



PRESENTS

**NETWORLD INTEROP**

AN INTEROP EVENT

# APRISMA Management Technologies

---

Mike Skubisz

President and CEO

September 2001

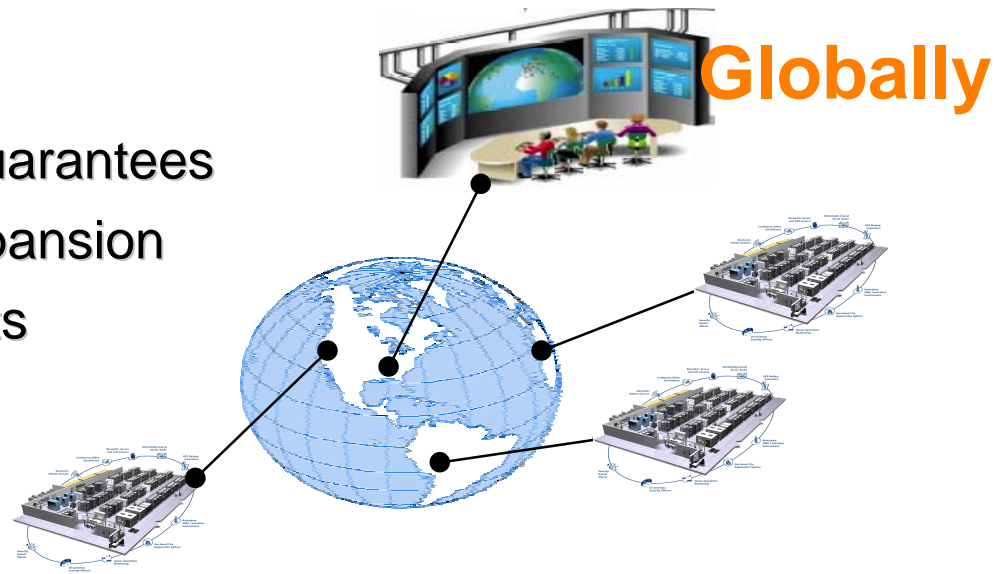


[www.interop.com](http://www.interop.com)

