

OSS Product Suite for IT Operations



Network Management and Monitoring with TechBridge Infrastructure Intelligence Platform



Log Management and Network Flow Analytics with TechBridge Data Analytics Platform



Service Automation with TechBridge IT Service Management Platform

Introduction

As the complexity of today's heterogeneous networks increases, it becomes imperative for organizations to invest in robust IT operations platforms that not only monitor, track, and analyze, but also solve problems before they impact end users. Government customers use TechBridge everywhere, in data centers, classrooms, and on-site. The three key concern areas of Government Organizations are:-

- 1) Maximum Uptime
- 2) Security from Cyber Threats
- 3) Comply to various regulatory guidelines.

Streamlining IT Operations

TechBridge is strongly positioned to enable Government to streamline their IT operations with next-gen product suite which is pre-integrated yet modular, consisting of:-

- NMS/EMS Platform for Network Management
- Syslog Platform for Log Management & Flow Analytics
- ITSM Platform for IT Service Automation.
- Application Performance Monitoring

It is an integrated IT infrastructure monitoring, log and flow management, and IT service management platform that provides operational insights into IT infrastructure and its performance to identify complex issues more quickly and is designed to solve the problem. TechBridge enables you to make more informed business decisions by providing complete insights into the health of IT services and key performance indicators (KPIs). It reduces fixed investment, provides agility to solve problems faster, provides compatibility with the hybrid ecosystem, and facilitates integration with existing and future platforms.

TechBridge offers comprehensive IT Product Suite to Monitor, Analyze and Resolve IT Operations efficiently

- Network Monitoring
- Application Performance Monitoring
- Virtualization Monitoring
- Server Monitoring
- Email Monitoring
- Application Server Monitoring
- Web Server Monitoring
- Asset Management
- Platform Monitoring
- Services
- Log(SIEM)
- Network Flow
- ITSM
- Configuration Management

Platform Features

TechBridge is a unified product suite for IT operations and big data analytics. The robust platform provides the flexibility to monitor and manage heterogeneous infrastructure components in public, private, and virtual environments. IT teams can also diagnose and fix network problems.

Key Highlights:-

- Plug-in based architecture with open API
- Role based access control
- Remedy actions
- Auto ticketing
- Alert stream
- Multi-vendor support
- File integrity management
- Unified console for network management, flow & log monitoring
- ITIL compliant processes - Incident, Problem, Change, Knowledge, Service Catalogue, Asset and Patch Management
- Supports multi-tenancy
- Notification via email, SMS and provision to interface
- Data drill-down
- Advanced Alarm filters

- Customizable Business Hours
- Supports Fault, Configuration, Accounting, Performance, and Security (FCAPS)
- Supports IPv4 and IPv6
- Support Traps and Alarms
- Different Management modules
- Enforce Policies for remediation
- Link up/down (real-time as well as periodic)
- Supports SNMP traps and syslog
- Centralized and distributed deployment that easily scales with multiple remote polars
- On-premise & Cloud deployment
- Centralized log aggregation
- No need for external database
- Scalable when needed
- Remote Polling Engines for different site-to-site monitoring from one single location
- High Availability
- Web based intuitive & user friendly GUI for EMS and Help-desk
- Role Based Access for Security and Better Control
- Pro-actively Troubleshoot & Reduce Downtime
- Predefined & customized reports
- Correlate, integrate & visualize all sort of IT data from a single platform
- All-in-one monitoring for network, server and application - Single Dashboard
- Integration with AD and LDAP
- Alarm/Event Suppression
- Custom Script Support
- Server Monitoring
- Database Monitoring
- Hardware Monitoring
- Storage Monitoring
- Customized Dashboards
- Integration with EMS/NMS
- Root Cause Analysis with context to quickly identify issues
- Multiple concurrent Admin web sessions
- Network Topology View



Network Management and Monitoring

TechBridge's NMS / EMS platform proactively monitors and optimizes all network devices, servers, and applications across your IT infrastructure to manage network failures and performance for maximum uptime. The platform collects, discovers and indexes data from multiple sources such as databases, web servers, containers, virtualization, URLs, cloud services and middleware.

Key Highlights:-

- Discovery of Network Element & Provisioning
- Network performance & availability monitoring
- Configuration Management
- Customizable Dashboards
- Fault & Performance Management
- Flexible & Customizable reports
- Role based access for file integrity
- Automated Network Discovery
- User Role Management
- Agentless and agent-based monitoring
- Supports L2 and L3 Connectivity and Mapping
- Supports Report Export in PDF & Excel
- Threshold based alerts and notifications
- CPU Process, Storage, Memory Utilization Monitoring
- Auto-Discovery, Rediscover and Manual Add/Delete of Nodes
- Deployable on- premise & on cloud
- Notification/Escalation
- Security Level
- Business Service Monitoring

- Service Monitoring

Application Performance Monitoring

Powerful APM (Application Monitoring Tool) capabilities give IT teams comprehensive insights into application state and response time data. Proactively use TechBridge, one of the best application performance monitoring tools, to identify potential threats that could impact your operations and fix them before they occur. Real-time metric dashboards help you monitor application performance.

