Company Overview

Unified Product Suite for IT Operations
Company Overview
Mindarray at a Glance

No. of Offices - 3

Products
- Network Monitoring
- Log Management
- IT Service Management

Verticals
- Telecom
- Enterprise
- Government

422%
Growth in last 3 years as on 2017-18

5X
Revenue achieved in 2018-19

11th in India
185th in APAC
Fastest growing IT Company
(Deloitte Fast 50 / 500)

100+
Strong Workforce

1+ Mn
Devices being Monitored

200+
Deployments

50%
Market Share in Smart Cities

70%
Market Share BharatNet Projects
Our Journey

- Introduced ITSM
- New features - HA, NCM

First NMS release

2014
- First Fortune 500 customer – PWC Singapore

2015

2016
- Introduced Log & Flow Analytics
- OEM Deal with Sterlite for 2500d
- Sales - Bangalore & Delhi

2017
- OEM Win – RADWIN, Israel
- 2 Global Distributors in Philippines (NetPlay) & Dubai (RAS Infotech)
- First Smart City win

2018
- Sales - Hyderabad

2019
- Successful wins in BharatNet & Smart City
- Highest ever Turnover
- Recognized by IDC & Infotech Research Group
Verticals that we serve

Enterprise
- Data Center
- BFSI
- ITES
- Healthcare
- Education
- Manufacturing

Govt.
- Smart Cities
- State-wide FTTX
- Govt. Data Center
- Surveillance

CSP
- CSP/DSP
- MSP
- ISP
Product Overview
Product Overview

Infrastructure Intelligence Platform (IIP)
Network Management & Monitoring
• Proactive actions with visibility & alerts

Data Analytics Platform (DAP)
Network Traffic Analytics
• Capture flow data to monitor traffic

IT Service Management (ITSM) Platform
PinkVERIFY ITSM
ITIL based Service Automation to enhance support efficiency & minimize repetitive task
Incident / Problem / Change / Knowledge / Asset / Service Catalog

Data Analytics Platform (DAP)
Log Management
• Collect & analyze log data from multiple sources
Network Management & Monitoring with Infrastructure Intelligence Platform (IIP)
Problem Statements

- Why server performance is going down?
- How to find the root cause of network failure?
- How to monitor different sites from one central location?
- Do we get real-time notifications if any device goes down?
Network Monitoring with IIP

**Network Devices**
- Firewall
- Router
- Switch
- Generic SNMP device

**Database Monitoring**
- Oracle
- MSSQL
- MySQL
- Sybase
- PostgreSQL
- IBM DB
- SAP Hana

**Virtualization Monitoring**
- VMware
- Microsoft Hyper-v
- Citrix Xen
- Open Stack

**URL Monitoring**
- HTTP
- HTTPS
- Phantom.JS

**Cloud Monitoring**
- AWS
- Google App Engine
- Microsoft Azure

**Server Monitoring**
- Windows
- Linux
- Redhat
- HPUX
- IBM AIX

**Email Monitoring**
- SMTP
- Symantec Gateway
- Exchange

**Platform Monitoring**
- Java
- .Net

**Application Server**
- JBOSS
- Weblogic

**Web Server Monitoring**
- Microsoft IIS
- Nginx
- Apache
- HTTP
- Tomcat

**Middleware Monitoring**
- Active Directory
- LDAP

**Others**
- Video Conference
- VOIP Monitoring
One Platform for Availability, Performance & Security

Go proactive and take action before the issue becomes a problem with complete visibility and automated alerts.
Monitoring Key Highlights

Native Protocol Support
PowerShell, SNMP, SSH, JDBC, JMX, HTTP/HTTPS etc.

