Sentinel

IBM maximo®

REAL TIME APPLICATION PERFORMANCE **MONITORING** AND **DIAGNOSIS**

Maximo normally performs a fundamental operational role for an organisation and, due to its business importance, it is usually critical that the production system responds quickly enough and is available 100% of the time.

This is normally the case when Maximo is first released into a production environment. However, evidence from many of our clients shows that response times can degrade suddenly or over a period of time. Also, system failures, or the need for system restarts, may happen intermittently or become a regular occurrence.

Sentinel from Reflective Solutions is the only monitoring solution designed specifically for Maximo. The tool is a result of Reflective Solutions' partnerships, firstly with MRO and now with IBM, along with the realisation that Maximo production performance and stability problems are not a rarity. When these problems occur, they usually have a significant negative impact on the business.

Sentinel is different from other monitoring solutions. Not only does it monitor Maximo's availability, correctness and performance, but crucially, it also monitors every aspect of the underlying system. This functionality ensures that Sentinel identifies the cause of a problem the moment it occurs, allowing IT teams to immediately focus on resolving the problem. This provides the assurance that system problems are minimised and will not go undetected, user communities are satisfied and business efficiency is improved.

Unparalleled monitoring, diagnosis and alerting at an affordable price.

REFLECTIVE solutions

Fields Consulting
Asset Management - ERP - GIS

Sentinel

IBM maximo®

IMMEDIATE DIAGNOSIS

- Performance and system information correlated in real time through highly configurable GUI
- Instant diagnosis of causes of any detected problem

SENTINEL ALERTING FACILITY

- Real time alerting
- Configurable to raise alerts exactly to customisable specifications

ADVANCED MONITORING FEATURES

- Monitoring of underlying systems and infrastructure
- Monitoring of every step of every transaction

RESULTS ANALYSIS AND HISTORICAL DATA

- Detailed historical data from user and system perspectives
- Detailed management information
- Customisable reporting, graphs, tables
- Trend analysis
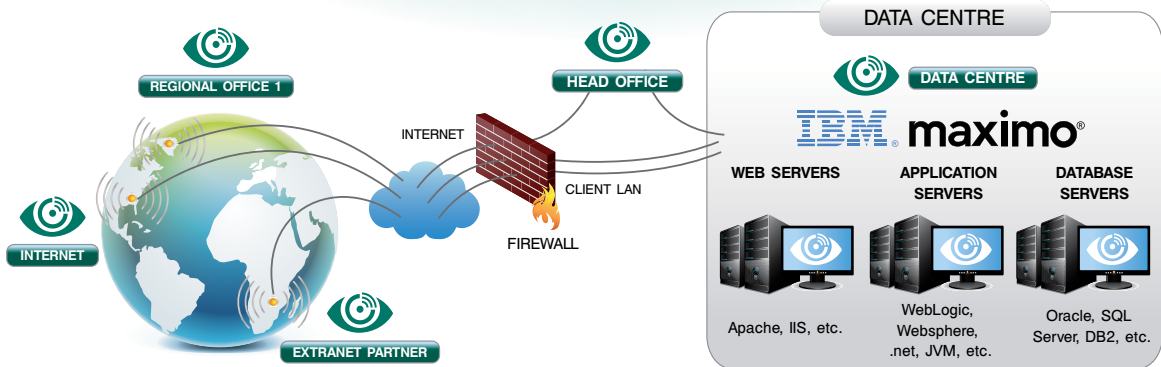- Useful in providing SLA verification

Run-time Monitoring Configuration

Maximo Availability and Response Time Monitoring   Underlying System Monitoring

REGIONAL OFFICE 1

HEAD OFFICE

INTERNET

INTERNET

CLIENT LAN

FIREWALL

EXTRANET PARTNER

DATA CENTRE

DATA CENTRE

IBM maximo®

WEB SERVERS

APPLICATION SERVERS

DATABASE SERVERS

Apache, IIS, etc.

WebLogic, Websphere, .net, JVM, etc.

Oracle, SQL Server, DB2, etc.

Real-time Alerting and Analysis of Maximo and System Information

Sentinel Alerting Facility

Sentinel Viewers

SMS

IT Support

DBA

IT Manager

Sentinel is available as software or as a Service

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