

# Enterprise Management System Software

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## 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 product suite which is pre-integrated yet modular, consisting of

- (1) Infrastructure Intelligence Platform (IIP) for Network Management
- (2) Data Analytics Platform (DAP) for Log Management, Flow Analytics & Application Performance Monitoring
- (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 and Resolve IT Operations efficiently

Infrastructure Intelligence Platform (IIP)	Data Analytics Platform (DAP)	IT Service Management Platform (ITSM)
<p>Network Management &amp; Monitoring</p> <ul style="list-style-type: none"><li>• Network Monitoring</li><li>• Database Monitoring</li><li>• URL Monitoring</li><li>• Server Monitoring</li><li>• Virtualization Monitoring</li><li>• Cloud Monitoring</li></ul>	<p>Log Management &amp; Network Flow Analytics</p> <ul style="list-style-type: none"><li>• Network Log Monitoring</li><li>• sFlow Monitoring</li><li>• Server Log Monitoring</li><li>• NetFlow v5 &amp; v9 Monitoring</li><li>• Custom Log Monitoring</li><li>• Security Log Monitoring</li><li>• jFlow Monitoring</li><li>• Application Log Monitoring</li><li>• IPFIXt</li></ul>	<p>IT Service Management</p> <ul style="list-style-type: none"><li>• Incident Management</li><li>• Problem Management</li><li>• Change Management</li><li>• Service Catalogue</li><li>• Asset Management</li><li>• Knowledge Management</li><li>• Package Deployment Management</li></ul>



## 360° Visibility of IT Infrastructure

Network Monitoring	Database Monitoring	Virtualization Monitoring	URL Monitoring	Cloud Monitoring
<ul style="list-style-type: none"> <li>Firewall</li> <li>Router</li> <li>Switch</li> <li>Generic SNMP Device</li> </ul>	<ul style="list-style-type: none"> <li>Oracle</li> <li>MSSQL</li> <li>MySQL</li> <li>SAP Hana</li> <li>Sybase</li> <li>PostgreSQL</li> <li>IBM DB2</li> </ul>	<ul style="list-style-type: none"> <li>VMware</li> <li>Microsoft Hyper-v</li> <li>Citrix Xen</li> </ul>	<ul style="list-style-type: none"> <li>HTTP</li> <li>HTTPS</li> </ul>	<ul style="list-style-type: none"> <li>AWS</li> <li>Google App Engine</li> <li>Microsoft Azure</li> </ul>
Server Monitoring	Email Monitoring	Application Server Monitoring	Web Server Monitoring	Middleware Monitoring
<ul style="list-style-type: none"> <li>Windows</li> <li>Linux</li> <li>Redhat</li> <li>HPUX</li> <li>IBM AIX</li> </ul>	<ul style="list-style-type: none"> <li>SMTP</li> <li>Symantec Gateway</li> <li>Exchange</li> </ul>	<ul style="list-style-type: none"> <li>JBoss</li> <li>Weblogic</li> <li>GlassFish</li> <li>Tomcat</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft IIS</li> <li>NGINX</li> <li>LIGHTTPD</li> <li>Sun Web</li> <li>Apache HTTP</li> </ul>	<ul style="list-style-type: none"> <li>DNS</li> <li>LDAP</li> <li>ActiveMQ</li> </ul>
Platform Monitoring	Services	Log (SIEM)	Network Flow	IT Service Management
<ul style="list-style-type: none"> <li>Java</li> <li>.Net</li> </ul>	<ul style="list-style-type: none"> <li>Ping</li> <li>NTP</li> <li>Port</li> <li>SSL Certificate</li> <li>FTP</li> <li>Domain</li> <li>Radius</li> </ul>	<ul style="list-style-type: none"> <li>Network Log</li> <li>Server Log</li> <li>App Log</li> <li>Custom Log</li> <li>Any Text</li> </ul>	<ul style="list-style-type: none"> <li>NetFlow v5</li> <li>NetFlow v9</li> <li>IPFIX</li> <li>sFlow</li> <li>jFlow</li> </ul>	<ul style="list-style-type: none"> <li>Incident</li> <li>Change</li> <li>Knowledge</li> <li>Service Catalogue</li> <li>Problem</li> <li>Asset</li> </ul>

