

insight to **!nspiration**

Samsung SDS  
**MAXIGENT<sup>®</sup>**  
**Plus**



SAMSUNG SDS

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# Are you satisfied with your **monitoring system?**

Have you ever run into an unexpected system failure?  
If so, didn't you find it frustrating to clean up the mess afterwards?  
Is there any way to predict and prevent system failures?

Due to a wide range of equipment produced by a countless number of vendors,  
it has become more difficult to find the root cause of complex system failures  
while allowing vendors to pass the buck.  
Does fast failure recovery really need to be such a daunting task?

The increasing complexity of today's monitoring system makes its operation and  
optimization more difficult.  
Is a convenient and lightweight monitoring system really impossible to build?

Are you looking for an easy-to-install and easy-to-operate monitoring solution  
that shows warning signs of system failure, promptly identifies the root cause  
and then guides troubleshooting?

Samsung SDS MAXIGENT Plus fulfills all of your needs. We have developed it  
for you from our field experience, not in the lab.

**MAXIGENT Plus, a transformation through innovation!**  
**Unnecessary elements removed while strengthening all the necessary.**





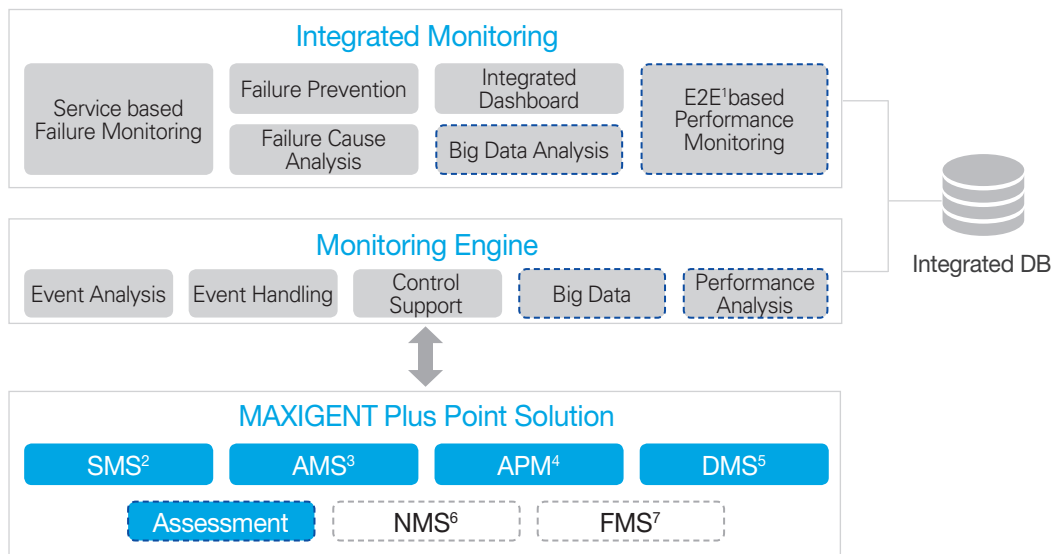
# Samsung SDS MAXIGENT Plus

unlocks your IT infrastructure monitoring problems

# Samsung SDS MAXIGENT Plus

Samsung SDS MAXIGENT Plus helps protect your IT systems through anomaly detection, the key to preventing system failures. Samsung SDS MAXIGENT Plus also enables prompt recovery through swift detection and accurate failure cause analysis.

## Solution Structure



<sup>1</sup> E2E : End-to-End Performance Tracking

<sup>2</sup> SMS : System Management Software

<sup>3</sup> AMS : Application Monitoring Software

<sup>4</sup> APM : Application Performance Management

<sup>5</sup> DMS : Database Monitoring Software

<sup>6</sup> NMS : Network Management System

<sup>7</sup> FMS : Facility Management System

 To be launched in '16

 Linked with 3rd party solution

## Point Solution

- **SMS (System Management Software)**

Provide integrated monitoring and failure cause analysis by collecting IT infrastructure management information on servers, databases, and networks.

- Intuitive failure analysis by per-second data snapshot
- Web-based, user friendly interface
- Provides user convenience such as auto-discovery of monitoring items and remote installation/patch

- **AMS (Application Monitoring Software)**

Provide failure diagnosis, cause analysis, and resolutions through multi-layered monitoring of business applications.

- Rule engine-based automatic business data inspection
- Per-second configuration/management of collection schedule
- System stability enhanced by self-health check function

- **APM (Application Performance Management)**

Analyze system performance bottlenecks and failure causes through real-time transactions analysis of web servers and applications.

