



NimBUS for Executive and Business Dashboards

A Nimsoft Service Level Management Solution White Paper

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NimBUS for Executive and Business Dashboards – Solution Summary

NimBUS Dashboards provide users (Executives, Operations, etc.) with tailored views that show the realtime status of IT and critical business services. NimBUS Dashboards are flexible to enable users to see practically any type of data in a single view (i.e. help desk call statistics, application performance metrics, IT resource utilization, and much more). Dashboards are web-enabled for remote accessibility and have access control features to ensure that NimBUS Dashboards are in the hands of the right users.

Generally speaking, dashboards provide the health status visibility necessary to ensure maximum business availability and performance. However, most vendor dashboards offer limited visibility with constrained views, thus limiting the effectiveness of the dashboard as an IT and business optimization tool.

NimBUS Executive and Business Dashboards are uniquely flexible with a rich set of data and display customization features. As a result, NimBUS users are able to see IT and the end-to-end business service infrastructure the way that serves their business best.

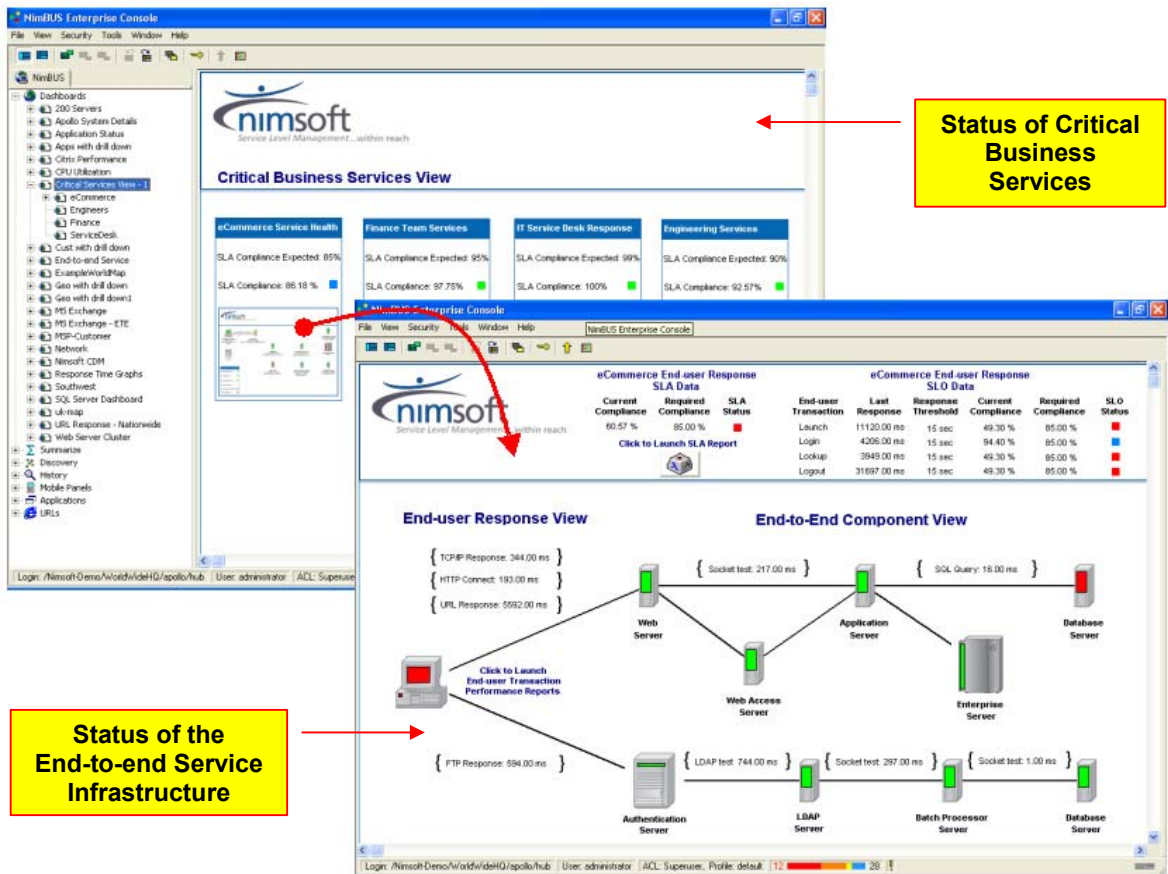
NimBUS Dashboards Primary Features:

- Flexible for users to build tailored dashboard views
- Provides a consolidated status view of IT and the business
- Ability to integrate data from multiple IT and business components
- Provides combined alert, performance, and service level compliance visibility

