Enterprise Management System Software

Introduction

With the increasing complexity of today's heterogeneous networks it has become imperative for organizations to invest in a robust IT Operations platforms that not only Monitors, Tracks, Analyses but also Resolves issues even before they impact the end user. Our clients in the government sector use Motadata everywhere: at the data center, classroom, or in the field. The 3 key concern areas of Government Organizations are 1) Maximum Uptime 2) Security from Cyber Threats & 3) Comply to various regulatory guidelines.

Next-gen Platforms to streamline IT Operations

Motadata is strongly positioned to enable Government to streamline their IT operations with next-gen AIOps product suite which is pre-integrated yet modular, consisting of

(1) Infrastructure Monitoring Platform for Infrastructure Management and Monitoring
(2) Log Management & Flow Analytics &
(3) ITSM Platform for IT Service Automation

Motadata is a unified IT Infrastructure Monitoring, Log & Flow Management and IT Service Management Platform, offering operational insights into your IT infrastructure and its performance and is designed to identify & resolve complex problems faster, that ensures 100% uptime of all business critical components. Motadata enables you to make more informed business decisions by offering complete visibility into the health and key performance indicators (KPIs) of IT services. It helps in reducing CAPEX, offers Agility to resolve issues faster, is compatible in a hybrid ecosystem, and offers ease of integration with existing and future platforms.

Motadata Offers Comprehensive IT Product Suite to Monitor, Analyze, Resolve and Automate IT Operations Efficiently

Infrastructure Monitoring	Log & Flow Monitoring	IT Service Management (ITSM)
Network Management & Monitoring	**Log & Network Flow Analytics**	**IT Service Management**
• Network Monitoring	• Network Log Monitoring	• IT Helpdesk
• Application Monitoring	• Server Log Monitoring	• Incident Management
• Database Monitoring	• Application Log Monitoring	• Problem Management
• Server Monitoring	• Custom Log Monitoring	• Change Management
• Virtualization Monitoring	• Log Correlation	• Release Management
• Cloud Monitoring	• NetFlow v5 & V9 Monitoring	• Service Catalogue
• Wireless Monitoring	• sFlow Monitoring	• Asset Management
• Service Check Monitoring	• jFlow Monitoring	• Purchase and Contract Management
• File and Folder Monitoring	• IPFIX	• Project Management
• Process & Services Monitoring	• NBAR2	• Knowledge Management
• Alert Correlation		• Task Management
• Network Configuration Management		• Patch & Package Deployment Management

360° Visibility of IT Infrastructure

Network Monitoring	Database Monitoring	Virtualization Monitoring	URL Monitoring	Cloud Monitoring
• Firewall • Switch • Router • Wireless • Generic SNMP Devices like Camera, UPS etc.	• Oracle • PostgreSQL • MS-SQL • IBM DB2 • MySQL • Maria DB • SAP Hana • Sybase	• VMWare • Microsoft Hyper-V • Citrix Xen • vCenter • ESXi	• HTTP • HTTPS	• AWS • Microsoft Azure • O365

Server Monitoring	Email Monitoring	Application Server Monitoring	Web Server Monitoring	Middleware Monitoring
• Window • Solaris • Linux • HP-UX • Ubuntu • IBM-AIX • RedHat	• SMTP • Symantec Gateway • MS Exchanget	• JBOSS • WebLogic • GlassFish • Tomcatt	• Microsoft IIS • NGINX • LIGHTTPD • SunWeb • Apache HTTP	• DNS • LDAP • ActiveMQ • DHCP

Platform Monitoring	Services	Log (SIEM)	Network Flow	IT Service Management
• Java • .Net	• Ping • FTP • NTP • Domain • Port • RADIUS • SSL Certificate	• Network Logs • Server Logs • Custom Logs • App Logs • Security Logs • Any Text	• NetFlow v5 & v9 • IPFIX • sFlow • jFlow	• Incident • Release • Problem • Asset • Change • Contract • Project • Purchase • Patch/Package Deployment

