

Zenoss as a Service (ZaaS)

Business Challenge

In today's modern IT world, businesses are working hard to eliminate complexity and drive efficiencies through standardization, while simultaneously seeking to effect dramatic change through the use of new technologies like virtualization and cloud-based infrastructure. This has quickly lead to the realization that legacy systems, built-up in silos, are reliant on a plethora of disjointed point solutions for monitoring IT services. These tools, acquired at different times over many years, neither talk to each other nor provide a holistic view of the environment. This means that resolving issues after outages or disruptions is often a long and tedious process, resulting in customer dissatisfaction and prolonged downtime.

A Smarter Solution

Unified monitoring seeks to alleviate this challenge by providing a complete view of the entire IT environment within a single platform. Allowing organizations to easily visualize the overall health of IT services, not just the components underpinning them. When an unplanned event occurs, the same solution can identify the services at risk and provide root cause analysis of the issue, greatly accelerating mean time to resolution (MTTR). IT organizations can meet SLA compliance goals, properly triage events, and avert business outages.

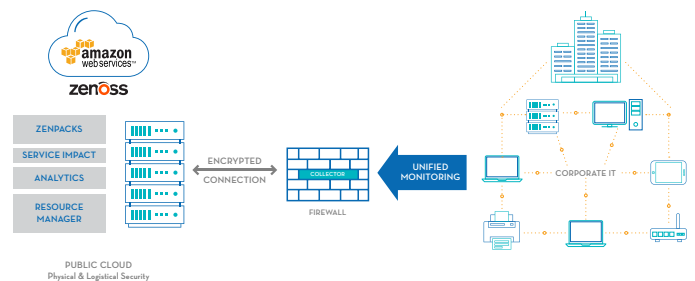
For many of the world's premier IT organizations, Zenoss Service Dynamics – installed on-premises – has proven to be the right unified monitoring platform for their needs. Its advanced capabilities, coupled with reliability and low total cost of ownership, has allowed them to realize tangible and rapid ROI. Now, that same proven platform is available as a hosted service via Zenoss as a Service (ZaaS).

Monitoring as a Service

Built upon the award winning Zenoss Service Dynamics platform, currently in production at thousands of customer sites worldwide, Zenoss as a Service (ZaaS) delivers the same advanced service assurance capabilities for your physical, virtual and hybrid cloud environments as a hosted service. With Zenoss fully handling all deployment, back-up & restore, and patching services, customers can greatly reduce the staffing and hardware overhead of their IT department.

The ZaaS solution utilizes Amazon's industry leading Web Services platform, to help customers reduce incidents, prioritize & expedite problem resolution, and minimize downtime through a unique combination of holistic resource monitoring, root cause analysis, and real-time service model relationship mapping.

In addition to being a robust event monitoring engine, ZaaS can aggregate events from other sources such as VMware's vCloud Director, vSphere and Cisco's UCS Manager, bringing Manager-of-Manager capabilities to your environment. Those deep integrations with VMware allow ZaaS to automatically discover and inventory all VMware components including Virtual Machines, ESX Servers, Clusters and data stores without the use of agents.



Delivered as a Service, ZaaS allows you to take full advantage of the Zenoss Service Dynamics platform within minutes and without the need for IT specialists.

Key Benefits

- Delivers advanced service assurance capabilities without the complexity, cost and overhead of multiple tools running on multiple systems
- Reduces downtime and improves problem resolution with unique visibility top-to-bottom and left-to-right within your stack
- Built upon the Zenoss platform in-production at thousands of locations worldwide
- Comes with world-class Customer Support (never outsourced) that serves as your "one throat to choke" regardless of domain
- Begin monitoring your infrastructure immediately without the need to source hardware
- Eliminates the need to manage and maintain your Zenoss solution manually.
- Ensures predictable rollouts and integration of the latest versions of the platform.
- Includes a 99.9% availability SLA

FEATURES	FUNCTION	BENEFITS
Advanced monitoring and management through a single solution	<ul style="list-style-type: none"> Provides advanced, unified monitoring and management capabilities across your disparate environment Single console provides a holistic view of the environment Reduces the need to purchase and maintain multiple tools that often give you conflicting guidance 	<p>Helps you deliver on your availability SLAs by:</p> <ul style="list-style-type: none"> Preventing outages via pro-active alerts Minimizing downtime by expediting troubleshooting <p>Drives efficiencies by:</p> <ul style="list-style-type: none"> Minimizing maintenance overheads related to management of multiple tools Reducing training and management requirements Enabling monitoring and management for the entire environment through a single pane of glass
Powerful model-driven approach	<ul style="list-style-type: none"> Dynamic modeling tracks all your services and maintains service model dependency relationships to allow you to pin-point underlying causes 	<ul style="list-style-type: none"> Expedites troubleshooting and reduces MTTR, helping you to meet your challenging SLAs
Cost efficiencies	<ul style="list-style-type: none"> Compared to legacy solutions, Zenoss can be significantly cheaper while providing better coverage for modern dynamic infrastructures 	<ul style="list-style-type: none"> Reduces your Total Cost of Ownership
Proven solution from an experienced, innovative, market leader	<ul style="list-style-type: none"> Built upon the Zenoss Service Dynamics platform, currently in production at some of the worlds largest companies Innovative market introductions have included <ul style="list-style-type: none"> Automated dependency and service mapping Intuitive policy setup with no coding required Real-time relationship model Maintains service policies as environment changes 	<ul style="list-style-type: none"> Lowers your risk and provides you with future-enabled technology
Delivered and supported as a Service	<ul style="list-style-type: none"> ZaaS is hosted at a modern, industry-standard datacenter, in an HA configuration Includes a 99.9% SLA Requires only a small-footprint, virtual appliance to be located at the customer site 	<ul style="list-style-type: none"> Allows you to harness the advanced capabilities easily and quickly <ul style="list-style-type: none"> Negligible on-site deployment requirements No specialized IT personnel need deploy or manage the Zenoss solution Hosted service ensures that you are always using the latest, most advanced version

Zenoss Service Dynamics is a powerful monitoring platform designed for today’s modern IT infrastructures. For organizations seeking to leverage its advanced capabilities quickly, and with the convenience of a hosted solution, Zenoss now offers ZaaS. Please click [here](#), or visit Zenoss.com, to learn how ZaaS can bring immediate value to your organization.

About Zenoss, Inc.

Zenoss is a leading provider of unified IT monitoring and management software for physical, virtual, and cloud-based IT infrastructures. Over 35,000 organizations worldwide have deployed Zenoss to manage their networks, servers, virtual devices, storage, and cloud infrastructure, gaining complete visibility into their IT operations.