NimBUS Executive and Business Dashboards Overview

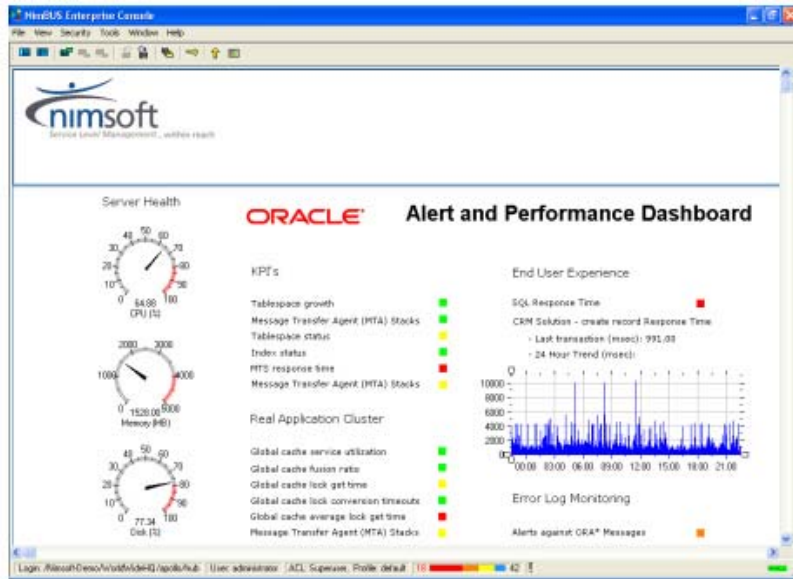
A dashboard is a graphical user interface (GUI) that somewhat resembles an automobile's dashboard. It organizes and presents information in a way that makes it easy to understand the status of the working environment. In the case of an automobile, the dashboard reveals the state of the engine, the brakes, car speed, fuel levels and more. In the case of a business, NimBUS Executive and Business Dashboards highlight the state of IT (the network and critical servers, databases and applications, etc.), the business (branch offices, business productivity levels, etc.), as well as the state of its end-users (business service transaction speeds, quality of service, etc.).

As the NimBUS Executive and Business Dashboard example below illustrates, this combined set of technology and business status indicators makes it possible to fully understand the state of critical business services and the end-to-end IT infrastructure.



Nimbus Dashboards Integrate Information from Multiple IT and Business Components

With the broad array of Nimbus Probes, Gateways, and Adapters it is possible to access practically any type of IT and business data. Once the data has been collected and consolidated into Nimbus, it becomes available for display in Nimbus Executive and Business Dashboards. The Nimbus Dashboard example below illustrates how data from multiple data sources can be consolidated and displayed into a single view.



