

# Mwatch

Monitor - Measure - Manage

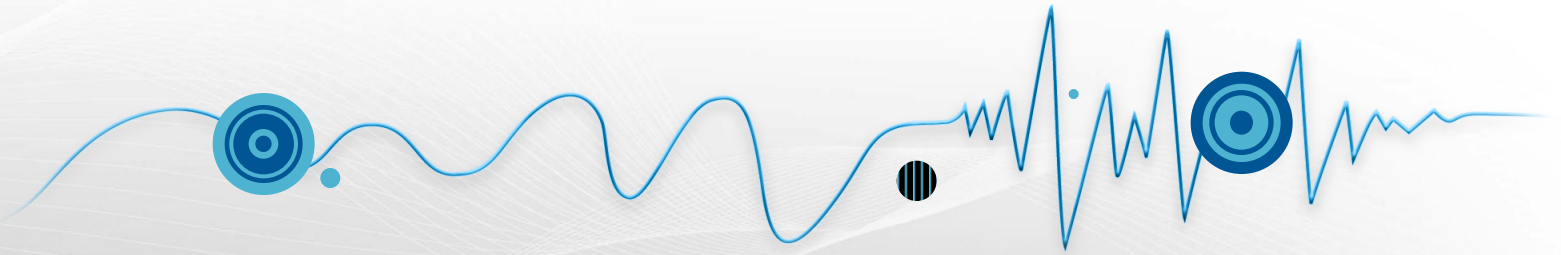
MindTree Ltd.

July 2011



What Tools?  
Frameworks?  
Cost?

- Plethora of management tools
- Isolated & proprietary datasets
- Lack of integration among tools
- Manual triaging of alerts
- Customization challenges
- Tool license & training costs



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# ABOUT MWATCH



- MWatch is a service accelerator of MindTree to provide end-to-end IT Infrastructure Management Services
- Bundled tools have monitoring capabilities for servers, network devices, appliances, applications , databases, virtual instances .. )
- Service Management for ICT service delivery and end user management (ITIL aligned process workflows )
- Secure access with audit facility
- If tools pre-exist in your environment, it intelligently integrates various stacks of tools with process workflows to provide an enterprise wide integrated view
- Intelligent Aggregation and Correlation of Data, Process and Business Rules

