

# Centreon BAM\*

## Understanding IT implications to business is just a module away

\* Business Activity Monitoring

Ensuring the efficiency of enterprise business operations has much to do with understanding their relationship to real-time IT operations and service performance delivery.

That's how Centreon BAM makes IT monitoring count for business-IT stakeholders. It measures real-time operating vitals from masses of monitored data, aligned with ITIL practices, to make sense of crucial correlations between service delivery levels and dependent business activities. Centreon BAM helps ITSM and business operations teams gain a common perspective for required SLA, OLA and UC to drive service quality improvements.

## 5 vital reasons for Centreon BAM

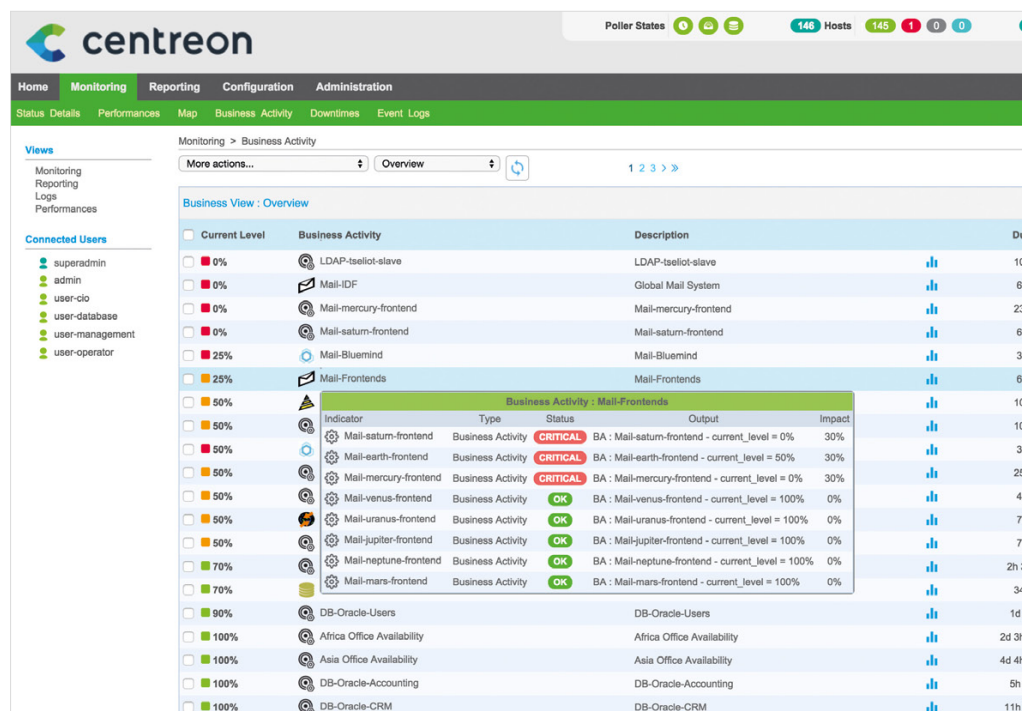
**Proactive management of service-level engagements and thresholds** with manual configuration to weight KPIs on availability management and performance delivery according to business requirements covered by SLAs, OLAs and UCs.

**Response-level priorities become obvious** with real-time tracking of related IT health status, warning and critical thresholds through a user console – automatically refreshed to display indicators up to the second.

**Root cause analysis is enabled** with multi-level information drill-down according to pre-structured operational KPI groups, configured in the same way hosts and services groups are done in Centreon monitoring, e.g. by database, load-balancers, security, user access, etc.

**Get a better understanding** of service delivery implications by correlating the calculated Centreon BAM KPIs with APM or QoE metrics.

**Strengthening of IT's relevance to upper management** with demonstrated short-term and long-term value that transcends silo-ed IT views to incorporate a business operations perspective – made easier with the intelligence reporting capabilities of sister module, Centreon MBI.



## ITIL-centric metrics to align IT service delivery with business

**Centreon BAM** (Business Activity Monitoring) is the Centreon module that transforms monitored IT data behind a company's operations into exploitable and meaningful information for ITSM teams and their internal clients.

