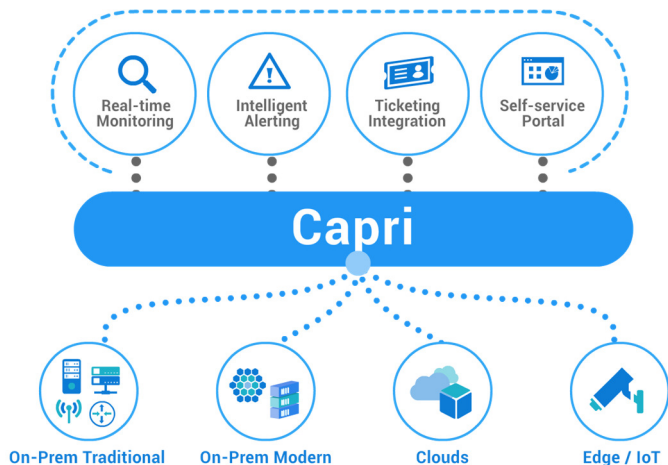With the onset of big data, cloud, social and mobile, IT environments have become more complex and dynamic, filled with multitude of tools and vendors, making it difficult to effectively monitor and manage IT environments. With Capri monitoring enterprises can monitor traditional, cloud and hybrid environments in real-time to gain deep insights into health, performance and availability of IT.

Capri also integrates with your incident management and collaboration systems to enable proactive diagnosis and resolution of issues. Capri scales to support more than 2 million devices, and is built with modern Microservices & containers architecture. Capri can be deployed in your datacenter, cloud or partner-hosted.
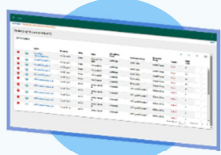
Real-time Monitoring | Intelligent Alerting | Ticketing Integration | Self-service Portal

Capri

On-Prem Traditional | On-Prem Modern | Clouds | Edge / IoT

Key Capabilities

Real-time Monitoring
- Real-time Fault and Availability Monitoring
- Performance Monitoring Trends, Analytics

Intelligent Alerting
- Granular Alerting Policies
- Alert Reduction and Tuning

Configuration Management
- Config Backup/Restore
- KVM/Console Remote Access
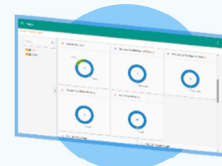
Broad Coverage & Extensibility
- Full-stack: Infra to Apps
- Multi-protocol Support. Extend with SDK

Notifications and Ticketing
- Ticketing & Collab Systems Integration
- E-mail, SMS & Webhooks Notifications

Self Service Web Portal
- Persona based Dashboards
- Customizable Reports (Daily, Weekly, Qtly)

- Massive Scale & Deployment Choice -
Support more than 2 Million devices
Microservice & Containers Architecture
Deploy On-Prem, Cloud or Partner-Hosted

Key Benefits

90%
Reduction in false alarms and alert noise

70%
Improvement in problem troubleshooting and resolution

80%
Improvement in customer onboarding

75%
Reduction in downtime and unplanned outages

Key Features

Reports	Real-time, Daily/Weekly and Quarterly Business Review (QBR) reports
Dashboards/View	Geo view, Site Views, Top alerting devices, devices down, devices in maintenance mode, Availability view – by site, by geography etc.
Metrics	CPU, Memory, Disk, FAN, Power Supply, Temperature, Reachability, Availability, Ping, Interface Utilization, Interface Errors, Interfaces Discarded, Interface Status, Routing Protocols (peer up/down), PRI status, Voice DSP utilization
Asset Inventory	Infrastructure, Applications, App Infra (Databases, Middleware etc.). Configurable and customizable grouping of assets
Config Management	Config backup/restore, Config versioning
Protocols	Ping, SNMP, HTTP/HTTPS, Syslogs
Console Access	Centralized console access for remote devices
Tenancy Models	Tenant Specific, Tenant & Project Specific, Shared Services
Services	Customer on-boarding, On-going support, Software updates
Ticketing Integration	ServiceNow, BMC Remedy, CA SDM, Jira
Notifications	E-Mail, SMS and Webhooks
Support and Collaboration	Integration with Cisco Spark, Slack for collaboration and near-real-time support
Deployment	SaaS (Partners) / On-Prem / AWS / Azure/ Oracle Cloud
Asset discovery	Ping, SNMP, IP address range and custom probes

Key Technologies / Integrations

Clouds | Datacenter | Branch | Campus | Edge | IoT

Switches | Routers | Wireless | Firewalls | Load Balancers | Sensors/OT Devices

Storage | Servers | VMs | Containers | Microservices | Applications