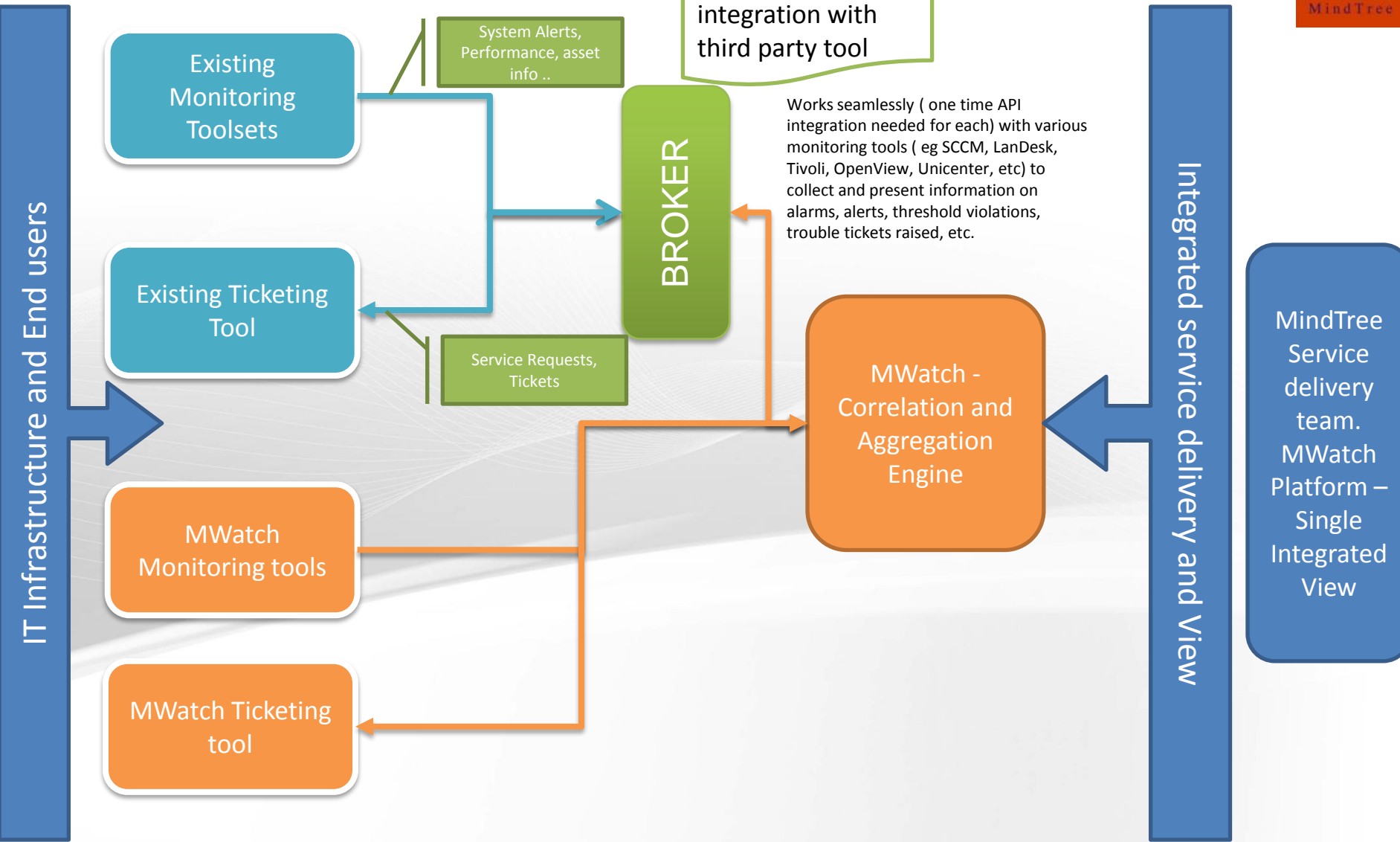


- **Shift Left**
  - Automates ICT operations ( Built in library of workflows)
  - Auto remediation tool kit for end users
- **Integration**
  - Integrates with any existing ticketing system ( protect investment and avoid change)
  - Integrates with directory (AD,LDAP), asset management tools, deployment tools for user authentication, asset lookup and software deployment
  - Secure RDP tool for remote troubleshooting
- **Secure (ENACT)**
  - Role based access provided only with a valid ticket
  - All login credentials handled only by MWatch's password vault
  - Every support session is video recorded for audit
- **Customization**
  - Highly customizable based on user environment
  - Can build workflows as per business/process needs
- **Cost**
  - Mwatch is a service enabler for MindTree's managed services and is a bundled offering



- **Monitoring capabilities includes**
  - Network (Router, Switch, Firewall etc.) Monitoring
  - Server Monitoring
  - Windows Event Log Monitoring
  - Applications Monitoring
  - Virtual instances
- **Application Server monitoring includes**
  - Database Monitoring
  - Web Page, Web Server/ Web Services Monitoring
  - Middle Ware Monitoring
  - Custom Application Monitoring
- **Auto Discovery:**
  - Network infrastructure (includes Cisco, Nortel, Juniper, DLink and many other products)
  - System Infrastructure components like server hardware, Operating systems, network connectivity and standard applications installed on the systems
- **Tool Integrations:**
  - Based on SNMP, XML- RPC, Web Services
  - Can integrate with standard open source and commercial network and server monitoring tools like HP OV etc.
  - Can integrate with commercial service desk tools like HP SM and CA SDP
  - Active Directory/ LDAP Integration
- **Dashboard**
  - Business service management views
  - Comprehensive dashboard with 360® view
  - Real Time trends and availability of devices
  - Events and Correlated Alarms
- **Service Desk**
  - ITIL v3 Compliant Processes
  - Incident Management
  - Problem Management
  - Change Management and CMDB
  - Service Level Management
- **Intelligent**
  - Configurable Business Rules, flexible notifications and diagnostic from within a ticket
  - Work Flow based Auto Remediation for servers, operating system tasks and system services
  - DCFC (Daily Control Functional Checklist) - Automate several day to day service tasks
  - Securing and auto provisioning of Virtual machines
- **Secure**
  - Access provided only with a valid ticket
  - Supports SSH, RDP and Telnet protocols
  - All login credentials handled only by MWatch's password vault
  - Every support session is recorded for future audit
- **Reporting**
  - Standard daily, weekly, monthly, quarterly and yearly reports
  - Custom reports from over a 100 reporting components