Key Highlights:-

- Identify, prioritize & resolve defective transactions
- Monitor all user transactions
- Correlate Application changes
- Real-time monitoring of memory usage, servlets, caches, and DB connection pools
- Dynamic instrumentation of application
- End users' experiences based on real transactions
- Visibility into user experience
- Detect user impacting defects and anomalies
- Pro-actively determine exactly which real users were impacted by transaction defects
- User usage analysis
- Ensure that applications are performing well and are available 24/7 to achieve increased application, server & services availability



Log Management(tbSyslog)

Collects, integrates, indexes, and stores data generated by all logs and machines, whether structured or not. Then use the data to quickly identify, correlate, analyze, and report operational or security-related network issues.

Key Highlights:-

- Handle and processes log data from any sources
- Manage security breaches with Security Forensic Analytics
- Detect and manage policy violations
- Retain larger volume of raw log data
- Unified data modelling to structure different log formats
- Use pre-built patterns to customize notifications
- Drill-down conversion from data model mapping
- Supports SNMP traps and Syslog
- Event log monitoring
- Normalize bulk log data without any data compression & retain them for longer period
- Satisfy compliance requirements with proactive log management
- Analyse machine data to identify trends and unleash undiscovered insights
- Detect and identify operational and configuration issues immediately
- Correlate metric data with log.
- No limit on data retention
- Full-text search on retained log data

Network Flow Monitoring & Analytics

Useful for monitoring network traffic on network devices that support NetFlow v5 and v9, sFlow, jFlow, IPFIX, and more. It is deeply about how networks are used to identify anomalous traffic patterns, applications / users that are causing network traffic performance issues, and actively combat potential threats. Helps to gain valuable insights.

Key Highlights:

- Supports NetFlow v5, NetFlow v9, sFlow, jFlow and IPFIX
- Investigate critical transaction down to the deepest level
- Retain unique transaction between IP to IP and IP to application
- Application-centric traffic analysis
- End-to-end network traffic monitoring.
- Capture, View, log and analyze all conversation
- Gain deep level insights into bandwidth usage & traffic patterns
- Identify user, application or network element consuming maximum bandwidth
- Network traffic visibility in real-time to keep network under control
- Get insight on historical bandwidth utilization

IT Service Management Platform / IT Help Desk / Service Desk (tbITSM)

The ITIL-compliant ITSM platform organizes information, automates support workflows, eliminates manual / backend complexity, promotes self-service for maximum productivity and a great user experience. The platform provides a modern user interface, built-in templates and guides, instant universal search, actionable insights, and the number of tickets generated by IT teams to work effectively and streamline the delivery of IT services helps to reduce.

Key Highlights:

- Request Fulfillment, Incident and Problem Management
- Asset Management & Automatic Inventory
- ITIL Compatible Service Desk
- Powerful visuals, self-service portal, centralized knowledge base, dynamic approval, & collaboration
- Software Inventory & Licenses Management
- Administrative & Financial Management of IT Assets
- Inbuilt browser based Remote Desktop
- Incident Management
- Problem Management
- Change Management
- Knowledge Management
- Availability Management
- IT Service Continuity Management
- Event Management
- Smart linking of calls / incidents / queries

- Multiple escalation levels with flexible escalation policy
- Updatable knowledge base
- Feedback to callers
- Automatic ticket creation
- Manual incident creation
- Incident viewing, updating and closing
- Service Level Management
- Multiple time zone support
- Audit logs and reports for incidents.
- Notification over Email, Web, SMS, etc.
- Support critical events and linkage
- Support GIS MAP

Asset Management (tbAssetManager)

Systematically operate, maintain, deploy, and dispose of IT assets. Increase IT team productivity by increasing visibility and control to address everyday IT problems and issues, and minimizing downtime that impacts your business.

Key Highlights:

- Asset lifecycle management
- Controls all hardware assets installations, moves, additions and changes
- Provides detailed inventory of hardware and software applications
- New application registration
- Provides catalogue for user self-service to install registered software
- Store detail asset information on hardware and software inventory



- Support dynamic grouping of enabling assets
- Identify specific instances of concern like policy violation
- Allow remote control of end-user desktop
- Multiple connection protocols like TCP/IP, HTTP, etc.
- Offer several levels of security
- Support remote reboot functions
- Provides secure communication between server and agent
- CMDB support
- Auto asset discovery to know where your assets are located & who's using them
- Acquire and deploy Patches across administered IT Assets
- Unified Asset, Change and Configuration management
- Audit and control software usage.

Service Level Agreement(tbsLA)

TechBridge service level agreements allow organizations to clearly define the level of service customers receive from their suppliers and establish metrics (availability and uptime, application response time, performance benchmarks, response time, etc.) that can measure that service increase.