Root Cause with Context
Troubleshoot faster & get actionable insights

Multi-Vendor Support
Integrate Existing Tools
Productive operations with 3rd party integration

All in one Dashboard
Multi-tenancy & High Scalability
With Master-Remote Polling Engine (RPE)
Correlated Analytics of all IT data at one place
Deployment – On Premise & Distributed

Site - 1

Site - 2

Site - 3

Site - 4

Site - 5

Site - 6

DATABASE SERVER

POLLLING ENGINE

ALERT ENGINE

HA

https

MASTER SERVER
NMS Deployment: DR Redundancy

State NOC

DR NOC

LOCAL REDUNDANCY

DR REDUNDANCY

- DB
- Motadata Master
- Web Console
- Mobile Console

RPE

- Web Console
- Mobile Console

DB

Motadata Master

RPE

DB

Motadata Master

RPE

DB

Motadata Master

RPE

DB

Motadata Master

RPE
Automatically plot network in minutes with topology feature

- Visualize complete IT infra
- Construct an easy-to-view network topology that lets one choose the network’s seed device and preferred network layout type
Business Service Management

Create logical Business Services by choosing KPIs from Network, Server and App metrics. Track Availability & SLA Performance of critical services

Add a Business Context to your IT Resources

- Helps to know what business processes are affected when there is downtime or performance bottlenecks

Easy Troubleshooting

- Integrated application, server & database monitoring capability ensures IT admin can trouble-shoot with ease

Define Dependencies

- Business Service Management supports the ability to group resources in a hierarchical model

Improve Fault Management

- IT Admins can focus on solving problems, planning inventory and other core activities

Reduce Application Support & Maintenance Cost

- It reduces setup time, man-power costs and adds to enterprise savings

Enhance SLA Management

- Support industry best practices – ensures, infrastructure is better managed along with meeting pre-defined SLA
Ping Failed
Ping failed to network connected Device
(Eg. Switch/VM/App)

Down Alert Triggered
Monitoring engine generates device alert on event console & sends trigger to integrated service desk using API

Incident Generated
Service Desk creates new incident & assigns it to Technician using automated rules

SLA Auto Escalation
Ticket if not handled within first SLA it gets auto escalated to L2 Technician

Resolved
Field technician resolves the issue

Reports Generated
Service Desk Team generates weekly/monthly report for SLA.
Backup device configurations, maintain history, compare versions & upload changes through a centralized web GUI

Monitor configuration changes, get instant notifications & prevent unauthorized changes

Pre-integrated support for well-known network device vendors like Cisco, HP, Juniper, D-Link, Brocade & more

Protocol Support: Telnet, NETCONF, SSH
With 40+ different data visualization methods and arithmetic functions, the system turns large data into meaningful reports.

Drill Down Reporting
High-level overview into more information as needed

Dashboards
Multiple high-level graphs to ease decision-making

Interactive Reporting
Choose from 40+ pre-built visualized dashboards

Automate Reporting
Automate report generation and sharing periodically

Fully Customizable
Customize reports as per the requirements

Export Reports
Export reports in PDF, CSV, JPG and PNG formats
### Key Platform Highlights

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1+ Billion</td>
<td>Events analyzed in less than 10 sec on a single server</td>
</tr>
<tr>
<td>100k</td>
<td>EPS in commodity 4-core server</td>
</tr>
<tr>
<td>85%</td>
<td>Compression on raw Extracted data</td>
</tr>
<tr>
<td>NO</td>
<td>No external proprietary Database Common Data</td>
</tr>
<tr>
<td>NO</td>
<td>No time limits on actual Data retention</td>
</tr>
<tr>
<td>Lowest</td>
<td>TCO in the industry for high value cases</td>
</tr>
<tr>
<td>Unified</td>
<td>NMS for multi vendor ecosystem</td>
</tr>
<tr>
<td>Integration</td>
<td>Plugin driven architecture</td>
</tr>
<tr>
<td>Scalable</td>
<td>Vertical &amp; Horizontal Scalability with RPE</td>
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</tbody>
</table>
Log Management & Netflow Analyzer with Data Analytics Platform
Problem Statements

Which IP address/user/app is using the maximum bandwidth?

How to identify which unauthorized user has accessed the application?

How to comply with govt. regulations on Log Management?

