



EMC Smarts Service Assurance Solutions

Managing IT to meet business goals

The Big Picture

- Increases IT performance and availability by finding and fixing problems automatically
- Streamlines management by unifying disparate tools
- Manages IT end-to-end, across infrastructure and applications, to the business-service level
- Reduces cost of ownership by automating the hardest tasks —no rules-writing or maintenance is required
- Improves customer satisfaction by pinpointing problems that matter in real time and speeding mean-time-to-repair
- Aligns IT management with business objectives

EMC[®] Smarts[®] takes a service-centric approach to IT management. Our software solutions manage your entire IT environment across infrastructure, applications, and business services, giving you unprecedented Business Insight into how technology supports services and customers.

All Smarts solutions share a common platform architecture that leverages our patented A³ technologies:

- **Abstraction** provides a logical way for the EMC Smarts Common Information Model™ to understand and map your complex environment
- **Analysis** is totally automated, leveraging EMC Smarts Codebook Correlation Technology™ to pinpoint root-cause problems in real time and calculate their impacts
- **Automation** builds high-cost, labor-intensive tasks into the software, making IT management faster, more accurate, and more cost-effective to support business objectives

EMC Smarts Solution Suite

Service Assurance	Service Assurance Manager integrates and correlates management information across Smarts and third-party products, delivering a single-system solution across IT and business.
Business Insight	Business Impact Manager calculates the impact of IT problems on services and customers.
Applications	Application Connectivity Monitor monitors the infrastructure for key applications connectivity data. Application Discovery Manager automatically discovers and maps how applications and business processes relate to each other as well as the IT infrastructure, providing the critical information needed to automate incident management and triage, and make IT operations more efficient and responsive.
Network Management	Analysis modules automate realtime root-cause and impact analysis of network faults across multiple technologies. Smarts products include: IP Availability Manager, IP Performance Manager, Server Performance Manager, ATM/Frame Relay Manager, MPLS Manager, Multicast Manager, Optical Transport Manager, and VoIP Manager.
Storage Management	Storage Insight for Availability dramatically reduces mean-time-to-repair and maximizes the availability of the storage infrastructure by automating root-cause and impact analysis of availability problems across the Fibre Channel SAN, intelligently correlating events, and isolating service-affecting authentic problems. IP Availability Manager Extension for Network-Attached Storage maximizes IP network and network-attached storage (NAS) availability by helping you find and fix problems that matter—before they impact business—using real-time root-cause and impact analysis of critical network connectivity problems at all layers.
Display and Reporting	Global Console is a powerful user interface for comprehensive management of Smarts solutions. Business Dashboard displays the results of Smarts analysis in a customizable, Web-based user interface. Report Manager captures, organizes, and presents historical reports summarizing the results of Smarts analysis.
Adapter Platform	Adapters link Smarts to third-party tools, as well as operations support systems and business support systems, delivering events, topology, inventory, and analysis results into and out of Service Assurance Manager.

Business features

- Understands how problems spread across infrastructure and applications to impact business services
- Automatically pinpoints the root-cause problems that need to be fixed
- Automatically adapts to dynamically changing environments
- Quickly and accurately discovers and models the components of your IT environment and their relationships

Technical specifications

System requirements: EMC Smarts 6.5

Operating systems supported include: Solaris 8 and 9; HP-UX 11.00 and 11.11; Windows 2000 Server and Windows 2003 Server; and Red Hat Linux Advanced Server and Enterprise Server 3

About EMC Smarts

EMC Smarts plays a crucial role in developing an information lifecycle management strategy by automating the management of network systems. With Smarts software solutions, enterprise, service provider, and government organizations gain unprecedented insight into how the end-to-end health of their network systems affects the business, including:

- Increased IT performance and availability
- Alignment of IT with the business
- Instant identification of what to fix through automated root-cause and impact analysis
- Automatic adaptation to changing environments
- Dramatically reduced management costs
- Management of IT across multiple tools, domains, and silos

Take the Next Step

To learn more about how Smarts solutions can positively impact your business and IT operations, contact your local EMC or EMC Smarts sales representative, or visit our website at www.smarts.com.



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