# Aprisma's Approach to Root Cause Analysis

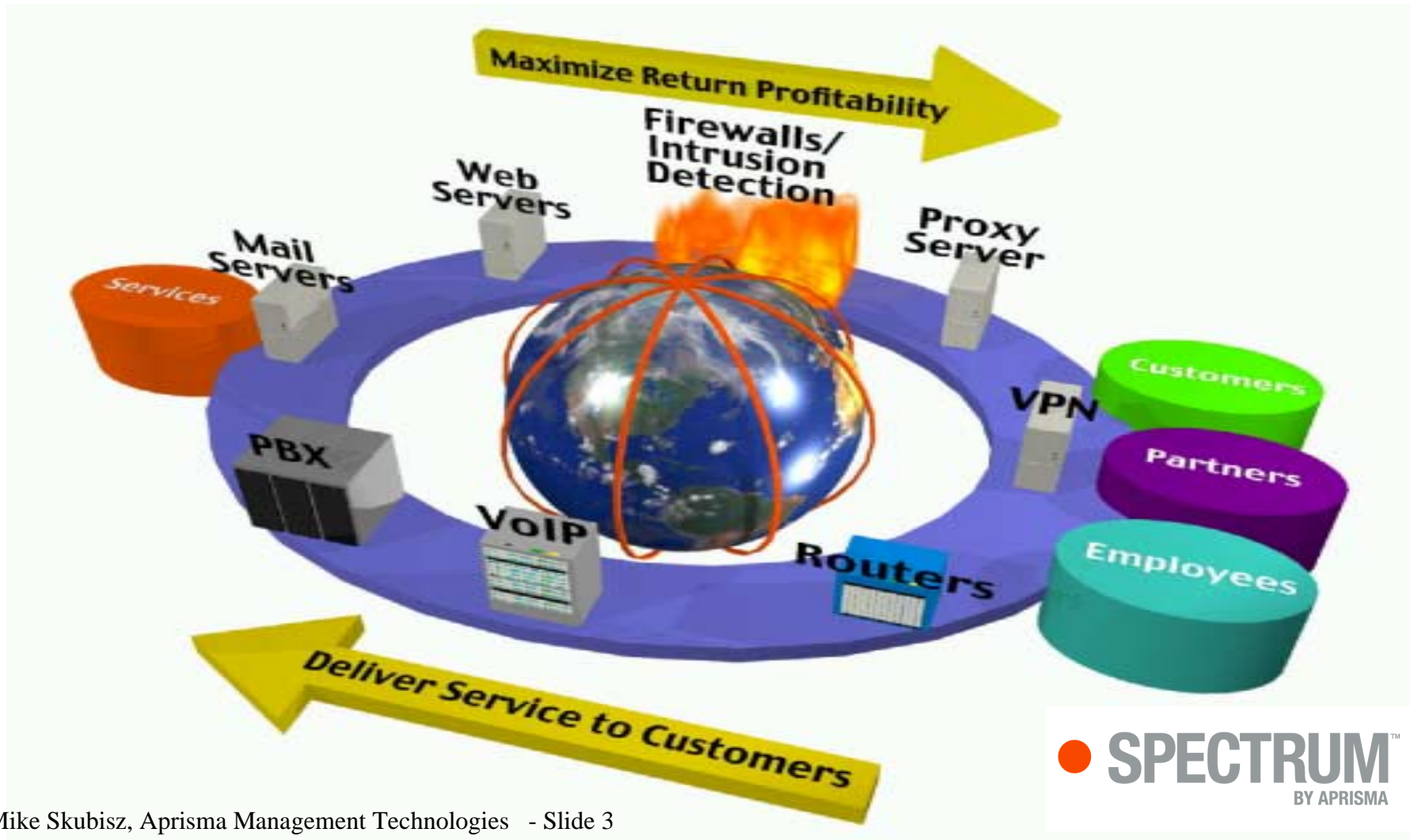
## Managing What Matters

- Delivery of services to your customers
  - Availability
  - Performance
  - Service Level Guarantees
  - New Service Expansion
  - Operational Costs
    - Money
    - People
    - Time