Treating masses of real-time instances at a time, *Centreon BAM* measures and computes **key operating components of an enterprise's business activities**, taking into account normal service hours, service interruptions or planned downtime.

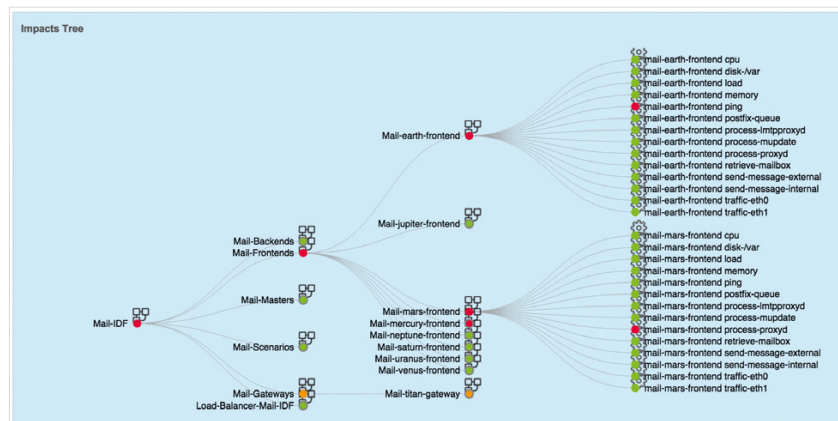
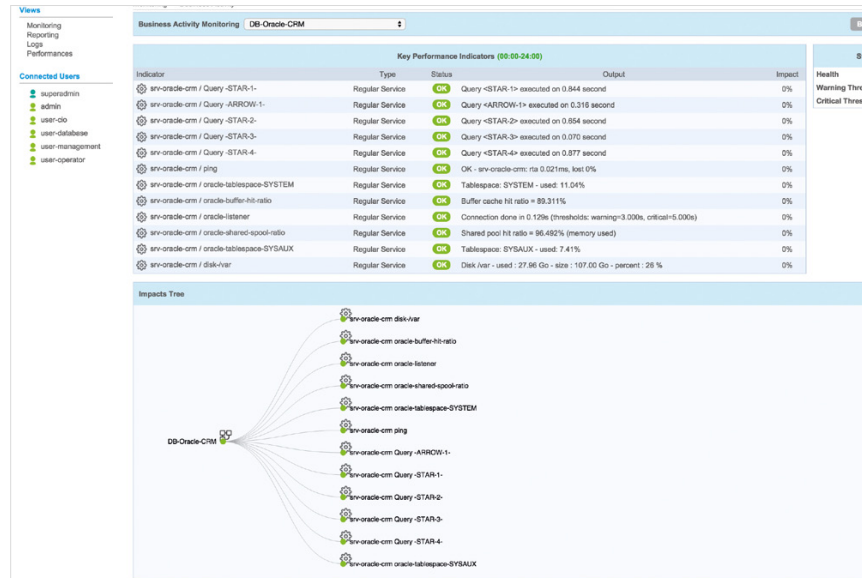
Computed *Centreon BAM* values leverage well-structured Centreon-monitored data to identify and establish relevance in **ITIL-compliant service quality measurements**. Making sense of their implications to business processes depends on the reliability of correlated IT checkpoints around availability, capacity and performance levels.

Its user-friendly console is built to refresh automatically so that **key metrics are displayed up to the second** for prompt corrective action. **Root cause analysis** and information drill-down can be done in just a few clicks.

Based on this, *Centreon BAM* enables ITSM to not only identify relevant ITIL KPIs, but also to define and weight them according to the **SLA, OLA or UC requirements**.

For a more accurate understanding of service delivery implications, *Centreon BAM* values can be leveraged with QoE measurements from other tools, e.g. Newtest, New Relic, Dynatrace, AppDynamics.

With *Centreon BAM*, getting a handle on prioritizing IT service response levels or proactively managing service quality engagements couldn't be easier. ITSM teams can focus on what's important – aligning IT service delivery with critical business needs in an efficient and affordable way.



The Centreon BAM license includes support and maintenance for the software.

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