Technology Integrations - Partial List

Key Platform Highlights

1+ Billion
Events analyzed in less than 10 sec on single server

100K
EPS in commodity 4-core server

80%
Compression on raw Extracted data

NO
No external proprietary Database Common Data Store for KPI / Log / Net Flow

NO
No time limits on actual Data retention

Lowest
TCO in the industry No proprietary OS or DB required

Platform Features

Motadata is a unified Product suite for IT operations and big data analytics. The robust platform is flexible to monitor & manage heterogeneous infrastructure components in public, private and virtual environments. It also enables IT teams to diagnose and resolve network issues.

Key Highlights

- Plug-in-based architecture with REST API
- Multi-vendor support
- Web-based intuitive and user-friendly GUI for EMS, Help Desk/Service Desk
- Unified console for network management, flow, and log monitoring
- Customized Dashboards
- Correlate, integrate, and visualize all sorts of IT data from a single platform
- Metric, Log, and Flow Monitoring on a single pane of glass
- Network Device Monitoring for Routers, switches, firewalls
- Server and Virtualization Monitoring through PowerShell, WinRun, and SSH
- Network Monitoring Metric: CPU, Memory, Disk, Temperature, Fan speed, RTT, Packet loss, latency, etc.
- Server Monitoring Metric: Request per second (RPS), Uptime, Error, Thread count, ART/PRT
- DB Monitors Metric: Memory, Cache, Sessions, Buffer, Locks, Pages, Query Detail, Transaction Detail, etc.
- Show monitor attributes like monitor name, type, model, etc.
- Supports Fault, Configuration, Accounting, Performance, and Security (FCAPS)
- Support Traps and Alarms
- Supports SNMP traps and syslog
- Alert stream
- Advanced Alarm filters and correlation
- Alarm/Event Suppression
- Network Topology View
- Logical Relationship Topology view
- Dependency Mapping Overview
- Centralized log aggregation and analysis
- All-in-one monitoring for network, server, and application - Single Dashboard
- Network Flow Automation
- Link up/down (real-time as well as periodic)
- LAN/WAN Interface Monitor
- SLA Performance Monitors such a jitter, latency, packet loss
- NMS supports Class-based (QOS) Quality Of Service
- Provides inventory view of L3 VPNs, detailed views for an L3 VPN
- Proactively Troubleshoot and Reduce Downtime
- Provide early warning on performance issues capacity management and augmentation
- Data drill-down
- Tool supports MIB-II and enterprise MIB for performance management
- Supports IPv4 and IPv6
- RCA with context to quickly identify issues
- Out of the box support for Virtual Private Wire Service (VPWS) and Virtual Private LAN Service (VPLS)
- Custom Script Support
- Notification via email, SMS, & provision to interface
- Centralized and distributed deployment that easily scales with multiple remote polars
- Remote Polling Engines for different site-to-site monitoring from one single location
- Scalable when needed
- Different Management modules
- Customizable Business Hours
- Supports multi-tenancy
- File integrity management
- NMS Diagnostic Tools
- Remedy actions
- Enforce Runbook Policies for Auto-remediation
- Role Based Access for Security and Better Control
- On-premise and Cloud deployment
- Multiple concurrent Admin web sessions
- Predefined as well as customized reports and dashboards
- Auto ticketing
- Integration with AD and LDAP
- NMS Integration with ITSM/ServiceDesk/Helpdesk
- Smart Rack Monitoring
- High Availability

Network Management and Monitoring

Motadata's Infrastructure Monitoring proactively monitors & optimizes all network devices, servers and applications across IT infrastructure to manage network for fault and performance for maximum uptime. The platform collects, discovers and indexes data from multiple sources including databases, webservers, containers, virtualizations, URL, cloud services, middleware etc.

