



# FixStream

## Powerful Insights with Every Click

Analytics from Transactions to Infrastructure

### Enterprise Class Deployment Features:

#### Scalability

FixStream is based on a fully scalable architecture. Multiple data collectors and Normalization Correlation Engine nodes can be added for additional data processing and analytics.

#### High Availability

The front-end and back-end nodes are clustered to provide redundancy and leverage the best practices for scale and availability.

#### User Management

Roles are based on specific privileges by organization and data center. For example, FixStream can be configured to allow only the VP of Operations and CxO to view dashboards for all data centers, while each operations team is given access only to the hierarchical views associated with their respective line of business.

#### Platform Security

FixStream interfaces with AAA and LDAP to leverage the authentication framework already in place. All user IDs, passwords and operating data are encrypted, both at rest and in motion.

#### Delivery Models

FixStream is available both on-premise and via a SaaS delivery model.

### FixStream Platform

FixStream is a disruptive Artificial Intelligence platform for IT Operations (AIOps) that provides a business-centric view of hybrid IT environments to proactively manage, plan, and troubleshoot in real-time revenue-impacting business-critical processes.

Traditional tools provide domain-centric with little or no event correlation, thus impacting the visibility and the management of a hybrid IT environment, costing companies in excess of \$300,000 per hour of service outage.

FixStream instead provides a single pane of glass view of business transactions correlated to application services and infrastructure entities (such as compute, network and storage) that has allowed large enterprises to accelerate the delivery of new digital services and save millions of dollars by:

- Automating root cause analysis of business transaction, applications, and infrastructure
- Optimizing IT resources to reduce infrastructure costs
- Accelerating adoption of hybrid cloud containers with minimal risk
- Reducing compliance risk and audit costs

FixStream provides dashboards targeted to specific users, such as business and operational leaders. The business view allows a user to rapidly analyze all business processes (such as Order to Cash and eCommerce) and their operational status, including the health of all business transactions. The operational view provides summary scores on the health and performance of applications and infrastructure as a drill-down entry point to visualize the dependency details at every device level for operational or change management.

The FixStream correlation, analytics and visualization platform uses a patented technology, called Flow2Path™, to build a highly correlated set of maps including data center topology maps, application maps, transaction maps, with operational analytics overlays. FixStream's unique ability to integrate and correlate information in time-series data allows the operator to "go back in time" to better understand root causes and patterns leading to service issues.

The Flow2Path process begins with a data ingestion process that auto-discovers all application services, as well as all physical, logical and virtual infrastructure entities, across each data center and cloud. Structured and unstructured data is gathered on a cadence set by the user. Data is collected in three ways:

- Agentless techniques via the FixStream Data Collector Module (DCM)
- Built-in connectors integrated with 3rd-party tools providing operational overlays, such as faults, alerts, logs and tickets
- Business Transaction Agents providing detailed transaction monitoring and correlation to applications.

The Normalization Correlation Engine (NCE) correlates and analyzes DCM data to create a dynamic inventory of all discovered entities with physical and logical application to infrastructure maps, and operational analytic overlays called iMAN (Integrated Map of Applications and Networks). These maps show the physical, virtual infrastructure and cloud elements which an application is running on, pinpoints health problems, performance degradation and blind spots, and provides baselines for more advanced infrastructure optimization, performance monitoring and machine learning capabilities.

FixStream is software only, with DCM and NCE running on a set of virtual machines, and requires no special hardware or agents. Minimal input is needed to deliver FixStream's extraordinary near real-time visibility through its mapping and analytics of multi-tier applications to business process hierarchies and infrastructure.