Realtime Alerts

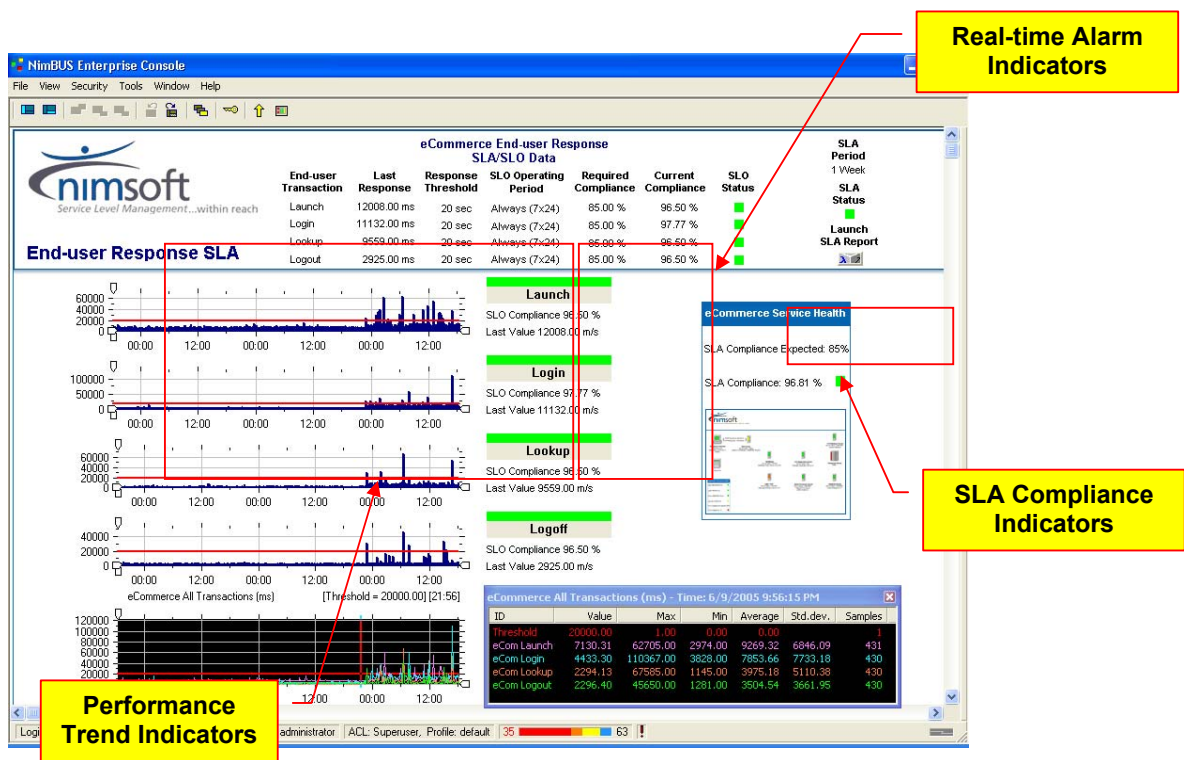
Historical Data

Any Database Data

Nimbus Dashboards Uniquely Combines Alert, Performance, and SLA Compliance Visibility

Nimbus is able to collect and monitor IT and business data to determine its realtime alert status. It can also archive data to expose long and short-term performance trends and analyze IT and business data against service level objectives to determine SLA compliance. Each type of status indicator – *alert*, *performance trends*, and *service level compliance* can be combined into a single Nimbus Executive and Business Dashboard view. Other market offerings do not provide this combined set of health status visibility.

With a combined set of status indicators, it becomes possible to see, in a single view, real-time alerts, trends leading up to alerts, and the impact alerts and performance trends are having on service level commitments. The Nimbus Executive and Business Dashboard example below provides a real working example of this combined set of status indicators.



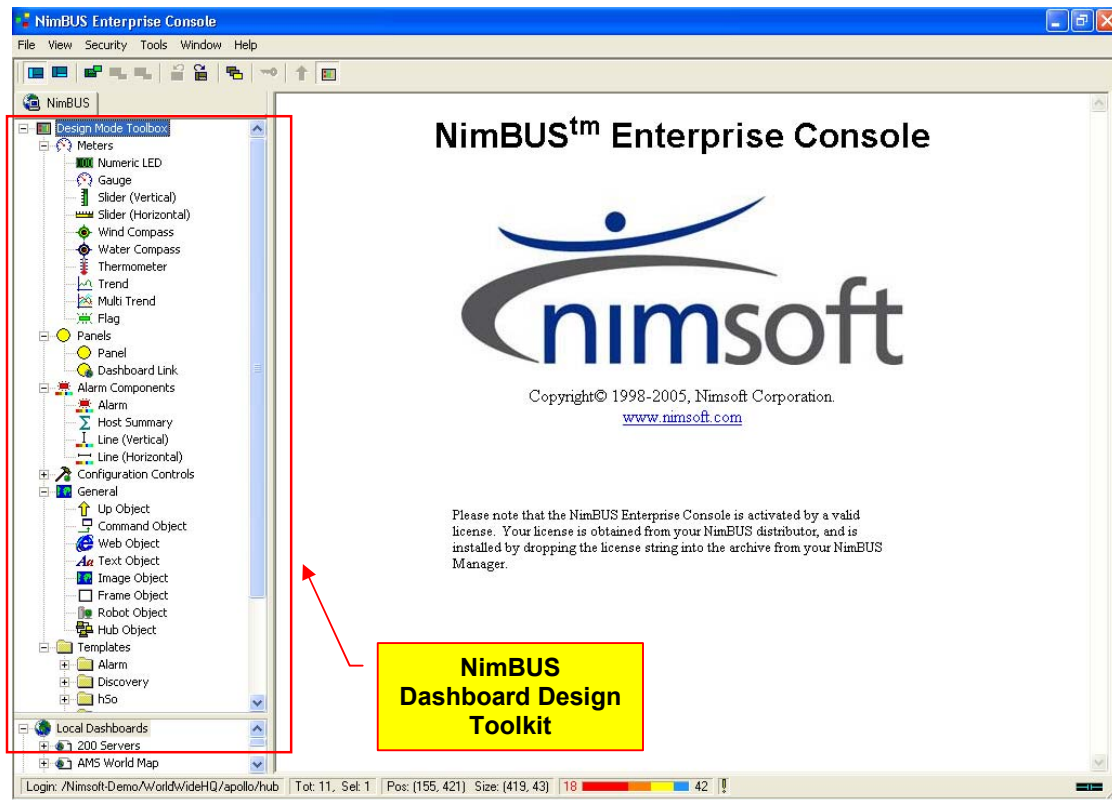
Nimbus Dashboard Design Toolkit Enables Tailored Management Views

