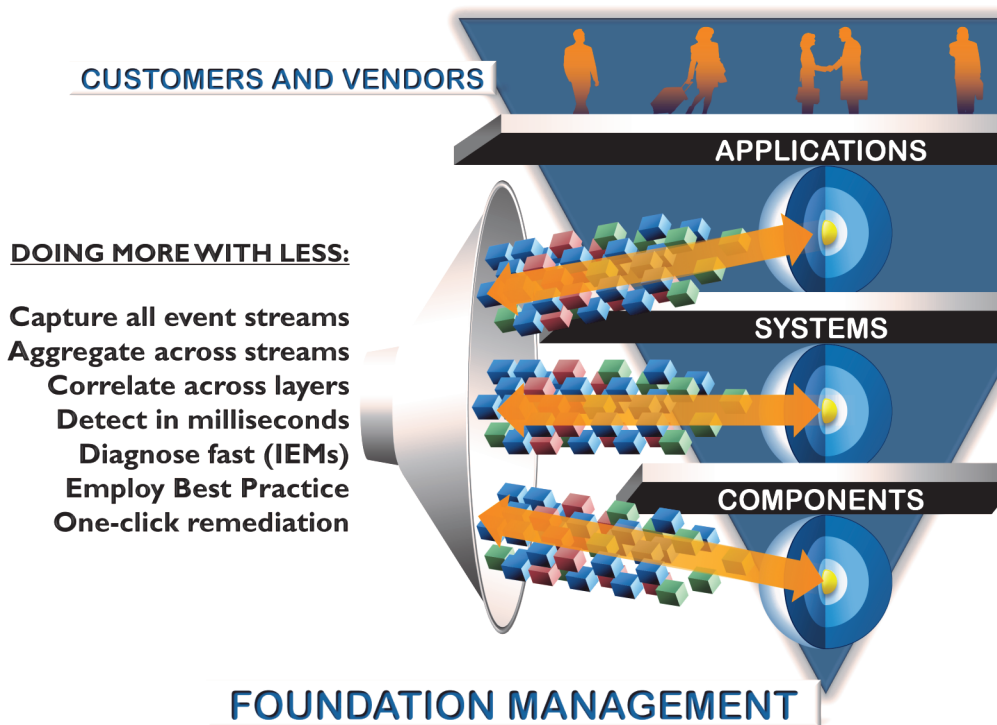
Foundation Management for IT Operations improves each of these, thereby reducing both the elapsed time and touch time for detection, diagnosis and treatment.

FOUNDATION MANAGEMENT FOR IT OPERATIONS

What Problems does it Solve?

The cost of IT Infrastructure servicing continues to grow for most organizations while management objectives are exerting significant downward pressure on IT budgets.

IT organizations are under extreme pressure to reverse this trend without sacrificing service quality or availability (and in many cases with the expectation that service quality and availability will actually improve).



Foundation Management for IT Operations is an important part of meeting this challenge as it enables the IT organization to “do more with less” by:

- Reducing the Incident “Detect, Diagnose, Treat” cycle time
- Improving IT Operations efficiency
- Decreasing operating and repair costs
- Performing critical remediation far faster than normal (increasing systems availability and reducing cost)
- Averting the consequences of preventable failures
- Stopping the occurrence of cascading failures
- Providing secure, remote access to perform all monitoring and management functions

How is it Different?

Foundation management improves the IT organization's ability to detect, diagnose and treat Incidents much faster and more accurately than traditional approaches, thereby reducing both the elapsed time and touch time for detection, diagnosis and treatment. The ability of IT Operations Foundation Management to achieve these improvements is highlighted by the following comparisons of traditional or standard practices for each activity in Incident Management compared to how that activity is handled with IT Operations Foundation Management:

EVENT DETECTION	STD	ITFM
• Millisecond event detection	❌	✅
• Normal interfaces	✅	✅
• Privileged interfaces	❌	✅
• Normal operation	✅	✅
• Single-user, standby mode	❌	✅
• Operating system not present	❌	✅

Detect: the IT Operations Foundation expands the range of events captured (normal, privileged, OS not present, single-user mode), captures events far faster (milliseconds) and reduces the reliance on existing infrastructure for the detection events.

INCIDENT DIAGNOSIS	STD	ITFM
• Primary event information	✅	✅
• Event patterns	⚠️	✅
• Related device information	❌	✅
• Descriptive information	❌	✅
• Recommended response	❌	✅

Diagnose: the IT Operations Foundation expands the scope of information available to diagnose events, presents descriptive information about the events, detects event patterns and provides recommended responses.

INCIDENT TREATMENT	STD	ITFM
• Rules-based event response	✅	✅
• One-click console open	❌	✅
• One Action, multiple devices	❌	✅
• Remote (anywhere) web client	⚠️	✅
• Past response history	❌	✅

Treat: the IT Operations Foundation includes rule-based response to events, opens device consoles for manual response in one-click, can perform Actions across multiple devices, enables response from any remote location, and retains accessible history of past responses.

FOUNDATION MANAGEMENT FOR IT OPERATIONS

How do I Act on This?

The IT Operations Foundation from TDi Technologies® directly addresses the challenge of increasing service quality and systems reliability while reducing the costs of the IT operations supporting those services. The IT Operations Foundation dramatically reduces the Detect, Diagnose and Treat cycle for Incidents that occur in the IT infrastructure.

The next step is to talk with us, so that we can get to know your situation and help you determine the best steps to take in order to leverage the capabilities of the IT Operations Foundation for your organization.

CONTACT:

Contact form: www.TDiTechnologies.com/contact

Toll Free: **800.695.1258**

International: **972.881.1553**

Email: sales@TDiTechnologies.com

You can also read more on Foundation Management and TDi Technologies® on the web at www.TDiTechnologies.com and review additional information on the IT Operations Foundation on the web at www.TDiTechnologies.com/it-operations-foundation.

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