Key Highlights

- Unified monitoring with unanticipated simplicity
- Network performance & availability monitoring
- Wireless Device Monitoring - WLC & AP
- Cloud Services Monitoring
- Process & Service Monitoring
- Add Service Check Monitoring (Ping, Port, URL, RADIUS, NTP, Domain, DNS, FTP, Email, SSL Certificate)
- Custom Monitoring
- Open architecture - future ready solution
- Configuration management
- Fault & performance management
- Distributed monitoring (RPE)
- Role-based access for file integrity
- Automated network discovery
- Network / access / vendor agnostic
- Exclude the non-working nodes if required
- Agentless and agent-based monitoring
- Colour-coded topology
- Single agent for metric, log & events
- Control agent through centralised console
- Manage nodes using agent
- DNS lookup
- Single collector to collect & manage event, fault, performance & capacity data etc.
- Supports L2 and L3 connectivity and mapping
- Supports scheduled regular rediscovery of subnets
- Supports report export in PDF & Excel
- Custom Runbook
- Dynamic baselining for intelligent alerting
- Adaptive and static threshold-based alerts and notifications
- CPU process, storage, memory utilization
- Auto-discovery, rediscovery, and manual add/delete of nodes
- Deployable on-premise & on cloud
- Quickly detect network outages, protocol failures, failed processes, services & batch jobs etc.
- Configurable polling interval / time
- Predictive analysis based on historical trend, pattern
- Visualize dependencies
- AI/ML-based Anomaly Detection and Early Warning Detection and Predictive Analysis
- Automatically detect anomaly and outliers

Server Monitoring

Our Server Monitoring support offers unified monitoring for various server types, including Application, Database, and Web Servers, ensuring comprehensive coverage across your infrastructure. With support for multiple operating systems, real-time monitoring, and virtualization monitoring, you gain timely insights into server performance. Additionally, we provide application, process, and service monitoring, along with customizable Runbook support for tailored monitoring actions. File, directory, and cloud service monitoring capabilities further enhance your server management capabilities.

Key Highlights

- Unified server monitoring for application, database, web servers
- Support for Windows, Linux, Ubuntu, IBM-AIX, HP-UX, Solaris etc.
- Agent based and agent less monitoring
- Real-time monitoring upto 1 sec granularity
- Supported monitoring protocols: SSH, powershell
- Virtualization monitoring for Hyper-V, ESXi, Citrix Xen etc.
- Application, Process and Service Monitoring
- Out-of-Box Action Runbooks for servers and virtual machines
- Custom Runbook support
- File monitoring
- Directory monitoring
- Cloud service monitoring for AWS and Azure

Application Performance Monitoring

Strong application monitoring tool (APM) capability enables IT teams to get thorough insights into application health and response-time data. Go proactive with Motadata which is one of the best application performance monitoring tool to identify potential threats that might bring operations down and fix the issue before it becomes the problem. Real-time metrics dashboard helps you stay on top of your application performance.

Key Highlights

- Identify, prioritize & resolve defective transactions
- Monitor all user transactions
- Correlate application changes
- Real-time monitoring of memory usage, servlets, CPU, caches, and DB connection pools
- Dynamic instrumentation of application
- End users' experiences based on real transactions
- Visibility into user experience
- Cache utilization data

- Detect user-impacting defects and anomalies
- Proactively determine exactly which real users were impacted by transaction defects
- User usage analysis
- Event capture and filter
- Ensure that applications are performing well and are available 24/7 to achieve increased application, server & services availability
- JBOSS monitoring
- Highlight root cause of the problem faced WebLogic monitoring

Database Monitoring

Motadata serves as the best database monitoring tool which lets you monitor and manage heterogeneous IT infrastructure which may consist of MSSQL, PostgreSQL, Oracle, IBM DB2 and other databases. Motadata enables admins by giving prior notification before any problem happens. With the use of out-of-the box dashboards and reports, Motadata may help you meet your SLAs and troubleshoot problems quickly.

