



illuminIT integration with the BMC portfolio

The IT Challenge in a Digital World

One of the immediate impacts of a digital transformation on your IT environment is that everything is speeding up: the pace of change is much higher; your already complex IT infrastructure is even more dynamic than before; and you don't have clear visibility into what has changed and why.

The result is that it's practically impossible to maintain an accurate picture of the supporting infrastructure for each business application and very challenging to predict the potential impact of a change on business-critical applications. Without visibility into what has changed, a lot of effort is required for effectively performing root cause analysis and change management.

illuminIT® - Business Application Mapping and Monitoring

VNT Software and our flagship product *illuminIT* apply big data analytics to wire data patterns and statistical data to automatically discover and map the complex structures of business services within the enterprise, consequently reducing MTTR (Mean Time to Resolution), minimizing downtime, and improving overall IT decision making.

The *illuminIT* mapping and monitoring platform provides new insights into the relationships between business applications and their supporting IT infrastructure. Without the need for any prior knowledge, manual coding or documentation, *illuminIT* automatically creates a live map of the environment that can be used by a variety of stakeholders in order to manage planned and unplanned changes safely and effectively.

Leverage Your IT Investment

illuminIT extends the capabilities of your existing IT management and operations systems to provide the missing business context and priority in real-time. This information is essential to IT management and monitoring tools to ensure they incorporate the business impact into the process and provide accurate results.

illuminIT provides 2-way integration with your existing IT tools thus leveraging your current IT management investment. It generates a business service catalog that can populate CMDB, monitoring and ticketing systems, service desk, BSM, and other systems. It complements the information in these tools with the most current IT and business topology and an invaluable business context, which allows them to understand the business priority of every problem and the potential impact of every change thus making problem resolution more efficient and much quicker. *illuminIT* can also receive alerts from other IT tools and incorporate these alerts in its business maps to indicate current issues and their business impact.

Benefits

- **Decrease MTTR**
 - Find the problems before your users experience them lowering user generated tickets by 60%
 - Resolve problems faster by getting to the root cause faster, saving manual labor costs by 45%
- **Reduce unplanned downtime by 60%**
 - Simulate planned activity and highlights all impact in advance
 - Use predictive analytics tools to foresee the issues
- **Improve overall IT decision making**
 - Better prioritize problem resolution by business context, increasing productivity with 35%
 - Reduce manual and error prone work in mapping & monitoring
 - Better plan and fine tune system downtime