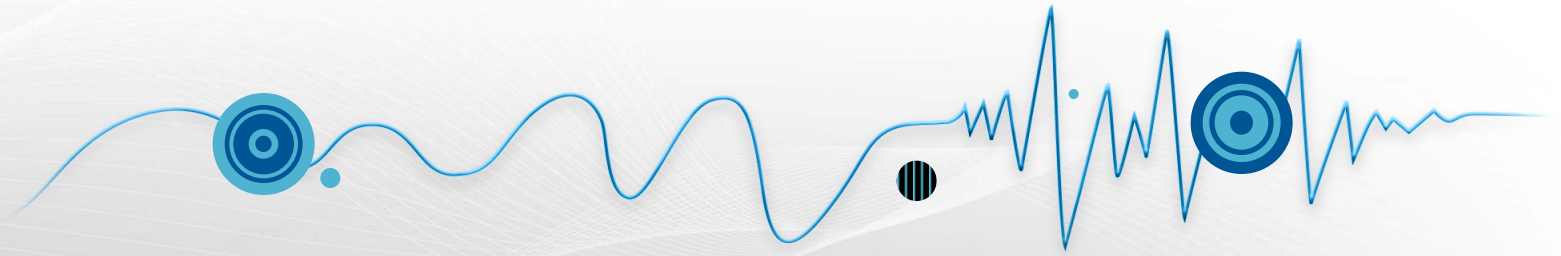




- Enterprise wide integrated reporting (360 degree view)
- Investment protection
  - Integrates with existing tools and processes
- Customization and workflows
  - Customization of tools as per business rules and workflows
- Effective governance
  - Common dashboard for services
  - Intelligent integration of federated database
  - Enterprise wide preprocessed reporting - Daily, Weekly, Monthly, Quarterly and Annually
- Secure access
  - Passwords are stored in a vault and accessed only by the application
- Cost savings
  - Platform provided at no additional costs as a bundled service with MindTree managed services
- White labeled service portal
  - Flexibility to align the portal with customer brand, look and feel



Service Challenge	Solution	Exhibit
<p><b>Single Integrated Infrastructure view</b></p>	<p>Integration of existing tool sets to provided Real Time Infrastructure Health and Service Delivery indices</p>	<ul style="list-style-type: none"> <li>• Customer had 3 different tools for monitoring and 2 tools for ticketing for their disparate environment</li> <li>• MWatch provided a single integrated view of Infrastructure availability</li> </ul>
<p><b>Business Rules Driven Service Desk operations</b></p>	<p>Consistency, Repeatability and Productivity Enhancements which resulted in predictable “Shift Left” in skills through Automation</p>	<ul style="list-style-type: none"> <li>• Ticket creation from alarms for a 1000 device environment is completely automated and auto assigned to respective groups without manual intervention</li> <li>• 20% of service requests are serviced automatically</li> <li>• 100+ periodic service delivery tasks (DCFC’s) are automated</li> </ul>
<p><b>Controlled access to infrastructure</b></p>	<p>Secure Access Gateway which allows engineers access only on valid tickets with device password protection through PVault with video recording for audit – enabled by Mwatch ENACT</p>	<ul style="list-style-type: none"> <li>• Compliance to customer’s information security audit as a part of their process compliance needs</li> <li>• Role based access to engineers based on levels of support</li> </ul>



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# SUPPORT PROCESS



## Step 1

### Immediate

- Problem occurs in Customer Server
- Installed agent captures error and alerts MWatch
- Automated alerts sent to respective customer/ MindTree teams by MWatch