How to track down suspicious activity?
Log Management & Netflow Analyzer with DAP

Log Management

- Network Logs
- Custom Logs
- Server Logs
- Application Logs

Flow Management

- Netflow V5
- Netflow V9
- sFlow
- jFlow
- IPFIX
Log Management & Netflow Analyzer (DAP)

**Find Actionable Context from Logs**

Collect and analyse log data from multiple heterogeneous sources regardless of log data format.

**Monitor & Analyse Network Traffic**

Capture flow data to monitor network traffic from network devices supporting NetFlow v5 and v9, sFlow, and IPFIX etc.
Key Highlights

End-to-end traffic Monitoring
Network to End-user

Centralized Log Management
All your log data in the single central location

Compliance Reporting
Collect log data to satisfy compliance requirement

Any Device/Server/App/Text
Collect and correlate log data regardless of format

Agentless or Agent-based
forward the logs using standard methods or use agents

Bandwidth used per IP
Detect the use of excessive bandwidth by IP

Normalize Log Data
Organizing data relation to facilitate better correlation

Application traffic issues
Detect apps with higher bandwidth usage

End-to-end traffic Monitoring
Network to End-user

Centralized Log Management
All your log data in the single central location

Compliance Reporting
Collect log data to satisfy compliance requirement

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Organizing data relation to facilitate better correlation

Application traffic issues
Detect apps with higher bandwidth usage
IT Service Automation with ITIL Compliant ITSM Platform
Problem Statements

- How do I maintain inventory for both IT & non IT assets?
- Are there rules to automatically assign tickets?
- How to keep track of assets spread across multiple locations?
- How to automate ticket management which also complies to ITIL standards
The ITIL Compliant ITSM platform organizes information, automates support business workflow, reduces the no. of incoming tickets, reduces complexity of managing assets, eliminates manual back-end processes and encourages self service for maximum productivity and customer satisfaction.
<table>
<thead>
<tr>
<th>Service Automation (ITSM) Modules</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ticket &amp; Incident Management</strong></td>
</tr>
<tr>
<td>Report, respond, investigate &amp; prevent incident impact by restoring the service to normal quickly</td>
</tr>
<tr>
<td><strong>Problem Management</strong></td>
</tr>
<tr>
<td>Eliminate recurring issues and reduce adverse impact of incidents by identifying the root cause</td>
</tr>
<tr>
<td><strong>Change Management</strong></td>
</tr>
<tr>
<td>Understand the change and its impact, implement it with minimum risk</td>
</tr>
<tr>
<td><strong>Knowledge Management</strong></td>
</tr>
<tr>
<td>Capture, organize &amp; make knowledge available to reduce redundancy by empowering users to find a solution on their own</td>
</tr>
<tr>
<td><strong>Service Catalog</strong></td>
</tr>
<tr>
<td>Pre-defined templates with list of IT services that an end user can request</td>
</tr>
<tr>
<td><strong>Asset Management</strong></td>
</tr>
<tr>
<td>Operate, maintain, deploy &amp; dispose of IT assets in a systematic way</td>
</tr>
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</table>
Benefits of ITSM

**Drive Productivity**
Technicians is empowered with complete context of issues

**Simplicity Everywhere**
Easy to Setup, Configure & Implement

**Complete Visibility**
Get 360 degree visibility of IT Infrastructure

**Manage IT Compliance**
Reduce Risk and Streamline Internal Audit and Operations by Compliance Monitoring and Notification.

**Insight driven decisions**
Customizable Dashboards & Reports helps decision makers with valuable insights, thereby minimizing risk

**Workflow Automation**
Improve technician productivity by automating redundant tasks & customer issues
Workflow automation for entire Incident lifecycle with two way integration with monitoring system

- Categories different incidents / issues and automate workflows i.e. empower the admin to define custom actions based on specific events
- Email/Trap/API calls to incident ticket
- Group assignment
- Visual color coded technician workload
- Quick auto assignment of tickets using built-in Intelligent algorithm based on load, expertise, availability of individual technicians & priority of the ticket.
- Tackle all duplicate or related tickets in a single flow by merging tickets in to one
Common Incidents that can be discovered

