

# Intelligent Performance Management



## I.R.I.S. Professional Solutions

We at I.R.I.S. PS believe that your Business processes and efficiency can be improved and accelerated with an optimized IT-infrastructure. Due to the close reliance of the company's core business and their IT-environment, it is important to have continuous insight into the status of applications and systems to minimize the risk of downtime or performance loss that may have a major impact on your company's processes and results.

Applications and systems that are of vital importance to your business need to be available 24x7 as well as quickly and easily accessible. Your revenue and your branding depend on their performance. On the long run this is a matter of business continuity. Nevertheless many organizations lack end-to-end monitoring capabilities. When serious outages occur they feel raided and consequently switch to firefighting mode consuming lots of time and attention of the IT staff. Often when the outage is over the deeper causes of the incident remain unclear.

### End-to-end view

Many organizations use specific solutions for monitoring individual systems provided by the vendors of those systems. This solutions offer an isolated view on parts of their IT infrastructure. Combining such point solutions into an integrated view is a very costly and time consuming task. Based on IBM technology I.R.I.S. PS developed a cloud service for end-to-end, real time performance monitoring and pro-active notifying and alerting. It provides a layer on the top of existing monitoring tools, to integrate them into one performance management solution. Customers pays a regular fee for what they use, they don't need to purchase software licenses, related hardware or other resources to implement and maintain the monitoring solution

### How does I.R.I.S. IPM work?

We do not touch anything in your environment besides installing the IPMConnect appliance as well as monitoring agents on selected physical or virtual servers. These agents are standard, off the shelf software components developed by IBM. There are more than 270 different agents available for a wide range of processes and systems. I.R.I.S. IPM monitors all components of an IT environment which provide performance data, like operating systems, databases, middleware, network switches, web services and more. The performance data include up- and downtime, response times, traffic and load patterns. It visualizes the gathered performance data in a set of management dashboards or views. We underline that the collected data are exclusively performance data, no business data.

### Integrated dashboard

IPM solves the problem of single point monitoring views many IT professionals are confronted with. When an isolated monitoring function is active it could give the message that all is working fine, while at the same time the end user of the application is experiencing unusual performance delay. By using IPM with multiple agents in the whole IT chain, a problem in an application server can be identified. The dashboard software of IPM facilitates professional IT users with an end-to-end performance view of all their critical applications and systems and allows them to drill down to the heart of performance problems.

### Alerting and pro-active functionality

IPM automatically sends alerts in case of incidents as well as alarms when critical incidents occur. It can even automatically generate tickets in incident management systems of its users, saving time and handling. The IPM cloud solution is also connected to a database that collects historical data from all the connected agents, thus giving way to pro-active intelligence. It can predict how many time will probably pass before an incident will take place, allowing the ones responsible for IT to take appropriate measures.

*With our GoLive assistance, We can assist our customers in Go lives, stress testing, tuning and consultancy with our performance expert team.*



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