Key Highlights

- Automatically generate service level performance reports
- Monitor service level incidents
- Personalized user creation
- Analyze service level usage trends
- Optimize database performance
- Trace resource consuming SQL statements
- Database session monitoring
- Server management and monitoring
- Database monitor metrics like available log space, identify performance deadlock, DB free and used space, disk IO, caches, memory, wait time, user connection and transaction count, availability
- Experience faster response time & utilize less disk space with columnar database

Log Management

Collect, consolidates, indexes, stores any log and machine generated data, whether structured or unstructured. The data is then used to search, correlate, analyse and report any operational or security related issues in the network quickly.

Key Highlights

- Handle and process log data from any sources
- Manage security breaches with security forensic analytics
- Detect and manage policy violations
- Retain a larger volume of raw log data
- Unified data modeling to structure log formats
- Use pre-built patterns to customize notifications
- Drill-down conversion from data model mapping
- Supports SNMP traps and syslog
- Event log monitoring
- Normalize bulk log data without any data compression & retain them for a longer period
- Satisfy compliance requirements with proactive log management
- Analyze machine data to identify trends and unleash undiscovered insights
- Detect and identify operational and configuration issues immediately
- Correlate metric data with logs
- No limit on data retention
- Full-text search on retained log data
- Out-of-the-box Log Parser Library to instantly parse logs from various sources with pre-built libraries
- Dynamic Log Parser for customized log parsing on-the-fly for tailored insights
- Custom Log Parser Plugin for parsing capabilities with personalized plugins
- Out-of-the-box Default Log Dashboards
- Log Analytics for in-depth log examination
- Log Pattern Match for efficient troubleshooting
- Surrounding Logs to contextualize log data
- Live Log Tails to monitor real-time log events
- Log Search
- Default Log Alert Policies to implement predefined alert policies for rapid issue detection
- Threat Feed Integration
- Support for Geo-Map Widget to visualize log data geographically
- IP Threat Detection to detect and mitigate threats from specific IP addresses
- Log to Traffic to transform log data into actionable insights for network management

Network Flow Monitoring & Analytics

It helps in monitoring network traffic from network devices supporting NetFlow v5 and v9, sFlow, jFlow and IPFIX etc. It helps you get deep-level invaluable insights about how network is being used to identify abnormal traffic patterns, applications/users

causing network traffic performance issue and to fight potential threats proactively.

Key Highlights

- Supports NetFlow v5, NetFlow v9, sFlow, jFlow, and IPFIX
- Investigate critical transactions down to the deepest level
- Retain unique transactions between IP to IP and IP to application
- Application-centric traffic analysis
- End-to-end network traffic monitoring
- Capture, view, log, and analyze all conversations
- Gain deep-level insights into bandwidth usage & traffic patterns
- Identify users, applications, or network elements consuming maximum bandwidth
- Network traffic visibility in real-time to keep the network under control
- Gain insight into historical bandwidth utilization
- Flow visualization with Flow Explorer
- Out-of-the-box default network flow dashboards
- Default and custom flow alert policies for generic and specific monitoring needs
- Threat feed integration to detect and mitigate potential threats in real-time
- Out-of-the-box application-to-port mapping to simplify network configurations and facilitate analysis and troubleshooting
- Support for Geo-Map Widget to visualize network data geographically
- IP threat detection to enhance security with IP threat detection for proactive threat mitigation

IT Service Management Platform / IT Help Desk / Service Desk

The ITIL4 Compliant ITSM platform streamlines information management, automates support workflows, and promotes self-service, enhancing productivity and user experience. With a modern interface, built-in templates, and universal search, it empowers IT teams to work efficiently and deliver services effectively, reducing ticket volume.

