

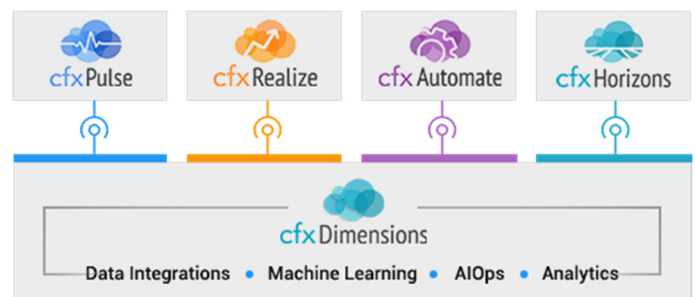
## Key Benefits

- Extract actionable intelligence from data
- Feedback loop to guide stakeholders towards achieving goals/outcomes
- Agile automation and integration
- Single pane of glass and control
- Unified IT intelligence
- Ties Business Outcomes / KPIs to Applications and IT Performance
- Detailed application/service dependency mapping
- Improve operational efficiency – reduce alerts, faster resolution
- Improve customer satisfaction
- Built-In ML Engine for advanced analytics and predictions
- Multi-source data collection across legacy and modern environments
- Built with Microservices and containers to provide cloud scale and rapid extensibility
- Integrates seamlessly with enterprise data, systems, tools and processes

## cfxDimensions for IT Transformation

cfxDimensions is purpose built to enable IT transformation that is critical for any successful digital transformation. It simplifies and unifies IT operations and governance of both traditional and modern applications across multi-cloud environment. Its unique top-down (outcomes) approach coupled with core capabilities of high scale data ingestion, enterprise integration advanced analytics, fully customizable dash boarding and reporting capabilities makes it an unique offering in the market.

cfxDimensions help IT operations run their IT at cloud speed through automation, applying advanced analytics for incident/alert reduction, faster detection – even before incident happens or cause wide spread impact, and provide effective collaboration between teams with rich context for faster diagnosis/resolution. It also helps business teams and leadership gain more visibility on key metric performance in real-time, understand business performance dependencies on underlying technology as well as improve revenue and customer satisfaction through efficient customer adoption and success management of its products and services.



## Solutions Packs



### Hybrid IT Monitoring

- IT Infrastructure Monitoring
- Cloud Monitoring
- Application Health Monitoring



### Asset Lifecycle & Adoption Management

- Asset Visibility & Inventory Reports
- Spend optimization
- Custom Success Management



### Intelligent Automation & Integration









- Virtual NOC Engineer
- Incident Enrichment
- Change Propagation



### Analytics & Governance

- Biz Outcomes/KPIs tracking
- Application multi-dimensional governance
- Cloud security, compliance & optimization

## Key Capabilities

	<p><b>Highly Scalable Data Ingestion</b> Ability to ingest data from different IT data sources, such as events, metrics, logs, job data, tickets, monitoring, etc.</p>		<p><b>Visualization &amp; Reporting</b> which provides visibility to IT Ops in an easily consumable way, to facilitate understanding and action</p>
	<p><b>Data Manipulation</b> Data Manipulation and Analytics that enable the system/user to manipulate ingested data or perform analytics to produce insights or triggers to act upon.</p>		<p><b>Automation</b> to respond to incidents automatically to provide remediation.</p>
	<p><b>Advanced Analytics &amp; ML</b> For automation and correlation of event data to reduce alerts and improve resolution times. It can also support in running what-if analysis and forecasting models</p>		<p><b>Application Dependency Mapping</b> Maintain current state of full stack dependencies to analyze downstream/upstream impact of any component due to changes or incident.</p>
	<p><b>Integrations</b> Extensible enterprise integration enables flow of information between disparate applications and perform operations as part of remediation.</p>		<p><b>Outcomes Governance</b> Applies advanced analytics, governance and optimization capabilities for organization to achieve business and operation outcomes on a continuous basis.</p>

## Use Cases

- CXO Intelligence Dashboard**  
CXOs can optimize their organization operations to deliver superior customer experience and gain better controls by bringing real-time visibility into the key business performance indicators. It is also important to tie them to the I performance as more and more organization today rely on technology and digital channels to run their business.
- Asset Usage & Cost Optimization**  
It's just not enough to understand the assets procured by organization. It is equally important to have intelligence on the deployment and their usage. By having this capability, executives not only can gain real-time visibility into assets but their usage/performance and how it ties with their financial and business metrics. This will ensure executives make decisions that optimize the costs and benefits from those assets.
- Digital Customer Experience Management**  
Customer experience is essential for both the future growth and the current bottom-line of any organization. Customer experience measured from multiple dimensions is essential for customer retention, customer loyalty, word-of-mouth, acquisition and so much more.
- Application Governance**  
Container Solutions, especially in combination of microservice architectures and the practice of DevOps have introduced lot of complexity into operations. Traditional monitoring solutions are not designed to handle the distributed nature of these applications.
- Cloud Native Application Governance**  
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- Business-IT Alignment**  
Business and IT can go off on a tangent if both functions are not fully aligned. Business, I&O leaders need to clearly articulate and define their key expectations from IT operations/assets and the central technology stack of the enterprise
- DC Refresh & Migration**  
Technology has evolved significantly in last couple of years and will continue to do so in the future also. Business demands adoption of new technology on a continuous basis to stay competitive. However, the change is never easy.
- Cloud Migration / Transformation**  
Cloud Migration is the process of migrating or extending enterprise on-premises workloads to Cloud. Legacy nature, rigid architectures and complex interdependencies make Cloud migration a challenging and prolonged process for enterprises. Software compatibility issues, architectural re-factoring, resource sizing, security and cost considerations bring setbacks into enterprise cloud journey.

# Enterprise Integrations Support

Cloud	AWS, Azure, Oracle, Google Cloud
Datacenter Infrastructure	vSphere, Cisco UCS Director, Cisco ACI, NetApp, EMC
Applications	Sharepoint , Oracle , Liferay , Tomcat , WebLogic ...
Databases	MySQL , Cassandra , Oracle, Influx DB, MS SQL
Object Storage	Minio, AWS S3, OpenStack Swift
Asset Inventory	cfxRealize , HP UCMDB , ServiceNow , BMC, SolarWinds, ScienceLogic
Monitoring	cfxPulse , Nagios , AWS CloudWatch , CA UIM, ScienceLogic, SolarWinds
Incident Management	ServiceNow, BMC Remedy, Jira
Collaboration Tools	Cisco WebEx, Cisco Spark, Slack, HipChat, PagerDuty
Productivity Suites	Google G-Suite, Microsoft Office 365
Support Contract/Serviceability	Cisco SmartNet Total Care Portal (SNTC), Cisco Product Catalog Dictionary
BI/Analytics	Tableau, Domo, IBM Watson Analytics
ERP	SAP, Oracle
CRM	Salesforce, HubSpot
Network Traffic Flow Data	NetFlow, S-Flow, PCAP (ex: Wire Shark), AWS CloudWatch Flow Logs
Messaging Protocols	Kafka, AMQP, MQTT
File Uploads	Excel, CSV, TSV, ZIP, JSON