## Step 2

### Automatic

- MWatch creates a trouble ticket for the issue
- MWatch auto assigns ticket to support engineer



## Step 3

### Secure

- Engineer establishes connection to the Server remotely
- Domain login credentials handled only by ENACT/MWatch



## Step 5

### Audited & Feedback

- All activities performed on server recorded in MWatch for review
- Immediate survey questionnaire on service satisfaction sent to customer for feedback



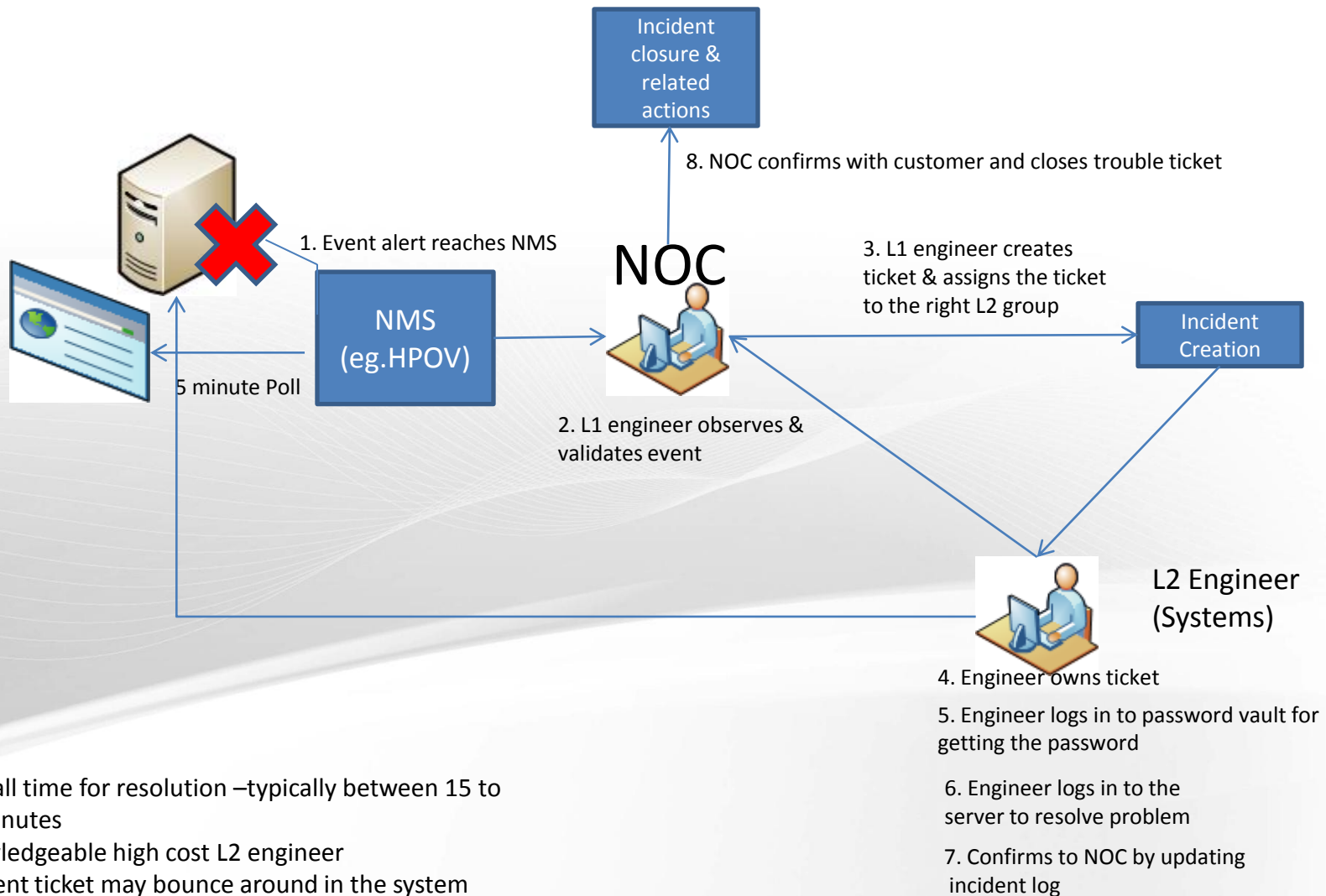
## Step 4

### Remote & Quick

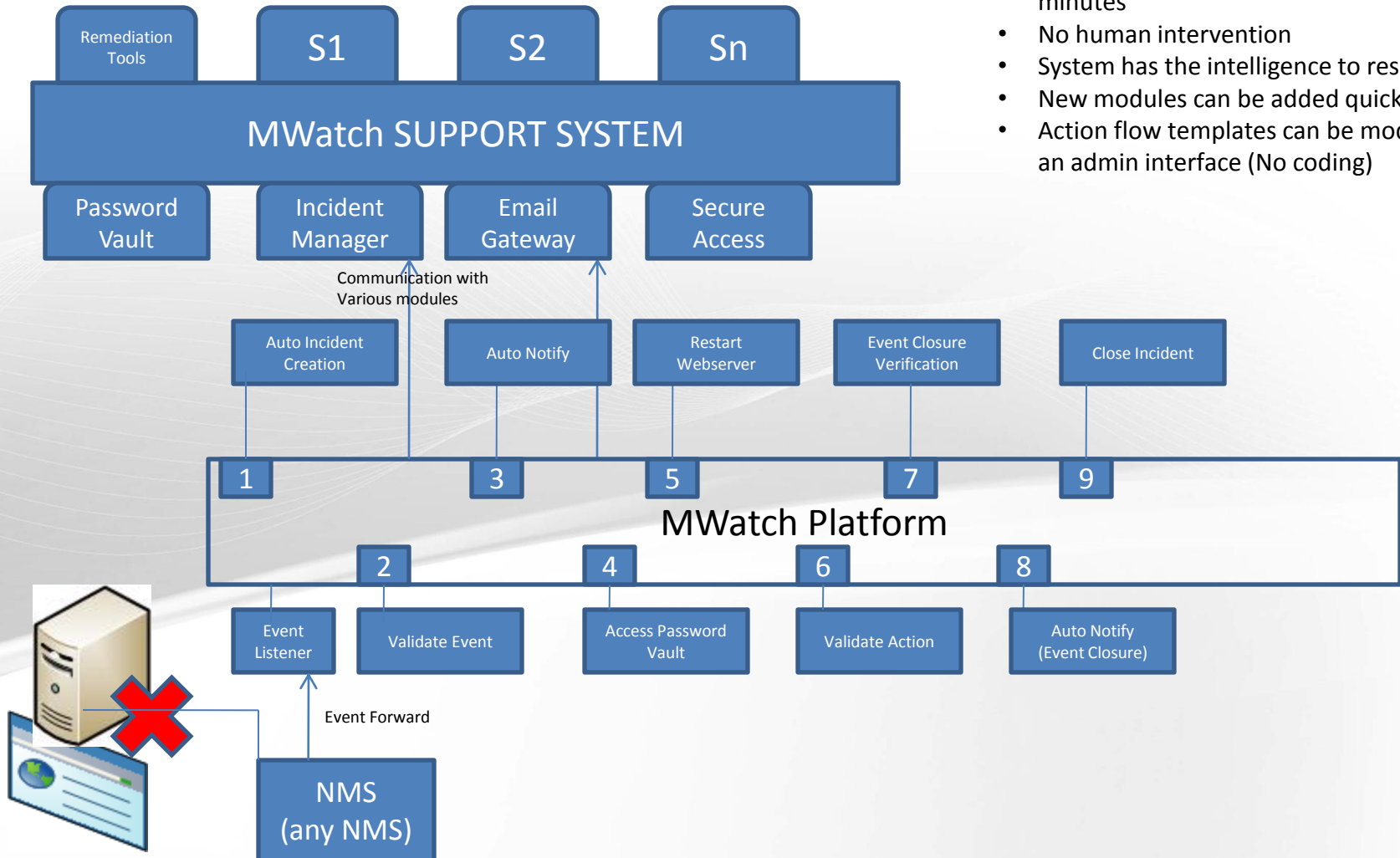
- Engineer trouble shoots and resolves issue remotely
- Ticket closed in MWatch
- Respective Customer Teams are notified automatically