Key Highlights

- ITIL4 12 processes Certified: Monitoring & Event Management, Incident Management, Service Request Management, Problem Management, Service Level Management, Capacity & Performance Management,Availability

Management, Change Enablement Release Management, Knowledge Management Measurement & Reporting Management, IT Asset Management
- Automatic and Manual Ticket/Incident Creation
- Incident Viewing, Updating, and Closing
- Smart Load Balancer to Assign Tickets Based on Level of Expertise, Experience, Priority, Availability, and Load of Technician
- Approval Workflow
- Smart Linking of Calls/Incidents/Queries
- Predefined Service Catalogs and Services Available
- Create and Manage Custom Service Catalogs and Services
- Work Conversations in the Service Request
- Request Categorization and Prioritization
- Priority Matrix
- Multiple Escalation Levels with Flexible Escalation Policy
- Powerful Visuals, Self-Service Portal, Centralized Knowledge Base, Dynamic Approval, & Collaboration
- Problem Request Management
- Incident to Problem Creation
- Problem Analysis
- Problem Categorization and Prioritization
- Problem Model
- Change Request Management
- Change Scheduling, Planning & Impact Analysis
- Change Approval Process
- Change Documentation
- Change Workflow
- Change Categorization and Prioritization
- Change Model
- Change Calendar
- Release Request Management
- Release Scheduling and Planning
- Release Approval Process
- Release Documentation
- Release Workflow
- Release Categorization and Prioritization
- Release Model
- Audit Logs and Reports for Incidents
- Support Customizations
- Powerful Codeless and Dynamic Workflow Automation
- SLA Workflow
- Universal Advanced Search Box with Proactive Filters to Give "Google-like" Search Experience to Resolve Tickets Efficiently
- Support for ChatOps
- Inbuilt AI Virtual Chatbot and Integration with other

Virtual Agents/Messaging Apps like Messenger, WhatsApp, Teams, Telegram, and Slack

- IT Service Continuity Management
- Feedback to Callers
- Service Level Management
- Multiple Time Zone Support
- Multi-Language Support
- Notification Over Email, Web, SMS, etc.
- Support Critical Events and Linkage
- Support GIS MAP
- Captures Critical Information Such as Location, Name, Status, Time of the Incident
- Track Status of Critical Infrastructure/Resources
- Support Multiple Roles and Reports
- Notification by On-screen/Pop-up/Email
- Supports Layout and Data of Incident Snapshot
- Support for MSP and Multi-tenant
- Announcements for Group and People
- LDAP/SSO Integration
- API Integration with 3rd Party Tools
- Query-based Report Support
- Mobile App on Android and iOS Platform
- OOB and Custom Dashboard Support Using a Variety of KPIs and Widgets
- Predefined and Custom Widgets
- Personalized Dashboards
- User and Role-based Access
- Dashboard Download/Export
- Dashboard Visualization - Supports a Variety of Chart Types, Such as Bar Charts, Line Graphs, and Column Charts
- Report Scheduling
- Report Download/Export
- Report History

Asset Management

Operate, maintain, deploy and dispose of your IT assets in a systematic way. Turn IT teams more productive by offering them greater visibility and control to fight day-to-day IT issues and problems that helps in minimizing downtime that impact businesses.

Key Highlights

- Asset Lifecycle Management
- Asset Inventory and Tracking - Hardware and Software
- Provides Detailed Inventory of Hardware and Software Applications
- Asset Discovery - Agent Based and Agentless

(SNMP, PowerShell, WinRM, SSH)

