

IBM SevOne

Optimize IT operations with insight and action from application-centric network observability



Highlights

Gain complete hybrid cloud network visibility

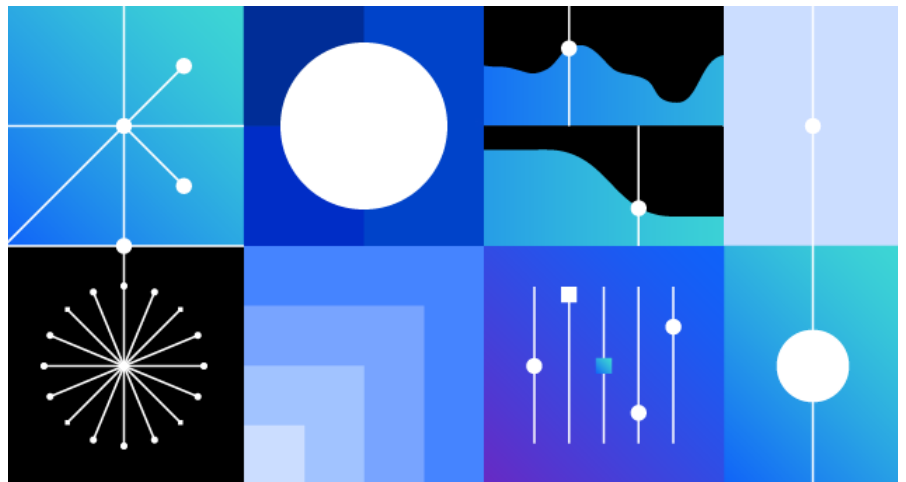
Take advantage of machine learning-based insights

Understand more with advanced visualizations

Turn insights into actions automatically

The days of applications running on one server are long gone. Today's modern applications run across a vast array of compute and storage resources, virtual machines, containers and more. Despite all the investments being made in applications to drive digital transformation and customer engagement, if the networks those applications are running on aren't performing well, users will have poor application experiences.

The IBM® SevOne® solution provides application-centric insights to help network operations (NetOps) teams spot, address and prevent network performance issues in hybrid environments. By transforming raw network data from infrastructure across the delivery chain into machine learning (ML)-driven insights, IBM SevOne delivers a comprehensive view of what's happening across hybrid networks and how it affects applications. Enhanced with automation, the solution is designed to optimize a modern network by meeting agility, reliability and efficiency needs.





Gain complete hybrid cloud network visibility

IBM SevOne provides a comprehensive collection of multivendor performance data from physical, virtual and software-defined infrastructure. The solution uses polling, NetFlow and network streaming telemetry to help organizations transition from today's physical networks to tomorrow's virtual and software-defined networks. Offering demonstrated scalability, the solution has been deployed in some of the world's largest hybrid networks.

– Monitoring for essentially any device

IBM SevOne offers comprehensive resource monitoring to help you proactively identify and troubleshoot issues before they impact users. Use a library of thousands of devices from across your multivendor network, such as routers, switches, firewalls, load balancers, physical and virtual servers, and more.

– Essential cloud resources monitored in Amazon Web Services

Amazon CloudWatch provides IBM SevOne with a wide variety of information that can be used for reporting and filtering purposes. Some specific AWS resources that are monitored include EC2 instances, S3 buckets, transit gateways, direct connects, network address translation (NAT) gateway, AWS Site-to-Site VPNs, Elastic Block Store (EBS) and Network Load Balancers (NLBs).

– Essential cloud resources monitored in Microsoft Azure

Azure also provides IBM SevOne with a wide variety of information that can be used for reporting and filtering. Some specific Azure resources that are monitored include Azure Virtual Machines, Azure Virtual Machine Scale Sets, Azure Load Balancer, Azure VPN gateway, ExpressRoute gateway, ExpressRoute circuits, ExpressRoute Direct and storage accounts.

– Built-in support

Automatically integrate performance data from thousands of devices and technologies with built-in support for extracting metrics and flow data from your network using various methods, including DNS, HTTP, ICMP, IP, SLA, VMware, NBAR, Proxy Ping, SNMP, WMI, NetFlow, IPFIX, eBPF and more.

– Next-generation networks and infrastructure

Ease the transition to hybrid multicloud networks and infrastructure with support for monitoring software-defined data center networks, wide area networks (WANs), Kubernetes-based infrastructure, wifi networks and more. Monitor your physical and virtual environment from a unified dashboard.

– 10-day new SNMP device support

Deploy a new SNMP-based device in your environment that you can monitor as part of your IBM SevOne deployment within a service level agreement (SLA) of just 10 business days. Easily extend visibility with flexible, API-based self-service data ingestion.