NimBUS Executive and Business Dashboards do not force users to operate from a single, fixed look and feel interface. NimBUS provides the flexibility for users to build dashboards that suit personal preferences and achieve the desired management perspectives. This flexibility is made possible with the NimBUS Dashboard Design Toolkit. Using the toolkit is much like using Microsoft PowerPoint. The toolkit contains an assortment of alert objects, meters and graph objects, text objects (active and inactive), picture objects, and much, much more.

NimBUS users drag and drop widgets and objects from the toolkit (depicted on the left in the product screen example below) into the working dashboard view to the right. Once there, users will link the objects to the rich set of alert, performance, and service level data collected and contained within NimBUS.

Dashboard objects can be moved and sized in addition to applying custom colors. Users can also add company logos and images in various graphical formats (i.e. jpg, visio, gif, bmp, etc.). The full set of features in the NimBUS Dashboard Design Toolkit is intended to help users build views that fit their management requirements.

Visit the NimBUS Dashboard Gallery at <http://www.nimsoft.com/dashboards/gallery.shtml> to see the power of the NimBUS Dashboard Design Toolkit.

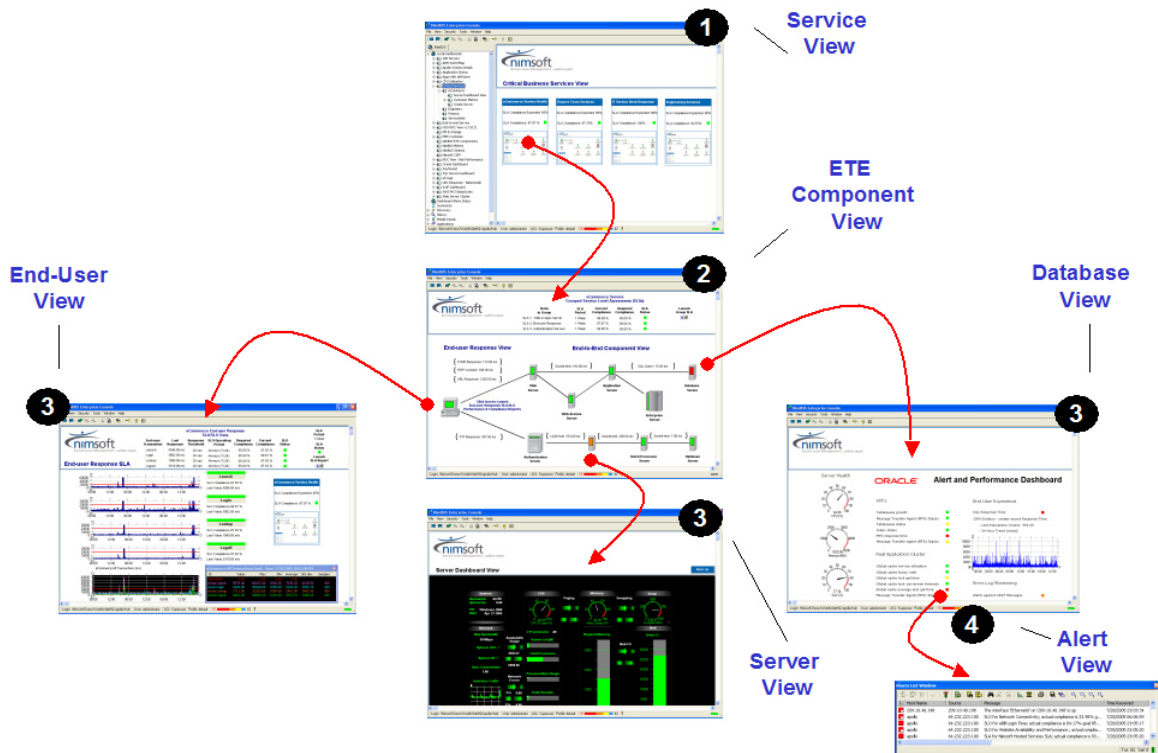


Multi-layer NimBUS Executive and Business Dashboards

NimBUS Executive and Business Dashboards provide multi-layer design and navigation capabilities. This means objects that are designed into a NimBUS dashboard can be made to access a second level dashboard when selected. This action can be repeated for any number of dashboard layers, thus creating a multi-layer dashboard configuration.