- Discovery Engine to Gather Detailed Asset and Configuration Item (CI)
- Asset Identification and Classification
- Asset Movement - Recording and Tracking of Asset Repairs & Transfers
- Support for Barcode/QR Code
- Asset Relationships - View and Map Asset Relations
- Asset Finance Management - Covers Acquisition Costs, Depreciation Costs, Operational Costs etc.
- Real-Time Asset Geolocation Tracking of Windows Assets
- Controls All Hardware Assets Installations, Moves, Additions, and Changes
- Software Metering - Tracks Software Usage
- Asset Baseline Configuration
- Asset User Assignment Information
- Automated Asset Property and Information Monitoring
- Built-in Purchase Management Integration
- Asset Linking with ITSM Processes like Incident, Service Requests, Problem, Change, Release etc.
- Asset History and Audit Trail
- Maintain and Manage Product and Vendor Catalog
- Manage Non-IT/Consumable Assets
- Software Prohibition - Restricts and Monitors Unauthorized or Prohibited Software Installations, Asset Custom Rules for Data Validations
- Unified Asset, Change, and Configuration Management
- Support Dynamic Grouping of Enabling Assets
- Identify Specific Instances of Concern like Policy Violation
- Allow Secure Remote Desktop Control of End-User Desktop for Troubleshoot and Maintain
- Software License Management - Usage, Tracking Compliance Violation, and Receiving Compliance-Related Notifications
- Software Normalization - Create Normalization Rules to Change Software Details, Consolidate Software, and Whitelist/Blacklist Software Based on Conditions
- Asset Actions - Multiple Actions that Can Be Operated on the Computer like Scan, Lock, Restart, Wake Up, and Sleep
- USB Configuration - Control the Accessibility of the USB Devices, Block or Unblock the USB Ports of Computers
- Asset Reconciliation - Systematic Comparison of Recorded/Purchased Asset Data with the Actual Physical Inventory.
- Multiple Connection Protocols like TCP/IP, HTTP, etc.

- Offer Several Levels of Security
- Software Auto Uninstallation for Prohibited Software
- Support Remote Reboot Functions
- Provides Secure Communication Between Server and Agent
- CMDB Support
- Mobile App on Android and iOS Platform
- Built-in Contact and Purchase Management
- Contract Repository Including Type, Detail,
- Contract Type - Lease, Warranty, Maintenance etc. and Customer Type
- Contract Details - Detailed Contractual Terms and Details, Tracks Important Dates - Contract Start, End Dates, Renewal Dates
- Contract Renewal and Cancellation
- Contract Amendments and History
- Attachment Support
- Contract Expiry Reminders
- Contract Relations with Incident/Purchase/Assets
- Alerts and Notifications for Key Contract Events, Such as Creation, Renewals, or Expirations
- Create Purchase Requests with Customized Form
- Collaboration and Communication with Other Technicians, Stakeholders, Add Notes etc.
- Purchase Relations with Request/Contract/Asset/Project
- Purchase Changes and History
- Ordering PO to Vendor
- PO Settlements - Managing and Tracking of PO Settlements Including Invoices and Payments

Service Level Agreement (SLA)

Motadata Service Level Agreement enables organizations to clearly define the level of services accepted by a customer from a supplier, laying out the metrics (Availability and uptime, Application response time, Performance Benchmark, Response Time etc.) by which that service can be measured.

Key Highlights

- visualize site-to-site network performance with real-time performance data
- Define target values and get notified on SLA breach
- Get alerts on service level violations along with violation time, % downtime, LF time, and other details over a specific time period
- Obtain details on achieved and remaining health trend in terms of % of SLA violation
- Access details on SLA compliance status, SLA state, SLA lifecycle along with severity

- Generate logs of all incoming calls, emails, outgoing calls, complaints, etc.
- Summarize calls/emails responded to, issues resolved, average time of response
- Consolidate data and analyze data as specified by Port for monitoring performance
- Generate SLA reports in multiple formats
- Send reports via email through the dashboard
- Download consolidated reports
- Generate MIS reports on training
- Capture details of audits
- Generate MIS reports on audits as per user requirement
- Support Service Level Agreement Lifecycle Management
- Analyze SLA Compliance with drill-down capabilities
- Access previous interaction history on email/SMS
- Define and calculate key performance indicators
- Support dependencies between supplier contracts and internal/external contracts
- Define and calculate service Credit and Penalty based on clauses Alerts
- Exempt unused or down monitoring nodes/services from SLA
- Support delivery mechanisms
- Identify the underlying events that cause the service level contract to fail
- Support dynamic service level targets
- Comply with ITIL standards
- Provide critical SLA parameters reports on a daily, weekly, monthly, quarterly, and yearly basis
- Generate automated SLA reports
- Track real-time metrics and events to monitor impact on service delivery
- Create custom KPIs/compliance with auto-update capabilities
- Resolve tickets promptly based on priority, get notified on SLA breach, and measure SLA performance with compliance monitor