**Hardware**
- System-down
- Fan not running
- Power Failure
- System issues

**Application**
- Service not available
- URL 4XX Errors
- Disk-usage threshold
- Authentication failure logs
- Security Logs

**Network Issue**
- Link Down
- Latency
- VPN Down
- Network device down
Helpdesk Work Flow

- Email
- Phone
- Web Portal
- 3rd Party System
- Mobile App

Identification & Logging
- categorization and prioritization

Resolution & Response in time
work on ticket
(Problem Identification, collaborate, search knowledgebase)

Ticket Auditing

Auto SLA, due time Assignment

Technician, Group Assignment

Phone

3rd Party System

Web Portal

Email

Mobile App
It offers a pre-defined template with list of IT services that an end user can request from IT Teams. It clearly presents available services in a visual format and automates workflows and approvals to enable organizations improve service delivery and thereby improves user satisfaction.
Eliminate the cause of service failure: Diagnose the problem & validate workaround or permanent fix, to reduce No. of incoming/recurring incidents and its impact
Change Management

Understand the change and its impact, implement it with minimum risk

- Enable less disruption of IT services
- Lower the risks due to the changes
- Plan, implement & review changes
- Record and document the changes
- Experience reduction in No. of unauthorized changes
- Protect services in the live environment
- Set priority of change as per business needs
- Minimize Operational Risks
Harness the power of knowledge transfer & self-service with Knowledge Management; to reduce the time taken to resolve known issues.

It allows to capture, store, share and manage IT Service related information. Create and publish articles from scratch or import KB from external sources.
## Knowledge Management

### Key Benefits

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td><strong>Self Service Portal</strong></td>
<td>Requester has a dedicated portal to search a solution of an issue or search procedures to a specific process.</td>
</tr>
<tr>
<td><strong>Internal Training</strong></td>
<td>Utilize the Knowledge to train new recruits. New technicians can use existing knowledge to resolve future queries.</td>
</tr>
<tr>
<td><strong>Knowledge Transfer</strong></td>
<td>Share detailed steps in resolving an issue, which may reoccur in future. Also link articles &amp; FAQ's to known or common issues.</td>
</tr>
<tr>
<td><strong>Faster Troubleshooting</strong></td>
<td>Let technicians provide faster resolution to documented issues. They can also report an issue and collaborate with technician via web portal.</td>
</tr>
<tr>
<td><strong>Contextual Search</strong></td>
<td>It makes search for information fast &amp; effortless, that enables IT team to make informed decisions based on available data.</td>
</tr>
<tr>
<td><strong>Complete Control</strong></td>
<td>Set a custom rule for approvals whenever any drafted article needs publishing.</td>
</tr>
</tbody>
</table>
Asset Management

Asset Life Cycle
- Keep track of all individual configurations

Auto-discover
- Auto asset discovery to know where your assets are located & who's using them

Software Inventory
- Control & Track where & how software products are being utilized

IT Asset Inventory
- Track IT & Non-IT assets effortlessly for better control

Purchase Management
- Populate financials in a CI directly from a Purchase Order

Contract Management
- Manage asset related contracts and their renewal

Optimize the profit generated by assets throughout their lifecycle
Mobile App Key Highlights

ITIL compliant processes
Centralised knowledge base
PinkVERIFY 2011 Certification
Smart load balancer to assign tickets
Universal Advanced Search
Workflow Automation

Dynamic approval, & collaboration
Self-service portal
SLA breach & compliance monitor
Auto asset discovery
Inbuilt browser based Remote Desktop
Acquire & deploy patches* across assets

Mobile App Available for IOS & Android

* Limited Functionality
Features

**Service Level Agreement**
Makes sure that Helpdesk is resolving tickets promptly based on ticket priority, if not the ticket is auto escalated.

**Email to Ticket**
Our multi channel helpdesk converts incoming emails to new tickets. So your technicians can focus on resolving tickets.