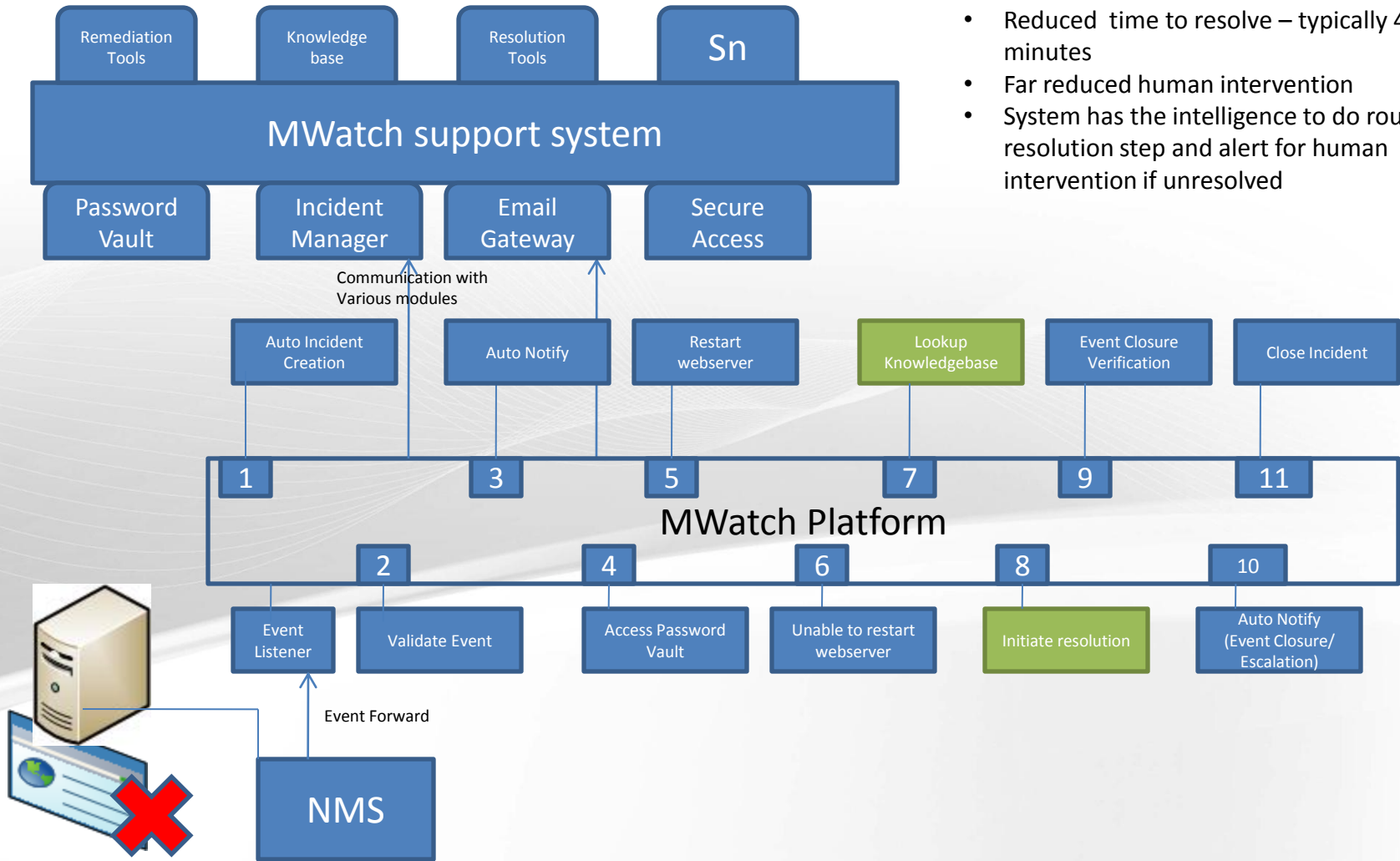
**MWatch** –MindTree’s proprietary service delivery platform  
**ENACT** – Environment Access Control Terminal (Secure Support Process)



- Overall time for resolution –typically between 15 to 30 minutes
- Knowledgeable high cost L2 engineer
- Incident ticket may bounce around in the system depending on the quality of triaging.