- J2EE-based real-time WEB/WAS performance monitoring
- Intensive analysis of system performance bottlenecks
- Real-time transactions analysis and management

- **DMS (Database Monitoring Software)**

Analyze failure causes and provides comprehensive management of structure, performance and capacity.

- Root cause identification based on OWI (Oracle Waits Interface)
- Agentless performance data collection
- Integrated/real-time performance analysis and prediction

- **Assessment**

Prevent system failures by identifying vulnerabilities through vigilant IT infrastructure assessment and then propose optimized structure and settings.

- Vulnerabilities assessed through proven method and 3,000+ check list
- Comprehensive infrastructure level proposed through radar map
- Detailed vulnerability conclusions drawn at a command level

# Samsung SDS MAXIGENT Plus's Unique Value

Samsung SDS manages IT resources for 125 clients based on its 30 years' experience in IT resources operation across the entire Samsung Group. MAXIGENT Plus is a product of that unique experience and accumulated knowhow.



## Powerful and Innovative Failure Prevention

- Automatically assess potential failure indicators in your IT infrastructure and maintain them at an optimal structure and settings
- Prevent system failures by detecting faulty memory modules and CPU load concentrations, which are the major cause of HW faults
- Study the correlation and pattern of various performance indices to detect anomalies



## Prompt and Efficient Failure Response

- Identify system failure root causes and performance issues through integrated monitoring across your entire system together with correlation analysis
- Promptly recover system failures by referring to the Knowledge DB, which is a troubleshooting guideline based on accumulated knowhow across industries



## Easy and Convenient Monitoring

- Closely monitor performance data every second and trace system failure root causes in real time
- Minimize server resource usage with a simple and remotely installed monitoring system. Automatic patches also available
- Implement an optimized monitoring system with easy and quick settings of check items and threshold tailored to your industry/business



# Benefits

## More Productive IT Infrastructure Management

- Easier IT infrastructure management with an integrated monitoring dashboard
- Automatically-generated statistics and reports
- Work system down time minimized through monitoring system installation including remote agent and automatic patches

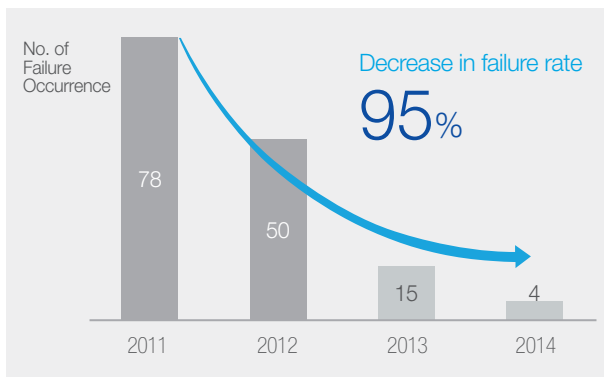
## Less Failure Recovery Time and Cost

- System failures minimized through anomaly detection
- Real-time failure detection speeding up recovery
- Losses minimized through swift failure recovery

## Success Stories

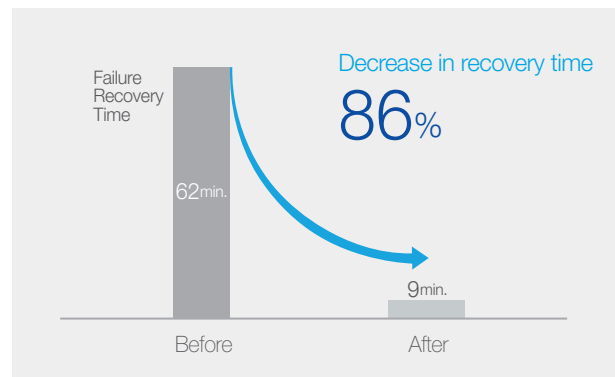
### Failures Reduced through Ruleset-based Anomaly Detection

"A" Electronics became aware that a single system failure could end up in astronomical costs. They decided to invest in system failure prevention. Samsung SDS MAXIGENT Plus that provides ruleset-based prevention dropped their failure rate by **95%**.



### Faster Recovery enabled by Knowledge Database

"B" Life, Korea's top insurance company, realized that a single system failure and downtime would massively damage their reputation. In adopting Samsung SDS MAXIGENT Plus that utilizes the knowledge database, their recovery time was reduced by **86%**.



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