**Workflow Automation**
Workflow empowers the admin to define custom actions based on specific events i.e. send email when urgent tickets are reported.

**Smart Ticket Auto Assignment**
Intelligent assignment algorithm automatically assigns tickets to technicians based on priority of ticket & their expertise.

**Self Service Portal**
Requester has a dedicated portal to search the solution of an issue.

**Collaboration Feed**
Collaboration feed enables technicians to ask for help with fellow technicians for complex issues.
Features

Universal Advanced Search
IT managers can intuitively search for tickets and CIs in a single search box, and can categorize and assign them.

Custom Reports
Monitor the performance of your IT Service by using out-of-box or customized reports.

Customization
Define custom statuses, fields, categories, templates and smart rules to have consistent and more business aligned support.

Asset Discovery
The product discovers all pingable IT Assets (WMI, SSH, SNMP) in or outside a network. We support Assets Discovery in Microsoft Active Directory & IP Range Networks.

Remote Desktop
The product has in-built remote capability that helps technicians to diagnose or fix issue on requester’s machine through a browser.

Compliance
A company is exposed to legal risks when it is not aware of the Software that run on its machines. We track Software that are installed & in the process help in compliance.
Key Highlights

- Smart Auto Assignment
- Pause SLA in Status
- Dashboard with Custom Widgets
- Seamless Search Experience
- Codeless Customization
- Search KB from Ticket
- Collaborate using @ Sign
- Location discovery with Asset
- Identify Prohibited Software
- Report Correlation
Key Differentiators
### Motadata v/s Competition

<table>
<thead>
<tr>
<th>Motadata</th>
<th>Competition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unified Product Suite – Network / Server / Application / Log &amp; Flow Monitoring</td>
<td>Modular Product Suite - Multiple Products</td>
</tr>
<tr>
<td>Built in &amp; Time series Database</td>
<td>Relies on External Database for large deployment</td>
</tr>
<tr>
<td>High Availability without external software</td>
<td>External Database required</td>
</tr>
<tr>
<td>Plug-in driven Architecture</td>
<td>Legacy Architecture with limited customization capability</td>
</tr>
<tr>
<td>Common Data Store for KPI / Log / Net Flow</td>
<td>Multiple Data Store</td>
</tr>
<tr>
<td>No need for multiple monitoring tools &amp; other proprietary hardware / software</td>
<td>Multiple Monitoring tools to monitor various types of IT Infra</td>
</tr>
</tbody>
</table>
Technology Integrations
## Technology Integrations

### OS
- **Powershell**
- **SSH**
- **redhat**
- **HP UX**
- **IBM AIX**
- **Windows Active Directory**

### Application & Web Server
- **JBoss**
- **Oracle WebLogic**
- **Microsoft IIS**
- **Exchange**
- **Linux**
- **JMX**
- **APACHE**

### Collaboration
- **Pagerduty**
- **Atlassian HipChat**
- **Slack**
- **JIRA**

### Application
- **SAP**
- **SAP ERP**
- **salesforce**
- **LIFERAY**
- **Sterlite BSS**
Licensing
Product Licensing & Pricing

**ANNUAL**
- Support included for 1st year
- To be renewed annually

**PERPETUAL**
- Support included for 1st year
- Renewal cost – x% of order value

**Pricing**

**IIP**
Based on Monitors

**DAP**
Based on GB/day data to be processed

**ITSM**
Based on No. of Technicians, No. of Assets
Clientele, Testimonials & Awards
Client Testimonials

Noam Sheffi  
Director – Product Management

“The pre-integrated agile platform offered us the required flexibility & scalability to automate various Telecom Use Cases for enhanced end user experience”

Dhaval Nanavati  
Principal Architect

“The flexibility & customization that the tool offered is quite commendable. We monitored multiple network elements through centralized dashboard”

Rajesh Garg  
CIO

“Perfect monitoring tool for servers & network at an economical price point. It also offers excellent support which is a key for any successful product!!”

