

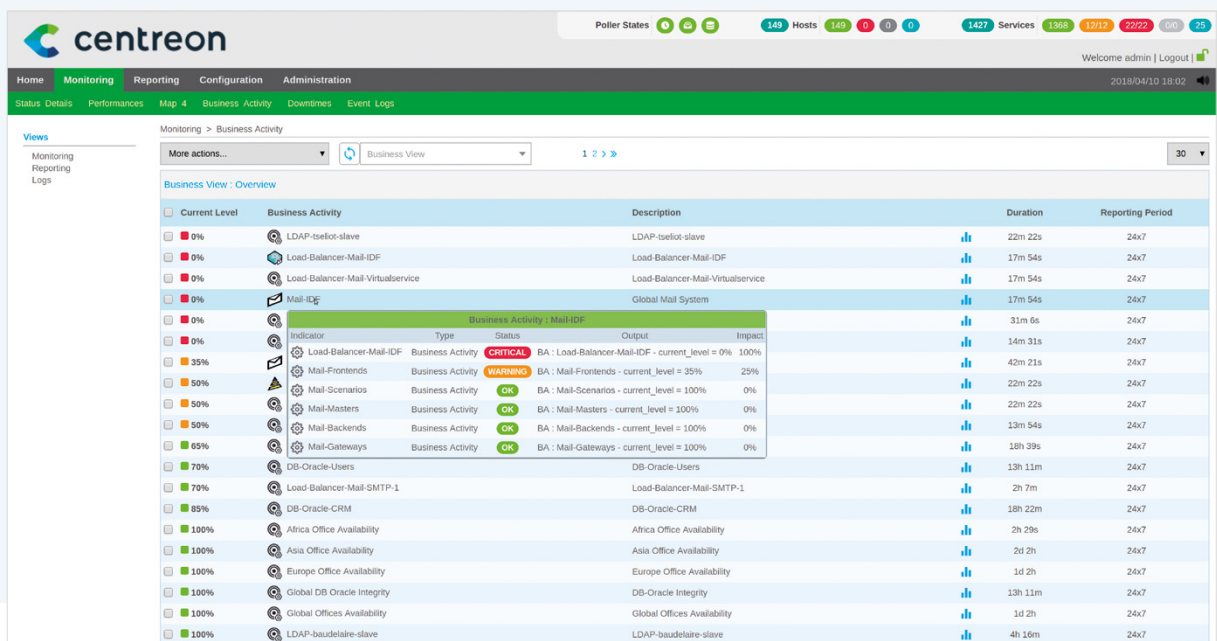
Centreon BAM*

ITIL-centric metrics that aligns IT service delivery with business needs * Business Application Monitoring

When silos break, we become smarter

What if every business-facing employee in your company was paired with someone from the IT department? They'd sit at the same desk, share lunch and breaks, and basically do everything hand in hand. This is sort of what happens with Centreon BAM, minus the disadvantages to your employees.

Based on ITIL best practices, Centreon BAM is the silo-busting module that connects IT people and resources to the teams that are on the front lines of business. Every day, you get better at meeting IT service levels and performance required of the business.



Win the ITSM game

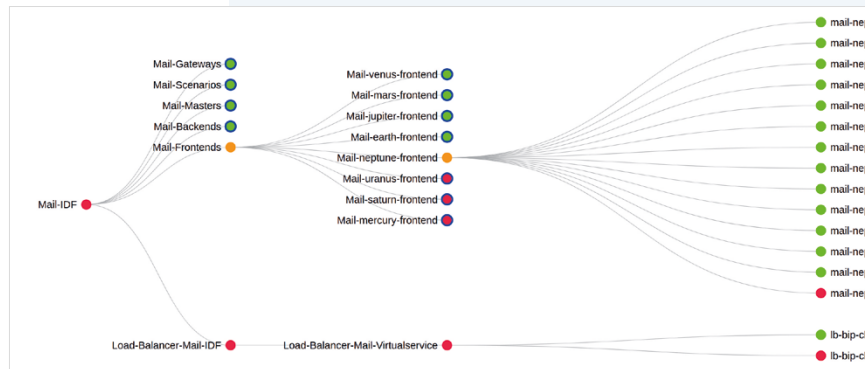
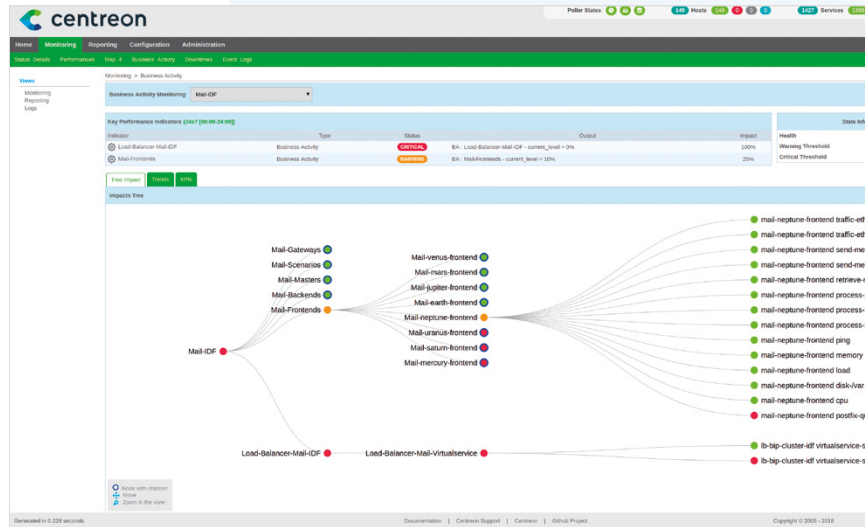
- See in real time where IT services are needed and how they're holding up to the intense pressure of business activity
- Draw actionable insights from correlations between service delivery levels and dependent business activities
- Continuously improve IT service performance to match business needs in real time
- Gain better control and proactivity when there's a potential risk
- Avoid costly mistakes and downtime
- Increase compliance to service and operation level agreements (SLA, OLA & UC)

View, analyze and leverage every bit of data

- ITIL-compliant service quality management
- Critical application modelling highlights dependencies between technical and application components that support business services
- Immediate detection of availability or performance degradation in order to take corrective action before your business teams are affected
- Easy diagnosis and root cause analysis with multilevel graphical representation and drill-down tree views at your finger tips
- Objective understanding of service level impacts with the integration of additional QoE measures (i.e. Newtest, New Relic, Dynatrace, or AppDynamics)

A bundle of analytics goodies

- Integration of measures from APM and QoE tools into Centreon BAM indicators
- Real time sharing of key indicators with all business departments
- Easy SLA tracking & sharing by combining Centreon BAM with Centreon MBI's advanced analytics reporting and Centreon MAP's real time views
- Precise impact and operation rules modelling between an application and its underlying infrastructure elements: access routers, firewalls, load balancers, application server farms and web servers
- Real time aggregated indicators on application availability
- Supervisory console and a wide selection of man-machine interfaces
- Graphical representation of the impacts of a potential malfunction on business operations
- A set of APIs to easily publish meaningful information to business decision makers



Power up ITSM with strong ITIL-centric metrics

Contact us
for a live demo of
Centreon BAM
sales@centreon.com
www.centreon.com