## FixStream Packages

FEATURES	STANDARD	ADVANCED
Operations dashboard	✓	✓
Infrastructure auto-discovery (network, compute, storage, application services)	✓	✓
Infrastructure and application services inventory	✓	✓
Infrastructure topology	✓	✓
Overlay of fault and performance alerts for infrastructure and application services on the topology view	✓	✓
Filtering by device type, device group, vendor, platform, application services	✓	✓
Event and Performance Center	✓	✓
Reporting and Data Explorer/Analytics	✓	✓
vCenter Resource Center	✓	✓
Business dashboard		✓
Business application auto-discovery		✓
Business application map (iMAN)		✓
Overlay of fault and performance alerts for applications in applications iMAN		✓
Filtering by applications		✓
Flow2Path Analytics		✓
Time-series event correlation/playback for an application flow or the entire application flows		✓
Response time data by application flow with correlation to the infrastructure.		✓

## Business Transaction Agent

(Requires the Advanced package)

- Auto-deployment of Business Transaction Agent for Java environments
- Business transactions auto-discovery
- End-to-end transaction mapping to infrastructure
- Performance metrics (volume, response time & availability)
- Event correlation for root cause analysis of business transactions

## Connectors

Integration with ecosystem tools (ITOM, ITSM, APM, SIEM)

BMC TrueSight	ITOM	<ul style="list-style-type: none"> <li>• Server and service performance metrics</li> <li>• Performance alerts</li> </ul>
Dynatrace DC RUM	APM	<ul style="list-style-type: none"> <li>• Application configuration and flow discovery</li> <li>• Flow analytics and alerts</li> <li>• Transaction and end user performance metrics</li> </ul>
Naglos	ITOM	<ul style="list-style-type: none"> <li>• Service Performance Metrics</li> <li>• Performance Alerts</li> </ul>
ServiceNow	ITSM	<ul style="list-style-type: none"> <li>• Ticket data overlay on FixStream application map with bi-directional creation/closing of tickets for events and alerts</li> <li>• Sync CMDB data with FixStream data</li> </ul>
Splunk	SIEM	<ul style="list-style-type: none"> <li>• Log analytics, change management, security overlay on FixStream application map</li> </ul>

# FixStream 6.0 Features

## Connectors

Application Performance Monitoring	DynaTrace DC RUM
Infrastructure Monitoring	EMC Watch4Net, BMC Truesight, SolarWinds, IBM Tivoli, BMC Patrol
IT Service Management	ServiceNow, OTRS, BMC Remedy
Public and Hybrid Cloud API	Azure, AWS, CloudWatch
Software-Defined Compute, Network and Storage Management	OpenStack, Juniper Contrail
Application Service Performance Monitoring	Nagios
Log Analytics	Splunk
Containers	Docker, Solaris Zones
Notifications	Email, Slack

## Supported Infrastructure Services

Server	Windows, FreeBSD, Linux (RHEL, CentOS), OEL, Solaris, HPUX, Ubuntu, AIX, Nutanix
Virtualization / Hypervisors	Hyper-V, XenServer, vCenter
Network	Arista, Cisco, Juniper, Avaya, HP Procurve, HP Comware, Dell PowerConnect
Firewalls	Cisco ASA, Fortinet FortiGate
Load Balancers	F5 Load Balancer, Citrix NetScaler
Storage	EMC VMAX and VNX, NetApp, HP Comware, Cisco MDS
Application Services	Redis, Zookeeper, Kafka, Consul, Oracle FMW

## Supported Database and Applications for Monitoring

ERP Systems	Oracle ERP
Databases	Oracle RDBMS (with RAC), MySQL, MS SQL Server, PostgreSQL, MongoDB, Couchbase, Elasticsearch, Hadoop
Application Servers	WebLogic, Tomcat, Websphere, JBoss, Apache, Oracle FMW
Web Servers	Apache, Microsoft IIS
Others	Microsoft Active Directory

## Discovery

Server Discovery	SSH, SNMP, WMI, Telnet
Network Discovery	SSH, SNMP, Telnet
Storage Discovery	SSH, API, NaviCLI
Infrastructure Performance	SSH, SNMP, WMI
TCP/IP Flows	Netstat, IP Packet Monitoring
Faults	SNMP trap, Logs

## Business Transaction Agent

Environment	C, Java
Certified Technologies	WebLogic, Tomcat, WebSphere, JBoss, Apache



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