Anil Nayer  
AVP IT

“People view Motadata as an alert & RCA engine, however; it is much more than that. It addresses issues even before they arise & impact.”
Awards
Motadata recognized as a Leader in Data Quadrant 2019 by Infotech Research Group (Software Reviews)
Certified 6 Processes

- Availability Management
- Change Management
- Event Management
- Incident Management
- Problem Management
- Request Fulfillment
Motadata Featured in

"Network Packet Broker Market Report"

&

"Network Monitoring Market Report"

by

MARKETSANDMARKETS

Read Report Summary - 1

Read Report Summary - 2
Motadata Featured in

“Network Monitoring Market Innovation and Technological Trends Report”

&


by

Global Market Insights

Read Report Summary - 1

Read Report Summary - 2
Case Study – Our Deployment Experience
Motadata helps Govt. Authorities to keep an eye over Ahmedabad, by Monitoring, Analysing & Resolving IT Operational Issues

About Client

Ahmedabad smart city includes several Pan City and Area Based Development with a predominant objective to improve public safety and surveillance, traffic management, public services quality, emergency response and real time tracking of services.

Challenges

- Need for future ready NMS - technology / vendor agnostic
- Integrate with Helpdesk System for automated incidents reporting
- Push/ pull methods to send/ receive information to & from various 3rd party systems
- Monitor the performance, availability, utilization of distributed network from a central location

Solutions

- Network Performance Monitoring
- Asset Management & Help Desk
- Service Assurance with 5 years support
- Third party integration
- Enhanced network availability and uptime
- End-to-end SLA Management
- Real time monitoring from a central location
- Support for existing and future technologies

Key Stats

- **12000** Devices being monitored
- **12000** Assets being managed
- **10** Service Desk License

“Motadata provided the scalability to Monitor N number of devices (both existing & future) through a unified dashboard. Moreover it’s Vendor/ Access/Device and Net-work Agnostic platform seamlessly integrates with any 3rd party system seamlessly.”
CRISIL Saves Cost, Gains Performance with Motadata

Goals
Crisil is an agile & innovative, global analytics company driven by its mission of making markets function better. They are India's foremost provider of ratings, data, & research.

Challenges
- Get actionable insights from raw data generated by nearly 2000 devices
- No dependency on commercial DB - SolarWinds, ManageEngine, CA, & IBM Tivoli dropped
- Different departments were using different tools for monitoring devices
- Capturing & storing Syslog for all Network devices for minimum period of 6 months
- Monitoring vRanger for VM replications across Near DR and Far DR sites

Solutions
- Significant reduction in downtime
- Less trained resource required
- Lower TCO as a unified solution
- Built-in scheduled reports
- Bird's eye view of entire IT
- Seamless Integration with 3rd Party Vendors
- Availability & performance monitoring
- Broader visibility and actionable intelligence

Key Stats
- Devices being monitored: 2000
- Vendor interoperability: 30+
- Assets managed: 600+

“Motadata’s ability to monitor and analyse several network elements from multiple 3rd party vendors and that too on various critical metrics, has really surprised us. The level of customization that the platform can offer is really noteworthy, which many leading vendors in the domain lack”
Goals

Kotak Securities was founded in 1994 as a subsidiary of Kotak Mahindra Bank and is proud to be the nation’s one of the best stock brokers today.

Challenges

- Monitoring for their ongoing trading processes
- Multiple tools (Solarwinds & other open source) failed in terms of visibility & flexibility
- Substantial cost incurred in resources, who configured & maintained those tools
- End service monitoring i.e. BSE & NSE
- Integration with existing Helpdesk tool

Solutions

- Custom plugins for trading services
- Integration with Symphony tool
- Trading services heartbeat monitoring
- Bluecoat Proxy & Sun Webserver logs
- Monitoring for own website & internal HRMS
- Monitoring remote desktop servers
- Firewall log monitoring and analysis
- Storage devices monitoring like Blade chassis

Key Stats

- Devices being monitored: 2000
- Log data processed/day: 20 GB
- Over 4 hours to generate reports

“People view Motadata as an alerting and root cause analytics engine, however; it is much more than that. It provides real-time data and alerts to address issues even before they arise and impacts the end users. This isn’t even something theoretical. We have already achieved this through the next-gen platform.” - Anil Nayer, AVP IT, Kotak Securities
World’s leading vertically integrated company relies on Motadata Network Monitoring Product Suite for its Telco Customers

**Goals**
Sterlite Tech is world’s leading & India’s only vertically integrated pure-play telecom company that develops & delivers optical comm. products, SI services and O/BSS software solutions.