- Reduced time to resolve – typically 2 minutes
- No human intervention
- System has the intelligence to resolve
- New modules can be added quickly
- Action flow templates can be modified from an admin interface (No coding)



- Reduced time to resolve – typically 4-5 minutes
- Far reduced human intervention
- System has the intelligence to do routine resolution step and alert for human intervention if unresolved





## Step 1

Simple and Easy

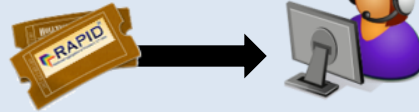
- End User encounters problem/ requires service support
- Logs into Customer Tool/ MWatch with normal Domain login credentials
- Creates a Trouble Ticket



## Step 2

Automatic

- MWatch automatically picks up the ticket from the system
- Ticket auto assigned to support engineer



## Step 3

Secure

- Engineer establishes connection to User's desktop remotely
- Domain login credentials handled only by MWatch (ENACT)



## Step 6

Audited & User Feedback

- All activities performed on user desktop recorded in MWatch for review
- Immediate survey questionnaire on service satisfaction sent to customer for feedback



## Step 5

Automatic, Transparent & Quick

- User can view all the troubleshooting activities performed by engineer
- Several automated tools available in MWatch
- Quick resolution and ticket closed in MWatch



## Step 4

Approved & Remote

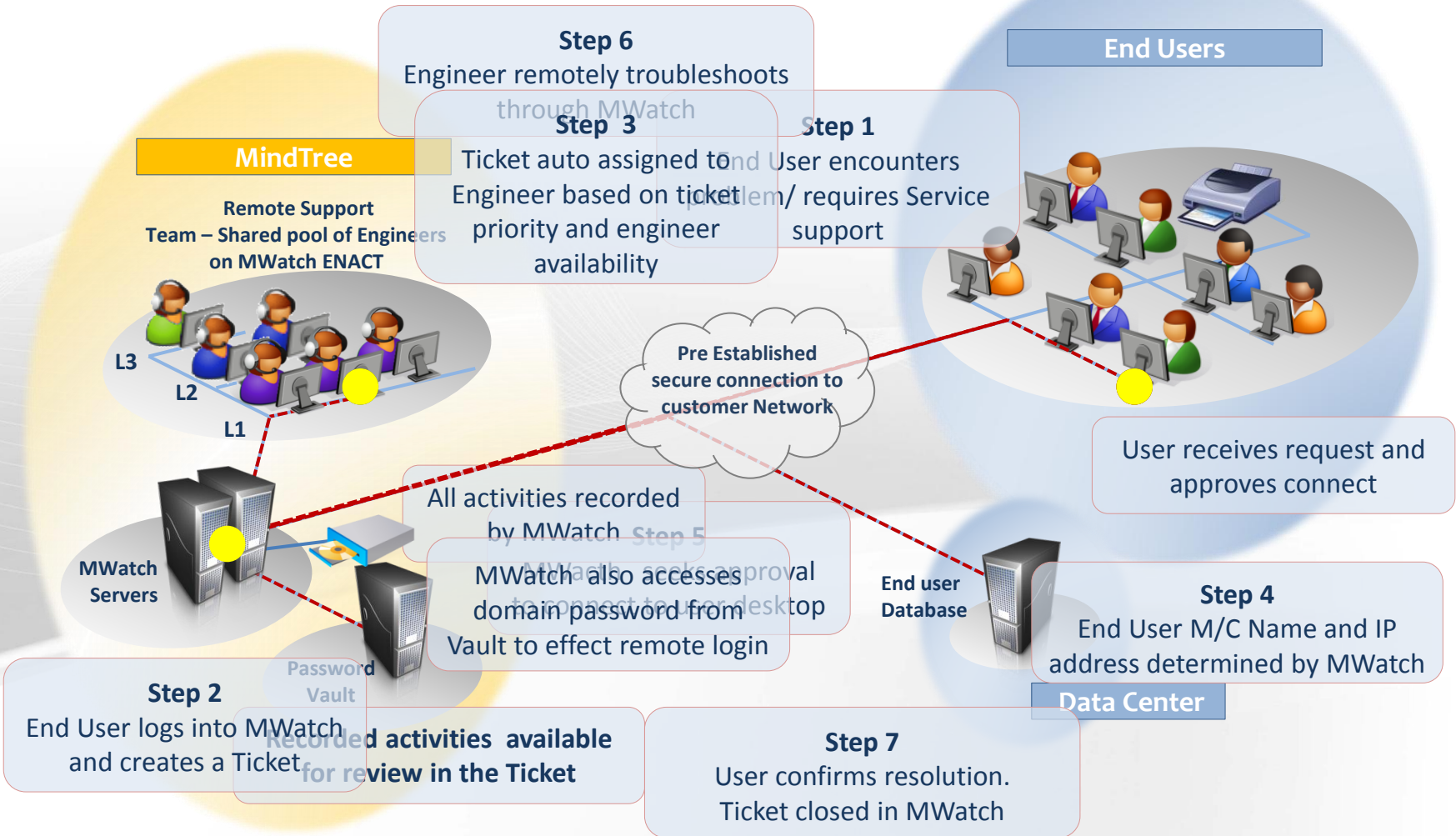
- User prompted for remote connection
- Engineer connects and troubleshoots the issue remotely **only after** user approval



