

# OPSFLARE

## Comprehensive IT Data that Enables Superior Operations

OPSFLARE is the one solution you need to maximize the utility and efficacy of your operational tools. By enhancing the accuracy, currency, and comprehensiveness of the data these tools rely on, OPSFLARE can help improve operational performance across your entire IT organization.

### Challenge

Today's service providers and IT teams rely upon their operational tools on a continuous basis. To be effective, however, these tools have to be operating based upon accurate, current, and complete data for all entities in the IT environment

When the quality of this entity data is faulty, IT and operations teams find themselves susceptible to a range of scenarios:

- ▶ A single (or more) server not accounted for may not receive a current security patch or timely virus scan, and leave the organization vulnerable to a breach.
- ▶ Inaccurate counts of PCs may result in an inaccurate allocation of resources needed to manage and support those devices.
- ▶ A subset of servers may not be tested to ensure applicable backup mechanisms were installed and operational, leaving the organization exposed to potential data loss.
- ▶ Servers may not be consistently maintained, so the organization may be exposed to repeated performance issues and outages.

However, while capturing and maintaining current, accurate data for all components of the IT environment is critical, it is also increasingly difficult—particularly as the pace of change and the complexity of the IT environment continues to increase.

### Solution

With Blazent's OPSFLARE, your organization can consistently establish complete, current, and accurate information on all the entities that matter to your business and IT environment. With this data, you can optimize the efficacy of your critical operational tools, including backup, monitoring, performance management, distribution, discovery, antivirus, and security. OPSFLARE automates the data verification process and delivers capabilities for tracking the accuracy of entity data and identifying operational compliance gaps.



Visibility



Compliance



Tools



Remediation



### Key Features

- ▶ Advanced capabilities for collecting, correcting and maintaining accurate IT entity data
- ▶ Powerful analytic dashboards provide at-a-glance insights and detailed drill downs
- ▶ Easily manage and improve compliance of operational tools in the environment
- ▶ Flexibility and control required to support both enterprise IT organizations or managed service providers (MSPs)
- ▶ Closed-loop workflow integration with ServiceNow

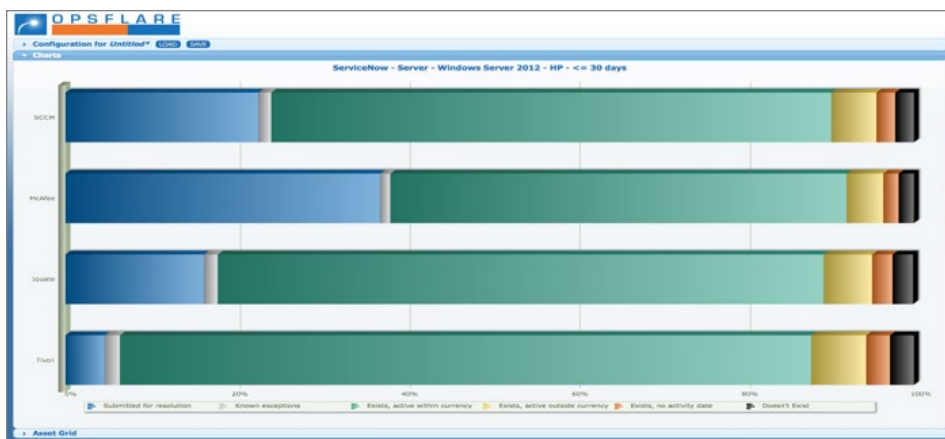
### Key Benefits

- ▶ Validate operational completeness and identify compliance gaps
- ▶ Improve efficacy and value of a range of operational tools
- ▶ Gain practical insights for continuous improvement
- ▶ Root cause analysis to identify areas of tool coverage failure
- ▶ Seamlessly resolve compliance gaps to reduce chance of costly emergency downtime



OPSFLARE delivers insights via powerful, intuitive analytics, enabling enterprise IT operations staff or managed service providers (MSPs) to easily gain the insights needed to manage and support ongoing operations. Through OPSFLARE, staff members can establish granular definitions of the entities required to support a specific tool. Staff can also identify and track defects by various attributes, including location, operating system, business unit, department, and asset status.

