

OPSFLARE

Comprehensive IT Data that Enables Superior Operations



OPSFLARE is the one solution you need to maximize the utility and efficacy of your operational tools. By enhancing the accuracy, currency, and comprehensiveness of the data these tools rely on, OPSFLARE can help improve operational performance across your entire IT organization.

Challenge

Today's service providers and IT teams rely upon their operational tools on a continuous basis. To be effective, however, these tools have to be operating based upon accurate, current, and complete data for all entities in the IT environment

When the quality of this entity data is faulty, IT and operations teams find themselves susceptible to a range of scenarios:

- ▶ A single (or more) server not accounted for may not receive a current security patch or timely virus scan, and leave the organization vulnerable to a breach.
- ▶ Inaccurate counts of PCs may result in an inaccurate allocation of resources needed to manage and support those devices.
- ▶ A subset of servers may not be tested to ensure applicable backup mechanisms were installed and operational, leaving the organization exposed to potential data loss.
- ▶ Servers may not be consistently maintained, so the organization may be exposed to repeated performance issues and outages.

However, while capturing and maintaining current, accurate data for all components of the IT environment is critical, it is also increasingly difficult—particularly as the pace of change and the complexity of the IT environment continues to increase.

Solution

With Blazent's OPSFLARE, your organization can consistently establish complete, current, and accurate information on all the entities that matter to your business and IT environment. With this data, you can optimize the efficacy of your critical operational tools, including backup, monitoring, performance management, distribution, discovery, antivirus, and security. OPSFLARE automates the data verification process and delivers capabilities for tracking the accuracy of entity data and identifying operational compliance gaps.



Visibility



Compliance



Tools



Remediation

Key Features

- ▶ Advanced capabilities for collecting, correcting and maintaining accurate IT entity data
- ▶ Powerful analytic dashboards provide at-a-glance insights and detailed drill downs
- ▶ Easily manage and improve compliance of operational tools in the environment
- ▶ Flexibility and control required to support both enterprise IT organizations or managed service providers (MSPs)
- ▶ Closed-loop workflow integration with ServiceNow

Key Benefits

- ▶ Validate operational completeness and identify compliance gaps
- ▶ Improve efficacy and value of a range of operational tools
- ▶ Gain practical insights for continuous improvement
- ▶ Root cause analysis to identify areas of tool coverage failure
- ▶ Seamlessly resolve compliance gaps to reduce chance of costly emergency downtime



follow up. Based on their defined role, users can also subscribe to alerts in order to receive immediate notification when potential problems arise. Finally, the solution offers pivoting and filtering capabilities that enable users to view data by server, PC, network, operating system, percentage of population, and total population.

Asset ID	Asset Name	OS Version	Serial Number	Asset Tag	OS Manufacturer	OS Platform Family	OS Name	OS Version	Last Activity Date	OS Major Version	OS Minor Version	OS Build
2508647	ZVWAK09BEXL	USE0463WVF3XL	USE0463WVF3XL		OS Manufacturer	Windows	Windows 7	6.1	2015-04-16 19:07: 6	1		
2508648	ZVWAK09BEXL	USE0463WVF3XL	USE0463WVF3XL		OS Manufacturer	Windows	Windows 7	6.1	2015-04-29 19:07: 6	1		
2508649	DVCE0000000000000000	40 02 04 08 08 08			OS Manufacturer	Windows	Windows Server	5.2.3790	2015-04-14 19:07: 5	2		3790
2508650	ZVWAK09BEXL	USE0463WVF3XL	USE0463WVF3XL		OS Manufacturer	Windows	Windows 7	6.1	2015-04-10 19:07: 6	1		
2508651	ZVWAK09BEXL	USE0463WVF3XL	USE0463WVF3XL		OS Manufacturer	Windows	Windows 7	6.1	2015-04-04 19:07: 6	1		
2508652	ZVWAK09BEXL	USE0463WVF3XL	USE0463WVF3XL		OS Manufacturer	Windows	Windows 7	6.1	2015-04-23 19:07: 6	1		
2508653	WVWVWV111111	2508653	2508653		OS Manufacturer	Windows	Windows Server	5.2.3790	2015-04-23 19:07: 6	2		3790
2508654	WVWVWV111111	2508654	2508654		OS Manufacturer	Windows	Windows Server	5.2.3790	2015-04-23 19:07: 6	2		3790
2508655	WVWVWV111111	2508655	2508655		OS Manufacturer	Windows	Windows Server	5.2.3790	2015-04-23 19:07: 6	2		3790
2508656	ZVWAK09BEXL	USE0463WVF3XL	USE0463WVF3XL		OS Manufacturer	Windows	Windows 7	6.1	2015-04-17 19:07: 6	1		
2508657	ZVWAK09BEXL	USE0463WVF3XL	USE0463WVF3XL		OS Manufacturer	Windows	Windows 7	6.1	2015-04-27 19:07: 6	1		

Closed-Loop Workflows

Through its user-friendly integration with ServiceNow workflows, the Blazent solution allows users to take immediate action on any data accuracy issues that are identified. Within the OPSFLARE solution, users can identify an inaccuracy, and, with the click of a button, initiate a ServiceNow incident ticket to get it addressed. Further, these tickets can be routed according to established processes within IT and the ServiceNow platform, including incident management workflows. Finally, when the ticket is resolved, the information can automatically be reported back to the OPSFLARE solution.

Flexible Deployment and Integration

OPSFLARE offers a range of features that help your IT team realize optimal efficiency and flexibility, both in terms of up-front implementation and ongoing operation:

- ▶ **Non-disruptive, cloud-based implementation.** OPSFLARE leverages existing discovery agents and tools, so you don't have to add yet another device to your network. Plus, the solution is hosted in a secure AWS environment, which means your team doesn't have to install the solution on your premises or handle its ongoing support.
- ▶ **ServiceNow Certification.** The solution integration has been certified by ServiceNow, helping ensure your team realizes efficient integration and ongoing interoperation.
- ▶ **Broad data source integration.** OPSFLARE offers seamless integration with more than 230 data source types, including IT network and systems management platforms, discovery tools, CMDBs, governance platforms, patch systems, supply chain platforms, and flat files. As a result you can fully leverage your organization's information repositories to maximize the value of IT data across your environment.

Built on the Blazent Data Intelligence Platform

Our solutions run on the Blazent Data Intelligence Platform, which is architected to provide the flexibility, performance, and scalability needed for today's big data processing. Incorporating Apache Hadoop, Spark, and a machine learning library, our big data engine processes, corrects stores, and retains massive data sets, while providing near real-time analytics.

Integrating and reconciling data from over 230 different types of sources, the Blazent platform applies our unique five-step data evolution process—atomization, identity management, relationship analysis, purification, and historicity—to deliver the most accurate and valuable data intelligence possible.

About Blazent

Blazent is the leader in IT data intelligence. The Blazent Data Intelligence Platform is powered by the company's big data engine and patented, 5-step Data Evolution Process. It transforms and validates all IT data, enabling enterprises and managed service providers to make business decisions based upon complete and accurate data. Blazent is headquartered in Silicon Valley. For more information, visit www.Blazent.com or follow us on Twitter @Blazent.



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