# Aprisma's Approach to Root Cause Analysis

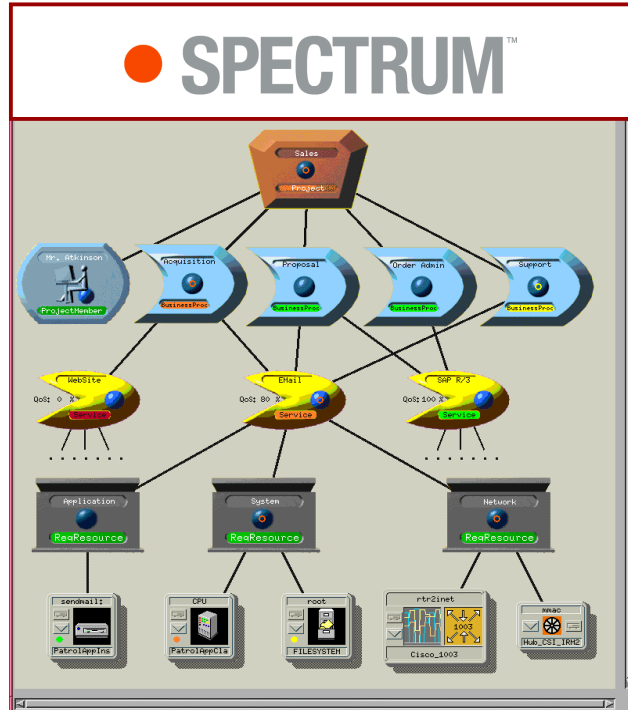
## Managing Spiraling Complexity



# Aprisma's Approach to Root Cause Analysis

## Service Level Intelligence™

- Provides unified visibility across your service delivery infrastructure



Services

People and Departments

Applications

Computing Systems

Networking Transport



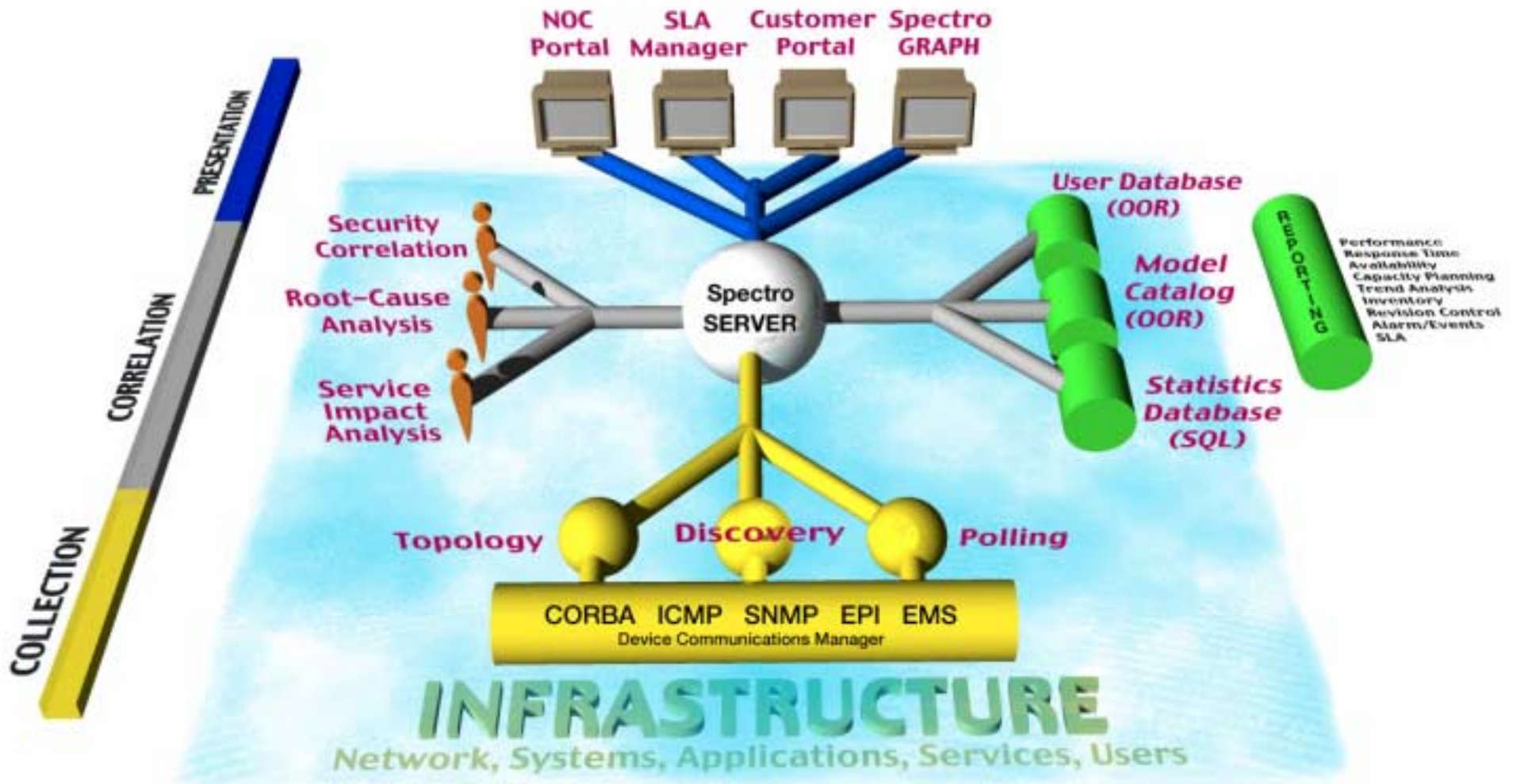
# How we do Root Cause Analysis

---

- Standards based Integration and Knowledgebase
  - Corba Interface, SQL Database
- Patented Intelligence
  - Understanding your Infrastructure; Systems, Applications, Network, and Security Systems.
  - Accurate Auto-Discovery of elements
  - Intelligent Root-Cause Analysis
- Powerful Object-oriented Modeling
  - Inductive Modeling Technology
  - Infrastructure – Service Relationships
  - Correlation