OPSFLARE delivers the insights that can help staff reduce outage frequency. Plus, when issues do arise, the solution can help administrators fix them faster. With these capabilities, the solution enables optimized service levels and eliminates compliance gaps, so enterprise IT teams can deliver more value to internal clients and service providers can gain distinction from competitors.



## Key Features

### Sophisticated Entity Data Collection

OPSFLARE equips your team with advanced capabilities for collecting, correcting, and maintaining accurate data on your IT entities. The solution can cross-check entity data from multiple angles, in order to maximize accuracy. OPSFLARE features electronic aging that enables users to identify entities that have not been scanned within a given time period. In addition, it offers capabilities for verifying entity status, enabling tracking of the following:

- ▶ Entities that are active on the network
- ▶ Entities that show an active status in the CMDB or asset repository
- ▶ Entities that are active in Blazent’s purified record

### Powerful, Actionable Analytic Dashboards, Reports, and Alerts

OPSFLARE provides analytics that fuel improved insights. By leveraging these analytics, enterprise IT operations staff or MSP’s can get the at-a-glance insights that help speed management, investigation and response. When viewing these analytics, users can double-click on a specific section and get complete details on the selected area. Further, reports can be exported to common file formats for additional analysis and

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follow up. Based on their defined role, users can also subscribe to alerts in order to receive immediate notification when potential problems arise. Finally, the solution offers pivoting and filtering capabilities that enable users to view data by server, PC, network, operating system, percentage of population, and total population.

The screenshot shows the OPSFLARE interface with a configuration for 'IBM Server Stack'. Below the configuration, there is a table of assets with columns for Asset ID, Asset Name, OS Kernel Version, Serial Number, Asset Tag, OS Manufacturer, OS Platform Family, OS Name, OS Version, Last Activity Date, OS Major Version, OS Minor Version, and OS Build. The table lists several assets, including those with OS names like 'Windows 7', 'Windows Server 2003', and 'Windows XP'.

### Closed-Loop Workflows

Through its user-friendly integration with ServiceNow workflows, the Blazent solution allows users to take immediate action on any data accuracy issues that are identified. Within the OPSFLARE solution, users can identify an inaccuracy, and, with the click of a button, initiate a ServiceNow incident ticket to get it addressed. Further, these tickets can be routed according to established processes within IT and the ServiceNow platform, including incident management workflows. Finally, when the ticket is resolved, the information can automatically be reported back to the OPSFLARE solution.

### Flexible Deployment and Integration

OPSFLARE offers a range of features that help your IT team realize optimal efficiency and flexibility, both in terms of up-front implementation and ongoing operation:

- ▶ **Non-disruptive, cloud-based implementation.** OPSFLARE leverages existing discovery agents and tools, so you don't have to add yet another device to your network. Plus, the solution is hosted in a secure AWS environment, which means your team doesn't have to install the solution on your premises or handle its ongoing support.
- ▶ **ServiceNow Certification.** The solution integration has been certified by ServiceNow, helping ensure your team realizes efficient integration and ongoing interoperation.
- ▶ **Broad data source integration.** OPSFLARE offers seamless integration with more than 230 data source types, including IT network and systems management platforms, discovery tools, CMDBs, governance platforms, patch systems, supply chain platforms, and flat files. As a result you can fully leverage your organization's information repositories to maximize the value of IT data across your environment.

## Built on the Blazent Data Intelligence Platform

Our solutions run on the Blazent Data Intelligence Platform, which is architected to provide the flexibility, performance, and scalability needed for today's big data processing. Incorporating Apache Hadoop, Spark, and a machine learning library, our big data engine processes, corrects stores, and retains massive data sets, while providing near real-time analytics.

Integrating and reconciling data from over 230 different types of sources, the Blazent platform applies our unique five-step data evolution process—atomization, identity management, relationship analysis, purification, and historicity—to deliver the most accurate and valuable data intelligence possible.

### About Blazent

Blazent is the leader in IT data intelligence. The Blazent Data Intelligence Platform is powered by the company's big data engine and patented, 5-step Data Evolution Process. It transforms and validates all IT data, enabling enterprises and managed service providers to make business decisions based upon complete and accurate data. Blazent is headquartered in Silicon Valley. For more information, visit [www.Blazent.com](http://www.Blazent.com) or follow us on Twitter @Blazent.



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