## 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



**85%**

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

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Motadata is an 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 environment. It also enables IT teams to diagnose and resolve network issues

### Key Highlights

- Plug-in based architecture with open API
- Role based access control
- Remedy actions
- Auto ticketing
- Alert stream
- Multi-vendor support
- NMS Diagnostic Tools
- File integrity management
- Unified console for network management, flow & log monitoring
- ITILv4 compliant processes - Incident, Problem, Change, Knowledge, Service Catalogue, Asset Management
- Provide Early warning on Performance issues Capacity management and augmentation
- Supports multi-tenancy
- Notification via email, SMS and provision to interface
- Data drill-down
- Tool supports MIB-II and enterprise MIB for performance management
- Risk Visibility Dashboards
- Advanced Alarm filters and correlation
- Customizable Business Hours
- Tool supports MIB-II and enterprise MIB for performance management
- Supports Fault, Configuration, Accounting, Performance, and Security (FCAPS)
- Supports IPv4 and IPv6
- Packet loss monitoring
- Support Traps and Alarms
- Different Management modules
- Enforce Policies for remediation
- Link up/down (real-time as well as periodic)
- Supports SNMP traps and syslog
- Centralized and distributed deployment that easily scales with multiple remote polars
- On-premise & Cloud deployment
- Centralized log aggregation
- No need for external database
- Scalable when needed
- Remote Polling Engines for different site-to-site

- monitoring from one single location
- High Availability
- Web based intuitive & user friendly GUI for EMS and Help-desk
- Multiple concurrent Admin web sessions
- Network Topology View
- Alarm/Event Suppression
- Custom Script Support with Runbook Automation
- Smart Rack Monitoring
- Server/Database/Storage Monitoring
- Customized Dashboards
- NMS Integration with ITSM/ServiceDesk/Helpdesk
- RCA with context to quickly identify issues
- Role Based Access for Security and Better Control
- NMS supports Class based (QOS)Quality Of Service
- It has out of the box support for Virtual Private Wire Service (VPWS) and Virtual Private LAN Service (VPLS)
- Provides inventory view of L3 VPNs, detailed views for an L3 VPN
- Server and Virtualization Monitoring
- Logical Relationship Topology view
- Alarm notification on VM migration or Configuration changes
- Virtual Monitoring through Powershell, SSH, API
- Server Monitoring Metric: Request per second (RPS), Uptime, Error, Thread count, ART/ PRT
- Show monitor attributes like monitor name, type, model etc.
- NMS Security Management capability
- Pro-actively Troubleshoot & Reduce Downtime
- Predefined & customized reports
- Correlate, integrate & visualize all sort of IT data from a single platform
- All-in-one monitoring for network, server and application - Single Dashboard
- Integration with AD and LDAP
- Supports Linux and Windows OS for Deployment with 64-bit application support to fully utilize server resources

## Network Management and Monitoring

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Motadata's Infrastructure Intelligence Platform (IIP) 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, web servers, containers, virtualizations, URL, cloud services, middleware etc.

### Key Highlights

- Unified Monitoring with unanticipated simplicity
- Network performance & availability 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
- Manage nodes using agent
- DNS lookup
- Single collectot to Collect & Manage Event, fault, performance & capacity data etc.
- Supports L2 and L3 Connectivity and Mapping
- Supports schedule regular rediscovery of subnets
- Supports Report Export in PDF & Excel
- 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 process, services & batch jobs etc.
- Configurable Polling Interval / Time
- Predictive analysis based on historical trend, pattern
- Visualize dependencies
- Automatically detect Anomaly and Outliers

## 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
- Pro-actively 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 casue 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 processes log data from any sources
- Manage security breaches with Security Forensic Analytics
- Detect and manage policy violations
- Retain larger volume of raw log data
- Unified data modelling to structure different 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 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
- Supports seamless bi-direction integration for third party log management/ SIEM systems for security compliances.

