



Novell® Business Service Manager

If you're like most companies today, you are simply too busy fighting IT fires to take the steps required to achieve higher IT service quality and fewer overall IT outages. If you're serious about reducing the frequency, severity and duration of IT outages, it's time for a different approach in managing IT environments—one that focuses less on IT component performance and availability and more on the applications and services impacted by IT component failures.

Reduce IT Outages

With Novell® Business Service Manager, you can rapidly identify IT issues, prioritize their impact on the business and actually reduce outages by 50% or more. Business Service Manager consolidates information from your existing IT management tools into a single, centralized real-time dashboard. This "single-pane-of-glass" approach correlates the precise root-cause of IT problems so they can be resolved much faster or even prevented. This single consolidated view of the IT infrastructure is also key to the creation and maintenance of a Configuration Management Data Base (CMDB).

Manage Complex Systems

If you're like most IT organizations today, you use any number of IT network, systems and applications management tools to monitor the health of your enterprise. But in order to manage end-to-end availability and performance effectively, the silos of information produced by all these tools must first be manually consolidated and correlated—a daunting and resource-intensive task. Often the time and effort required to sort through the mountains of event and alarm data associated with a typical IT outage significantly impedes problem diagnosis and remediation.

■ Solutions:

Business Service Management

■ Products:

Novell Business Service Manager

Reduce IT Outages by 50% or More

In a recent in-house survey of 200 IT professionals, over 80% said their company would experience business impacting IT outages over the next year. What's more, each of these companies will spend precious resources finding and fixing IT outages while losing even more in revenue and tarnished corporate reputations.



Survey respondents reported typical IT outages lasted on average 1/2 day or more. That's 1/2 day of reduced productivity, negative publicity or worse, lost revenue for the business.

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By dramatically shortening the time to diagnose IT issues, Novell Business Service Manager measurably reduces the duration of IT outages—typically as much as 50% to 70%. Fewer outages mean lower operational costs and better overall IT service quality for the business.

A Solution You Can Trust

Implementing Business Service Manager is fast and easy—typical projects are up and running in less than 90 days. Because Business Service Manager leverages your existing investments in IT management, asset, configuration, system and business information, there's never any need to rip-and-replace existing tools.

In addition, Novell Business Service Manager automatically models your entire IT infrastructure. Its fully customizable interface gives IT operations, service managers and business executives role-based dashboard views from which to monitor and manage all of your critical applications and services—in real-time. From this single interface, you can manage not only the applications and services themselves, but also the physical and logical IT components that support them. The built-in reporting and analytics of Business Service Manager let you quickly isolate, diagnose and remediate issues as they arise.

Here are just a few examples of the results achieved by customers:

- **Global Home, Personal Care and Food Manufacturer**

Implemented views for seven critical services in two weeks

- **International Financial Services Company**

One week to model a service that took one year to model with IBM Tivoli**

- **US Telecommunications Company**

"We have never had a tool that could talk to so many back-end systems—both home grown and out-of-the-box"
—Senior Product Manager

- **US Financial Services Company**

Annual savings of \$500,000 resulting from faster root-cause analysis, business-driven IT work priorities, reduced mean-time-to-repair (MTTR) and improved communication across the organization

Make IT Work As One

Novell Business Service Manager can help you more effectively monitor, manage and model your IT enterprise. The unique service perspective overlays existing management tools so complex IT infrastructures can be managed, not as a set of components, but rather as the set of services that IT delivers to the business. You will realize measurable improvements in IT service quality, cost savings and increased IT responsiveness.



Contact your local Novell Solutions Provider, or call Novell at:

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