Key Highlights:-

- Visualize site-to-site network performance with real-time performance data
- Define target values & get notified on SLA breach
- Get details on achieved and remaining health trend in terms of % of SLA violation

- Get details on SLA compliance status, SLA state, SLA lifecycle along with severity
- Generate log of all incoming calls / emails / out-going calls
- Summary of calls / emails responded, issues resolved, average time of response
- Consolidated data and analysis of data as specified by Port for monitoring performance
- Generate SLA reports in multiple formats
- Send reports over email through the dashboard
- Download consolidated reports
- Generate MIS reports on training
- Capture details of audit
- Generate MIS reports on Audit as per user requirement
- Support Service Level Agreement Lifecycle Management
- Previous interaction history on email / SMS
- Define and calculate key performance indicators
- Support dependencies between supplier contracts and internal/external contracts
- Support delivery mechanism
- The underlying events that cause the service level contract to fail
- Supports dynamic service level target
- Supports ITIL standards
- Critical SLA parameters report - Daily, Weekly, Monthly, Quarterly and Yearly

- Automated SLA reports
- Real-time metrics and events to track impact on service delivery
- Resolve tickets promptly based on priority, get notified on SLA breach & measure SLA performance with compliance monitor

Configuration Management (tbConfig)

TechBridge organizes and manages critical network configurations for all components of your IT network infrastructure. IT teams can remotely repair, modify, configure, or update devices.

Key Highlights

- Reduce time required to manage critical network changes and repetitive manual tasks across complex, multi-vendor networks with Network automation
- Achieve simplified Network compliance with automated network configuration management to deploy configurations, report configurations, detect out-of-process changes, audit configurations, backup configurations, etc.
- Quickly locate the most current configuration backup and apply it to a replacement spare or roll out across the different devices in the infrastructure

- Identify and access vulnerabilities in network with Vulnerability assessment
- Multiple NCM tasks like discovery, categorization, baseline configurations, software images, configuration comparison tools, version tracking, change alerts, and more.

Reporting

Eliminate the stress and anxiety of managing and reporting large amounts of metrics, flows, and log data in one comprehensive, integrated report. Drag and drop various data widgets to create interactive reports. A system with a variety of data visualization techniques and computational capabilities transforms large amounts of data into meaningful reports.

Key Highlights:

- Comprehensive MIS Reports
- Generate reports on daily/ weekly / monthly or as per the desired schedule
- Security Incident Reporting
- SLA Reports
- Log of backup and restoration report
- Log of component-wise downtime
- Summary of resource utilization of critical components
- Project Progress Report
- Overall performance reports
- Network Availability and Utilization Report
- Asset modification report
- Consolidated SLA / non-conformance report
- Asset database report and Asset Audit report
- Summary of incidents reported



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- Security vulnerability detection
- User privilege level reports
- Trend analysis with Mean Time between Failure (MTBF)
- Notification capabilities over Email, SMS etc.
- Web based reports for near real time and Historical data
- Mean Time to Acknowledge (MTTA) and Mean Time to Repair (MTTR) Reports
- Link Input / Output reports
- Network Latency, Flapping Links, Changed Link Metrics, Prefix reports
- Supports custom reports and exporting reports in CSV or PDF
- Link up/down (real-time as well as periodic)
- Top and Bottom N graphs
- Bandwidth utilization report
- Report on jitters, latency (real-time as well as periodic)
- Support accurate % port utilization reporting

Visualized System Monitoring

- Discovery of Virtualized infra
- Monitoring of Virtualized infra
- Logical and physical relationship of VMS
- Management of configuration changes alert notification on any changes
- Ability to integrate with VM management solution for the getting the performance data
- Supports multiple virtualization technology like VMware, hypervisor etc.

Integration with Native apps

TechBridge provides operational flexibility by supporting a number of third-party integrations to facilitate your work. Improve your team's productivity by integrating collaborative apps such as Slack and Jira. TechBridge also supports integration with monitoring apps, log collecting apps, and cloud monitoring such as AWS.

Key Highlights:

- Native protocols support such as PowerShell, SNMPv1, v2, v3, SSH, JDBC, WMI, HTTP/HTTPS, etc.
- Agentless polling from Network, Server & Application
- Automate using PowerShell and SSH as native apps
- Provides performance/service data to external systems
- Fault management system via standard protocol



FOR MORE INFORMATION

About TechBridge

TechBridge is the World's leading Product & Solutions Company. Data Center Applications, Collaboration and Real Time Communication. DC Management and Monitoring, Disaster Management, Security, Collaboration and Cloud. Its market-leading Network Modernization, Unified Communications, Mobility and Embedded Communications solutions enable customers to quickly capitalize on growing market segments and introduce differentiating products, applications and services. We are an expert and leader in Government Solutions, Smart City Solutions, Data Centers and Large Enterprises. We do custom applications also, as per the customer requirements.

Certificates:-

ISO 9001



ISO 27001



ISO 20000



CMMI L3



ISO 15408-1



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Mail us at: sales@tech-bridge.biz

Address:- TechBridge Consultancy Services LLP

326, Tower B3, Spaze iTech Park, Sector-49, Sohna Road, Gurgaon-122018, Haryana



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