A common use of a multi-layer dashboard is to view a managed environment in a hierarchical fashion, i.e. from a business perspective with drill down to technology components, or from a Service Provider perspective with drill down to individual customer views.

The graphic illustration below demonstrates a multi-layer dashboard scenario.



Dashboard Layer 1: In the example above, the highest-level dashboard contains business service objects and has accompanying alarm indicators, which will illuminate as underlying objects propagate their status upwards, as well as SLA compliance indicators.

Dashboard Layer 2: Continuing from the example above, selecting a business service object in the top level dashboard will produce a second level dashboard that displays its end-to-end service components, i.e. servers, network devices, and also includes end-user quality of service indicators.

Dashboard Layer 3: In this example there are multiple third layer dashboards. Selecting the leftmost end-user experience object will produce a dashboard that details application transaction response times. The detail provided in this dashboard will help in understanding the end-user’s experience as users exercise business applications.

The object selected furthest to the right is a database server. Selecting the server object will produce a database specific dashboard with a complete set of realtime and historical health status indicators.

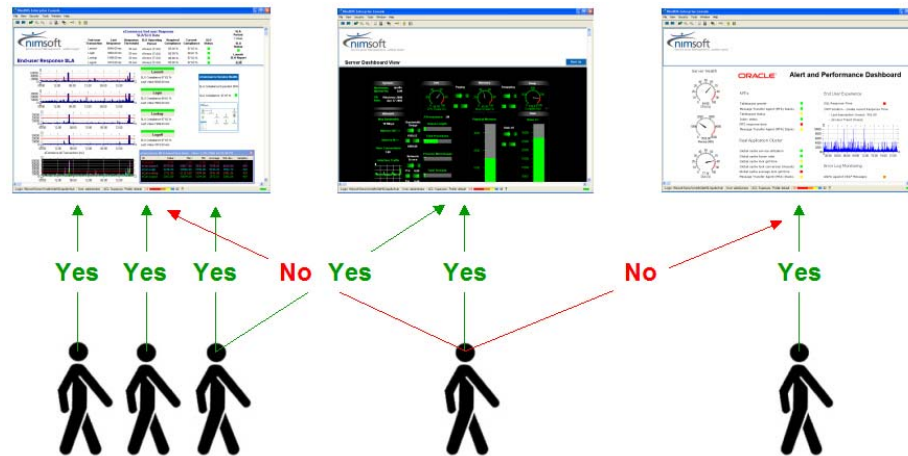
The object selected nearest the bottom is an application server. Selecting this object produces a server specific dashboard and shows a comprehensive set of server status indicators - both realtime and historical.

Dashboard Layer 4: When the dashboard layers have reached their end, an alert list will appear. The alerts spell out the nature of the condition in friendly text and thus prompt a rapid response and resolution to the condition at hand.

Building single- or multi-layer dashboards is a simple process when utilizing the NimBUS Dashboard Designer Toolkit.

NimBUS Dashboard Access Control

Once NimBUS Executive and Business Dashboards have been created and saved, they can then be assigned access rights. With NimBUS it is possible to create a broad array of different look and feel dashboards; each providing a desired management view. With the NimBUS ACL (Access Control List) feature, users can be setup to access and interact with only the dashboards that are assigned to them.



NimBUS Dashboard Gallery

The NimBUS Dashboard Gallery demonstrates the creative use and flexibility of the NimBUS Dashboard Design Toolkit. The gallery shows examples of NimBUS Executive and Business Dashboards that have been created by our customers, Nimsoft partners, and or in-house staff. *If you have an interesting NimBUS Dashboard that you would like to add to our gallery, please let us know!*

[Click here to visit our NimBUS Dashboard Gallery!](#)

About Nimsoft

Nimsoft's mission is to deliver business-focused Service Level Management solutions that customers can easily deploy and use. Nimsoft solutions are used by hundreds of companies across diverse industries to manage complex networked systems and meet service level agreement targets. Nimsoft solutions combine advanced SLM functionality and broad platform coverage with unprecedented ease of implementation, deployment, and use. For more information, visit www.nimsoft.com.

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About Eurodata

Eurodata is one of the premier systems integrators and solution providers based in the UK. Since 1990, our service has evolved and grown with the phenomenal revolution in Information & Communication Technology (ICT) that continues today. From the beginning, we have been dedicated to providing businesses with the kind of ICT service and support usually only accessible to the largest enterprises. It is an approach that allows our customers to achieve all the efficiencies and productivity gains enabled by the ICT revolution, while maintaining focus on their core business priorities.

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