# The SPECTRUM Architecture



# How we do Root Cause Analysis

---

## Intelligent Root-Cause Analysis

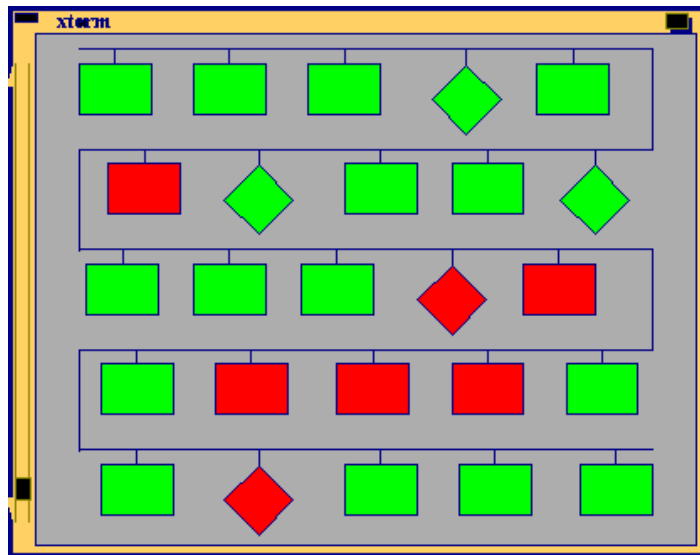
- Correlate the symptoms
- Suppress unnecessary alarms
- Pinpoint the problem
  - Isolate affected users and services
  - Determine whether it is a Network, System, Application or Security issue
  - Deliver granular probable cause and method to resolve

**Finding the problem takes longer than  
fixing the problem**



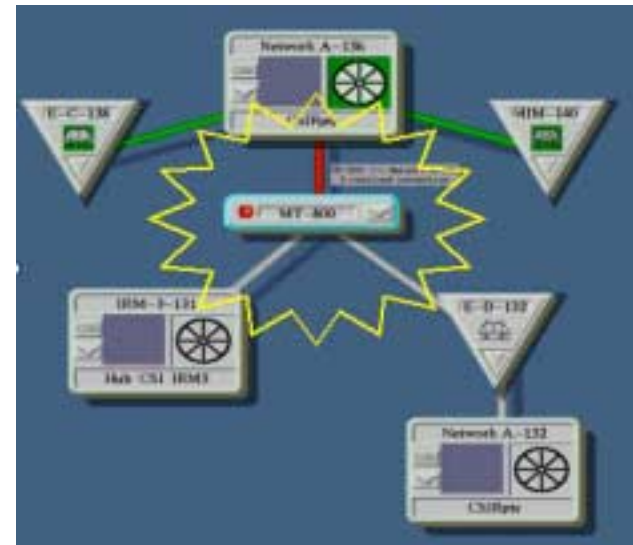
# How we do Root Cause Analysis

## Traditional Approach



- Weak modeling/rules-based approaches
- Limited relationship understanding
- Results in information overload

## The SPECTRUM Approach



- Rich information model
- Detailed relationships and associations
- Results in quick and accurate root-cause Identification



# Why we do it the way we do

---

- Scalability
  - Growing number of end users
  - Increasing complexity
- Interoperability
  - Multi-vendor, Multi-technology Support
  - Systems, Application, Network, and Security
- Visibility
  - Monitor Availability – Black out
  - Measure Performance – Brown out

# Benefits of Service Level Intelligence

---

## Your Business Competitive Advantage

- Accelerated Service Delivery
  - New Revenue and increased revenue per customer
- Stronger Service Level Guarantees
  - New Customers
- Exceptional Service Quality
  - Customer Retention
- Operations Automation
  - Saved money, time and people
  - Avoid costs of managing the management system

**Rapid ROI and Increased Profitability**