## 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 transaction down to the deepest level
- Retain unique transaction between IP to IP and IP to application
- Application-centric traffic analysis
- End-to-end network traffic monitoring
- Capture, view, log and analyse all conversation
- Gain deep level insights into bandwidth usage & traffic patterns
- Identify user, application or network element consuming maximum bandwidth
- Network traffic visibility in real-time to keep network under control

- Get insight on historical bandwidth utilisation

## IT Service Management Platform / IT Help Desk / Service Desk

The ITIL Compliant ITSM platform organizes information, automates support workflow, eliminates manual / back-end complexities and encourages self-service for maximum productivity and superior user experience. The platform offers a modern interface, built-in templates and guides, instant universal search and meaningful insights that help your IT teams to work effectively and streamline IT service delivery to reduce the number of tickets generated.

### Key Highlights

- People Cert ITIL4 Certified with 12 Practices: Request Fulfillment, Incident and Problem Management
- Powerful Codeless and Dynamic Workflow automation
- Universal Advanced Search box with proactive filters to give "Google-like" search experience to resolve tickets efficiently
- Smart load balancer to assign tickets based on level of expertise, experience, priority, availability and load of technician
- Powerful visuals, self-service portal, centralised knowledge base, dynamic approval, & collaboration
- Inbuilt browser based Remote Desktop
- Incident Management
- Problem Management
- Change Management
- Release and Deployment Management
- Knowledge Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Event Management
- Smart linking of calls / incidents / queries
- Multiple escalation levels with flexible escalation policy
- Updateable knowledge base
- Support for ChatOps
- CMDB supports IT & Non IT
- Feedback to callers
- Automatic ticket creation
- Manual incident creation
- Incident viewing, updating and closing
- Service Level Management
- Multiple time zone support



- Audit logs and reports for incidents
- Supports customizations
- A virtual bot
- Known error database
- SLA workflow
- Notification over Email, Web, SMS etc.
- Support critical events and linkage
- Support GIS MAP
- Service Asset and Configuration management,
- Support incorporation of Resource database
- 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/ e-mail
- Supports Layout and data of incident snapshot
- Centralized IT helpdesk

## 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
- Controls all hardware assets installations, moves, additions and changes
- Provides detailed inventory of hardware and software applications
- New application registration
- Provides catalogue for user self-service to install registered software
- Store detail asset information on hardware and software inventory
- Unified Asset, Change and Configuration management
- Discovery engine to gather detailed asset and configuration item (CI)
- Audit and control software usage.
- Support dynamic grouping of enabling assets
- Identify specific instances of concern like policy violation
- Allow remote control of end-user desktop
- Multiple connection protocols like TCP/IP, HTTP, etc.
- Offer several levels of security
- Support remote reboot functions
- Provides secure communication between server and agent

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

## 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 & get notified on SLA breach
- Get alert on service level violations along with violation time, % downtime, LF time and other details over a specific time period
- Get details on achieved and remaining health trend in terms of % of SLA violation
- Get details on SLA compliance status, SLA state, SLA lifecycle along with severity
- Generate log of all incoming calls / emails / out-going calls / complaints etc.
- Summary of calls / emails responded, issues resolved, average time of response
- Consolidated data and analysis of data as specified by Port for monitoring performance
- Generate SLA reports in multiple formats
- Send reports over email through the dashboard
- Download consolidated reports
- Generate MIS reports on training
- Capture details of audit
- Generate MIS reports on Audit as per user requirement
- Support Service Level Agreement Lifecycle Management
- SLA Compliance with drill down
- Previous interaction history on email / SMS
- Define and calculate key performance indicators
- Support dependencies between supplier contracts and internal/external contracts
- Support for defining and calculating service Credit and Penalty based on clauses Alerts
- Exempt unused or down monitoring nodes/ services from SLA
- Support delivery mechanism
- The underlying events that cause the service level contract to fail
- Supports dynamic service level targets



