

CLOUD MONITORING WITH THE ZIS SYSTEM

Monitor your cloud infrastructure



CLOUD MONITORING

The ZIS System solution provides a comprehensive overview of the cloud infrastructure. The new ZIS cloud connector is used by default to monitor performance, KPIs and availability data of Amazon Web Services (AWS), Microsoft Azure, Google Cloud and Office 365.

FIG. 2: CLOUD MONITORING WITH THE ZIS SYSTEM



Cloud monitoring

— The ZIS system allows to monitor the performance and availability data of cloud services in an efficient and automated way. This provides overall monitoring that includes all your cloud providers. The data are used for evaluating availability and performance of your IT and business services. It depends on the web service API of the cloud provider what metrics can be monitored.

Key facts:

- The ZIS System as consolidating solution for multi-cloud and on-premise environments
- Web service APIs per cloud provider
- Detecting cloud infrastructures
- Measuring performance data and availabilities of cloud applications
- Reading meta data (tags) from alarms in AWS and Azure
- Checking available cloud storage
- Transparent multi-cloud environment including their applications, processes and services
- Long-term archive for performance and availability data
- Cloud services are taken into account for calculating total service
- Integrated E2E management allows holistic view on end-user experience
- Transparency whether agreed SLAs are met by cloud provider
- Integrated alarm management
- Central dashboards over all cloud services

THE ZIS CLOUD CONNECTOR

— The ZIS cloud solution collects data on status, availability and performance of important cloud services.

The ZIS cloud connector is used for communication with the cloud providers. Metrics are queried by the ZIS System at regular intervals using the cloud connector and then are evaluated. The integrated alarm feature informs the persons in charge when a problem or outage occurs.

Cloud queries

— Since a query can be quite comprehensive, we provide cloud queries for some components to be used „out of the box“. These queries are part of templates. They can be created or extended as needed. Actions such as alerting are included.

The queried metrics are stored in the ZIS System and are available for long-term analyses for up to 5 years. This is how you can provide to your customers consolidated

dashboards over all metrics in the ZIS System both for cloud applications and virtual and local systems.

Cloud tags

The ZIS System uses the same users tags or labels that you use to identify your services and cloud instances. This harmonizes and simplifies your view on the cloud resources, which enables departments to identify the real reasons of problems faster.

Cloud discovery

When accessing the cloud service account, the cloud infrastructure of the providers AWS, Azure and Google is automatically detected; the monitoring structure for the cloud resources is then created in the ZIS System. If the cloud infrastructure is extended, new resources are automatically added to the existing monitoring infrastructure. With the discovery function, the data is automatically transferred to the CMDB so that the CMDB is always up to date through the discovery.



Fig. 2: Cloud monitoring with the ZIS system (Office 365)

THE ZIS SYSTEM

Comprehensive and easy integration in existing management systems using interfaces

Complete and fully integrated alarm management and connection to incident management

Multi-tenant and user-friendly dashboards with cutting-edge HTML5 interface, also for smartphones and tablets

Simple on-call and maintenance planning

Powerful event correlation (evaluation, aggregation of events)

Automatic root-cause, impact and risk analysis of services

Out-of-the-box evaluation and reporting features (forecasts, trends etc.)

Real-time service (level) monitoring

Complete systems management with more than 650 plug-ins (best practices)

Monitoring popular cloud providers and container clusters

Integrated end-to-end monitoring that monitors availability and performance of services from the point of view of end users

PINK ELEPHANT CERTIFICATION

- Availability Management
- Capacity Management
- Event Management



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LeuTek GmbH, based in Leinfelden-Echterdingen (greater Stuttgart), has been a leading manufacturer of IT monitoring solutions in German-speaking countries since 1984.

The company covers the entire development and implementation of the monitoring solution, the know-how transfer to the pertaining IT departments as well as support and maintenance of the software. Based on its longstanding experience, LeuTek can factor in individual customer requirements and offer tailor-made solutions.

Since 2006, LeuTek GmbH has been member of the USU group. As part of the group, LeuTek provides a product and system portfolio covering all ITIL® disciplines. In the areas of event management, availability management and capacity management, the ZIS System has been awarded the PinkVerify™ certification. Thus, we ensure standardized and service-oriented IT service management.