Project Management

Motadata offers a comprehensive Project Management module, streamlining project lifecycles from initiation to execution. With intuitive features like project creation, visual planning, and member management, it ensures precision and collaboration. Efficient task management and implementation support meticulous execution, while collaboration tools facilitate seamless updates. Projects are linked

to requests, problems, changes, assets, knowledge base entries, and purchases, providing a holistic view. Detailed tracking of project changes and history, along with worklog time tracking, offers insights into resource utilization, ensuring effective and transparent project management.

Key Highlights

- Project Creation and Planning
- Managing Project Members/Stakeholders
- Task Management and Dependencies
- Project Implementation
- Collaboration and Communication
- Project Relations with Request / Problem / Asset / Change / Knowledge / Purchase
- Project Changes and History
- Worklog Time Tracking

Patch/Package Deployment

Patch and Package Deployment module streamlines software management by establishing a centralized repository for patches and packages. It automates patch deployment, enhancing system security and ensuring up-to-date configurations. Administrators have granular control over deployment policies, scheduling, and endpoint management. The Package Deployment feature simplifies software installation and uninstallation.

Key Highlights

- Patch/Package Repository - Centralized repository for storing and managing patches/packages
- Automatic Patch Deployment - Automatically identifies missing patches and updates for Windows and Linux OS
- Package Deployment - Deploy, track, and maintain packages
- Install/Uninstall Software Packages
- Patch Scheduling
- Deployment Policy - Control deployment initiation, reboot policy, user interaction, and notifications
- Remote Office and Relay Server Support
- Endpoint Scope
- Automatic Patch Test
- Patch Approval Policy
- Deployment Notification
- Registry Deployments

Network Configuration Management (NCM)

Motadata organizes and maintains critical Network Configurations of each and every component of the IT network infrastructure. The IT Teams can repair, modify, configure or upgrade devices remotely with NCM.

Key Highlights

- Reduce time required to manage critical network changes and repetitive manual tasks across complex, multi-vendor networks with network automation
- Centralised configurations for Network devices
- Achieve simplified network compliance with automated network configuration management to deploy configurations, report configurations, detect out-of-process changes, audit configurations, backup configurations, etc.
- Quickly locate the most current configuration backup and apply it to a replacement spare or roll out across different devices in the infrastructure
- Identify and address vulnerabilities in the network with vulnerability assessment
- Perform multiple NCM tasks such as discovery, categorization, baseline configurations, software images, configuration comparison tools, version tracking, change alerts, and more
- Monitor security parameters for security compliance
- Configure VLANs
- NCM action audit trail
- Monitor MPLS link availability
- Monitor MPLS service
- Manage capabilities including configuration files and software files, perform backup, restoration, rollback, and batch update of configuration files, and software/firmware backups and upgrades

Business Service Management (BSM)

Motadata BSM ensures all components of user's businesses can be viewed accurately with a clear picture of IT operations. The platform promotes customer centric and business focused advancements to service management, which smoothens all business objectives.