**Challenges**
- Needed a customized and scalable tool that could be integrated with their O/BSS software
- Dropped various tools due to the complexity in network deployment & limited scalability
- Needed a tool that could adapt to their clients environment
- Other tools implementation took a lot of manual intervention which was time consuming
- Needed HA to ensure zero downtime

**Solutions**
- Elastic distributed deployment
- Custom plugins for every deployment
- Open architecture for easy integration
- Robust HA w/o external DB
- SLA Management
- Proactive Alerts and Notifications
- Detect process bottlenecks
- Automatic discovery of network elements

**Key Stats**

- **10000+** Devices being monitored
- **50+** Deployments across the globe
- **100%** Uptime w/o any limitation

“The flexibility & customization that Motadata offered is quite commendable. We could monitor multiple elements with one solution through the centralized dashboard. The solution reduced our deployment time drastically and helped us achieve 100% SLA. Moreover, the automated reporting of critical metrics helped us in making informed decisions”
RADWIN, Israel selects Motadata as OEM Partner for its integrated NMS product suite for Carrier-grade deployments

**Goals**

RADWIN is a global provider of Point-to-Multipoint and Point-to-Point broadband wireless & mobility solutions incorporating the most advanced technologies.

**Challenges**

- Needed custom NMS for their HW products, as their existing NMS couldn’t comply
- Need a tool that could be scaled to monitor 50k devices in a single instance
- Legacy NMS failed to enable operators to provision services & manage devices remotely
- Needed flexibility to transit from SNMP to Rest API based monitoring
- Multiple vendors, failed to provide desired customizations including ManageEngine Solutions
  - Flexibility to automate Telco Use Cases
  - Elastic distributed deployment
  - Faster Time to Market
  - Integration w/ legacy & new age devices
  - User friendly UI with end-to-end topology
  - Flexibility to adapt to newer technologies
  - OOB RADWIN Specific Reports
  - Dynamic topology builder

**Key Stats**

- **100000** Devices Monitored /deployment
- **30 Sec** Polling time
- **50** Metrics analysed per device

The pre-integrated agile platform offered us the required flexibility and scalability to automate various Telecom Use Cases for enhanced end user experience
MHRD - India relies on Motadata’s IIP to monitor IT Network of its 8 colleges in India

Goals


Challenges

- Need for high-level visibility of IT Infrastructure
- Monitor Juniper Switches, Avaya Routers, Aruba Access Points to ensure minimum downtime
- Manage & Configure all network components from single location
- Other tools implementation took a lot of manual intervention which was time consuming
- Needed HA to ensure zero downtime

Solutions

- Future ready open architecture
- Min. downtime for smooth operations
- Unified monitoring of multiple IT Apps
- Visibility and control at all times
- Deployed w/o any changes in existing setup
- Proactive Alerts and Notifications
- Multi vendor and protocol support
- Automatic discovery of network elements

Key Stats

- Devices being monitored: 800
- Colleges across India: 8
- NCM for remote devices: 800
About Client

The Edelweiss Group is one of India’s leading diversified financial services company providing a broad range of financial products and services to a substantial and diversified client base.