**MWatch** –MindTree's proprietary service delivery platform  
**ENACT** – Environment Access Control Terminal (Secure Support Process)



\*Note: Read on Slide show – click for animations

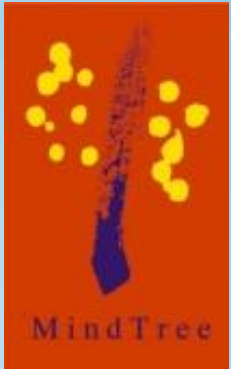




## Solution



- Integrated service delivery platform
- Consolidated view
- Improve Availability of systems
- Automate and shift left
- Customize for your needs
- Secured service delivery
- Save costs



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**Successful Customers**  
**Happy People**  
**Innovative Solutions**

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# Library Slides



Question	Answer
<b>Is MWatch a product?</b>	No. MWatch is not a product. MWatch is a service delivery platform and enabler.
<b>What is the cost of MWatch?</b>	MWatch is a service enabler for MindTree to provide end-to-end Infrastructure Management services to its customers and is not a Tool for sale.
<b>How many licenses are required to monitor 100 Server Devices?</b>	MWatch is a Service Enabler for MindTree to provide end to end Infrastructure services to its customers and is not a Tool for sale.
<b>What are the monitoring capabilities of MWatch?</b>	MWatch comes with a SNMP / agent based monitoring system capable of monitoring all infrastructure devices/instances.
<b>Our organization has already invested on a monitoring tool, how will MWatch be an enabler in such scenario? Do I need to discard my investment?</b>	MWatch is not prescriptive – if an enterprise is using a tool and has created IP around it, then MWatch will assimilate the knowledge of the tool, thus ensuring that investment protection.
<b>How secure is MWatch platform?</b>	MWatch's monitoring servers are a part of the customer network. Mwatch's central server is hosted with hosing provider and all communication with customer networks is on a IP SEC VPN tunnel over HTTPS.
<b>Do I need to invest on Infrastructure for hosting MWatch ?</b>	MWatch's central servers are hosted by MindTree with a data centre. Only the monitoring servers are to be hosted by the customer in their network.
<b>What are the developments that you are planning on this enabler?</b>	Smartphone support, auto-remediation, infrastructure OLAP (such as data marts for performance and capacity management), Infrastructure Virtualization Provisioning and Security, Go Green metrics are some of the key features in the product roadmap.