Key Highlights

- Identify business processes (existing and planned)

with their requirements for efficient IT services

- Map processes on the elements of IT infrastructure - network components, servers, storage & applications etc.
- Set metrics for measuring compliance of IT infrastructure elements
- Get health trend based on the alerts triggered for business services over a time period
- Get unified view of multiple business processes through Nested BSM
- Comprehensive logging facilities to record event data from variety of sources
- Context based planning and forecasting
- The Services definition facility
- Monitor/control/log connections of various devices including USB and other storage devices
- Real time business services

- Web-based reports for near-real-time and historical data
- Mean Time to Acknowledge (MTTA) and Mean Time to Repair (MTTR) reports
- Link input/output reports
- Network latency, flapping links, changed link metrics, prefix reports
- Supports custom reports and exporting reports in CSV or PDF
- Link up/down (real-time as well as periodic)
- Top and bottom N graphs
- Identify used/unused/operationally dormant ports for better infrastructure planning
- Bandwidth utilization report
- Report on jitters, latency (real-time as well as periodic)
- Support accurate % port utilization reporting

Reporting

We take the stress and anxiety out of managing and reporting large amount of metric, flow and log data in one comprehensive and unified report. Create interactive reports by drag-and-drop of various data widgets. With 40+ different data visualization methods and arithmetic functions, the system turns large data into meaningful reports.

Key Highlights

- Comprehensive MIS reports
- Generate reports on daily/weekly/monthly or as per desired schedule
- Security incident reporting
- Centralized reporting & dashboard
- SLA reports
- Log of backup and restoration report
- Log of component-wise downtime
- Summary of resource utilization of critical components
- Project progress report
- Overall performance reports
- Network availability and utilization report
- Asset modification report
- Consolidated SLA/non-conformance report
- Asset database report and asset audit report
- Summary of incidents reported
- Security vulnerability detection
- User privilege level reports
- Trend analysis with Mean Time Between Failure (MTBF)
- Notification capabilities over email, SMS, etc.

Motadata Connectors

Motadata brings flexibility in your operations as it supports tons of third-party integrations to make your work easy. Increase team productivity with collaborative app integrations such as Slack, Jira, HipChat and more. Motadata also supports integration of monitoring and log collection apps as well as cloud monitoring like AWS.

Key Highlights

- Native protocols support such as PowerShell, SNMP v1, v2, v3, RS-232/ RS-485/ Modbus, SSH, JDBC, JMX, WMI, HTTP/HTTPS, etc.
- Agentless polling from network, server & application
- Automate using PowerShell and SSH as native apps
- SDK and Rest API based third party integration
- Provides performance/service data to external systems
- Fault Management System via standard protocol

Licensing

- Pay as you grow pricing model
- Pay based on number of devices and amount of data to be processed

Key Differentiators

Feature	Benefits
Power of One	• 1 agent, 1 platform, 1 data lake, 1 console
One Platform	• Integrates everything at one place to manage ITOps from a unified tool
Unified Monitoring Tool	• NMS, Log management & Flow monitoring all in one platform with single dashboard
High Availability	• No third-party database required • Application and DB level HA on Bare Metal/Hybrid/Public
Cloud Compliance	• Comprehensive Reports for various compliance requirements
Lower TCO	• Comes as virtual appliance (OS: Ubuntu OS + DB) • No need for proprietary SW (OS, Database etc.) can work on commodity hardware
User Friendly GUI	• Eagle's eye view of complete IT infrastructure with the help of visualization • Up-and-running in less than an hour
Customizable Dashboards & Widgets	• Users (CXO's, System Admin, Developers) see meaningful data that matters the most
Plug-in-driven Architecture	• Easy to integrate and scale - Open Architecture
Speed & Scalability	• 1+ billion events analyzed in less than 10 seconds on a single server • 100K EPS in commodity server • 85% compression of raw data
Multi-tenancy Support	• Master-Remote Polling Engine Architecture • Roll-based Access Control for Privacy • Cost-effective Hosting of Multiple Customers
Data Retention	• No time limits on actual data retention

System Requirements

CPU
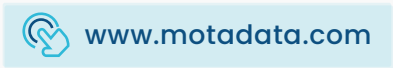4 Core – 64 bit processor

* Minimum requirements

RAM
4 GB

Storage
50 GB

Virtual Appliance
Bare Metal – ISO
VMware – OVA
Hyper-V – VHD

For more information

www.motadata.com