– API-based automation

Automate platform actions—such as the creation, deletion and updating of objects, devices, sources, metadata, alerts, policies, groups, reports and maps—through representational state transfer (REST)-based APIs.



Take advantage of machine learning-based insights

The cutting-edge IBM SevOne ML-powered analytics engine provides IT professionals with intelligent, relevant insights that help them see developing performance issues early. The solution is designed to quickly address and mitigate issues before problems erupt into user-impacting events. Insights gained from these analyses also have longer-term, strategic benefits in areas such as network planning and optimization of IT operations.

- **ML baselines**

Automatically baseline every data metric you collect and get alerts when real-time performance deviates from historical norms.

- **Flexible threshold management**

Use a range of threshold policy options—including standard deviation from normal, time over threshold and count over time—for intelligent alerting.

- **Programmatic goal lines**

Enhance performance visibility across your organization using metadata, such as SLAs, to automatically define and adjust performance goal lines.

- **Capacity planning**

Use your real-time and historical data patterns—such as WAN links, CPU utilization and power usage—to automatically project your future needs with confidence.

- **Plan for maintenance windows**

Proactively create, view, edit and delete device-level maintenance windows using the user interface (UI) or REST API.

Day 1

Experience immediate value from ready-to-use reporting.

Understand more with advanced visualizations

To maximize network effectiveness, NetOps, engineering and IT teams need fast and easy ways to visualize operational insights and share them with all types of users across their organizations. IBM SevOne meets this need with functions that all types of users can use on Day 1.

– **Application-centric observability**

Easily answer the question “Is it the app or network?” to quickly understand which network infrastructure is potentially affecting the user experience. Recognize over 10,000 different applications, with filtering to support custom applications.

– **Simplified, reusable and scalable reporting**

Experience immediate value from ready-to-use reporting on Day 1, with a series of auto-populating and fully editable metric and flow data dashboards for common network performance reporting needs—in light or dark theme.

– **Simplified and reusable troubleshooting workflows**

Build links between reports into a troubleshooting workflow that you can reuse across multiple users and teams for increased operational consistency.

– **Awareness to analysis**

Pivot and visualize related metric, flow and alert data faster through enhanced chaining coupled with interactivity between chained widgets in the same report—and then share these reports across teams.

– **LiveMaps**

Take advantage of network topology for every device and device group, with built-in dimensions that offer greater visibility into metrics and alerting in a single-source live map for quicker troubleshooting, reducing MTTR.

– **MSP-ready**

Support multitenant service provisioning operations with customized UI branding and “look and feel” for each tenant. Load in new users and manage user administration for each tenant with greater ease, without any direct user interaction.



Turn insights into actions automatically

In large-scale networks, deep integration with the IT ecosystem is required, and customization is inevitable. For NetOps and ITOps, this creates a unique need to script, automate and orchestrate various repetitive actions to keep the network monitored and in a healthy state. To do more with less, NetOps teams must use enhanced tooling and automation through automated network observability.

– Turn ML-driven insights into tangible automated actions

Enable closed-loop automation for network configuration, provisioning, management and testing. Automatically modify active and actionable Quality of Service (QoS) policies; automate the configuration of NetFlow on Network devices; look for configuration changes that coincide with issues or outages; run additional analytics, including starting high-frequency polling; create ServiceNow tickets with enriched IBM SevOne data, and more.

– Automate repetitive tasks

Help your teams focus on high-value endeavors by automating tasks that consume time. Deduplicate and update IBM SevOne alerts to ServiceNow; import device metadata into IBM SevOne, such as geo-coordinates; synchronize IBM SevOne inventory with ServiceNow; update community strings on devices; and check devices not monitored correctly in IBM SevOne.

– Use self-service API-based data ingestion

Collect data from diverse sources, including Kubernetes-based systems and IBM Cloud®, or create custom workflows. This self-service approach empowers NetOps teams to gather critical network data and make data-driven decisions without the dependency on complex scripts. For example, users can take advantage of prebuilt workflow templates to collect data from monitoring a container in IBM SevOne, such as Red Hat® OpenShift®, IBM Cloud workloads, KPIs from IBM SevOne, nonstandard devices using an IBM SevOne-deferred data API, and more.

Conclusion

IBM SevOne provides application-centric, hybrid network observability that turns insights into actions to help NetOps proactively spot, address and prevent network performance issues. With ML-powered analytics from a single source, the solution delivers a comprehensive view of what's happening in the hybrid cloud network and how that performance affects applications. Optimize your modern network and meet your organization's agility, reliability and business efficiency needs with application-centric insights and automation from IBM SevOne.

For more information

To learn more about IBM SevOne, contact your IBM representative or IBM Business Partner, or visit ibm.biz/BdPemH.

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