- Supports ITIL4 standards
- Critical SLA parameters report – Daily, Weekly, Monthly, Quarterly and Yearly
- Automated SLA reports
- Real-time metrics and events to track impact on service delivery
- Create custom KPI/ compliance with auto update
- Resolve tickets promptly based on priority, get notified on SLA breach & measure SLA performance with compliance monitor

## 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
- 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 the different devices in the infrastructure
- Identify and access vulnerabilities in network with Vulnerability assessment
- Multiple NCM tasks like discovery, categorization, baseline configurations, software images, configuration comparison tools, version tracking, change alerts, and more
- Monitors the security parameters for security compliance
- Configure Vlan
- MPLS Link Availability
- Monitors MPLS service
- Capabilities i.e. configuration files and software files, perform backup, restoration, roll back 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 smoothen 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

## 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 the 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.
- 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 bot better infra planning
- Bandwidth utilization report
- Report on jitters, latency (real-time as well as periodic)
- Support accurate % port utilization reporting

## Motadata Connectors

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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, SNMPv1, v2, v3, SSH, JDBC, JMX, WMI, HTTP/HTTPS, etc.
- Agentless polling from Network, Server & Application
- Automate using PowerShell and SSH as native apps
- Provides performance/service data to external systems
- Fault management system via standard protocol

## Licensing

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- Pay as you grow pricing model
- Pay based on number of devices, No of Critical Applications and amount of data to be processed



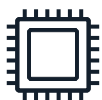
## Key Differentiators

Feature	Benefits
Unified Monitoring Tool	<ul style="list-style-type: none"> <li>NMS, Log management, Security Events &amp; Flow monitoring all in one platform with single dashboard</li> </ul>
High Availability	<ul style="list-style-type: none"> <li>No third-party database required</li> <li>Application and DB level HA on Bare Metal/Hybrid/Public Cloud</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>Comprehensive Reports for various compliance requirements</li> </ul>
Lower TCO	<ul style="list-style-type: none"> <li>Comes as virtual appliance (OS: Ubuntu OS + DB)</li> <li>No need for proprietary SW (OS, Database etc.) can work on commodity hardware</li> <li>AES 256 bit encryption to avoiding tempering with SLA calculations</li> </ul>
User Friendly GUI	<ul style="list-style-type: none"> <li>Eagle's eye view of complete IT infrastructure with the help of visualization</li> <li>Up-and-running in less than an hour</li> </ul>
Customizable dashboards & widgets	<ul style="list-style-type: none"> <li>Users (CXO's, System Admin, Developers) see meaningful data that matters the most</li> </ul>
Plug-in-driven architecture	<ul style="list-style-type: none"> <li>Easy to integrate and scale – Open Architecture</li> </ul>
Speed & Scalability	<ul style="list-style-type: none"> <li>1+ billion events analyzed in less than 10 seconds on a single server</li> <li>100K EPS in commodity server</li> <li>85% compression of raw data</li> </ul>
Multi-tenancy support	<ul style="list-style-type: none"> <li>Master-Remote Polling Engine Architecture</li> <li>Roll-based Access Control for Privacy</li> <li>Cost-effective Hosting of Multiple Customers</li> </ul>
Data Retention	<ul style="list-style-type: none"> <li>No time limits on actual data retention</li> </ul>

## Awards



## System Requirements



### CPU

4 Core – 64 bit processor



### RAM

4 GB



### Storage

50 GB



### Virtual Appliance

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



## Keep in touch

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## About Motadata

Mindarray Systems Ltd. a global IT product company, offers state of the art affordable yet powerful product suite - Motadata consisting of Network Management & Monitoring, Log & Flow Management, and IT Service Management Platforms. The platform empowers both IT administrators and CXOs to analyze, track & resolve IT operational issues by effectively monitoring various systems and devices from multiple vendors through a unified and centralized dashboard.

Motadata is industry's first IT ops solution that truly correlates the metric, flow and log events and turns them into actionable insights. Our global customers from Telecom, Government and Enterprise domain, rely on Motadata for proactively monitor their network infrastructure.

## For more information



[www.motadata.com](http://www.motadata.com)

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