Challenges

- Cumbersome to ingest and extract information
- Monitoring of ongoing trading processes
- Different departments were using different tools for monitoring devices
- Need for role based security to protect sensitive information
- Data was static, difficult to search and impossible to analyse

Solutions

- Rapid time to value
- Less trained resource required
- Monitoring with lean, nimble team
- Trading processes monitoring
- Bird’s eye view of entire IT
- Seamless Integration with 3rd Party Vendors
- Monitoring distributed infra from one location
- Role based security

We could achieve fast time to value and return on investment (ROI) with Motadata’s unified approach. Prior to Motadata, we tried multiple solutions to monitor IIS Pool, Linux processes, Servers, Trading processes, Network devices etc. from different sources from different locations.”

Key Stats

- 5000 Devices being monitored
- 5000 Devices configured & managed
- 30 sec To generate a report

Edelweiss Embraces Motadata’s Unified Approach
Ambit Ensures Coherent Compliance Reporting with Motadata

About Client

Ambit is a full-service Investment Bank delivering unique solutions with impeccable Quality with operations spread across seven lines of businesses.

Challenges

• Need for a comprehensive system to manage a range of regulatory & corporate compliance
• The open source tool that the client used (due to budget constraint) did not serve the purpose and failed to meet regulatory requirements
• The client needed a robust & scalable NMS & Log Management Solutions

Solutions

• Analysing log data to identify trends
• Quick deployment & implementation
• Meet Regulatory Compliance
• Real time and historical access to file security analytics
• Real time update on infrastructure
• Intuitive data-model mapping
• Tailored notifications & reporting

Key Stats

- Devices being monitored: 250+
- Log data processed/day: 10 GB

“Motadata has added immense value to our day to day log management & compliance reporting efforts, that helped us meet various regulatory guidelines”
CHIPS, India to rely on Motadata’s integrated Network Operations & Management product suite to proactively monitor State-wide IT Infra

About Client: As part of Indian Govt’s Nation-wide connectivity initiative – “Bharatnet”, it aims to offer internet services up to the Gram Panchayat / Rural level over MPLMPS. Chhattisgarh Infotech Promotion Society (CHIPS) is the nodal agency responsible for deployment of Bharatnet phase 2 for connecting 6K GP locations with State Data Centre infrastructure.

Challenges

- Needed custom NMS to monitor - fault, performance & availability of various network devices
- Need a tool that could be scaled to monitor large number of devices in a single instance
- Needed a robust Log Management system to understand the traffic flow
- Needed to track and optimize the usage of network inventory
- Should support high availability at both application and database level

Solution

- Analysing log data to identify trends
- Robust HA w/o external DB
- Meet Regulatory Compliance
- Automatic discovery of network elements
- Monitor n number of devices
- Enhanced network availability and uptime
- Monitoring distributed infra from 1 location
- Monitored MPLMPS

Key Stats

- Devices Monitored / deployment: 10000
- Log data processed / day: 20 GB
- Service Desk License: 20

Solution offered

- FCAPS
- Log / Flow Mgmt
- ITSM

The pre-integrated end-to-end Network Operations & Management Product Suite offered us an integrated solution (with GIS & TT tools) for automating workflow of auto ticket generation with relevant details (Equipment, Fiber & Service faults) for quicker fault isolation and resolution.
HDFC Life (HDFC Life Insurance Company Ltd.) is one of India's leading long-term life insurance provider offering individual and group insurance.

**Challenges**

- India-wide infrastructure monitoring across branches for end point network devices
- Monitoring key servers and applications hosted on cloud and on premise
- Reports for servers utilisation
- Continuous infrastructure monitoring & availability reporting
- Integration with 3rd party application for alerts

**Solutions**

- Unified monitoring of multiple branches
- Bird’s eye view of entire IT
- Less monitoring tools (one over many)
- Monitoring distributed infra from one location
- Minimum downtime for smoother operations
- Alerting, reporting and visualization
- Actionable intelligence with RCA
- Continuous optimization
- Integration with 3rd party application for alerts

Motadata helped us to seamlessly monitor all our network devices which are spread across multiple locations in India. The unified dashboard helped us to visualize important metrics in real time.

**Key Stats**

- Devices being monitored: 2000
- Devices configured & managed: 2000
- Branches monitored: 400+
Connect with Us

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THANK YOU