

Opsware Automation Suite

Today's IT infrastructure is growing at a tremendous pace and becoming increasingly daunting to manage. The IT infrastructure and system administrators must be agile, flexible, and efficient. They must be able to quickly provision new infrastructure or develop new applications to keep their business competitive in the marketplace. The breakneck rates for delivering these services have surpassed the capabilities of the current mode of operations and the associated costs for IT management are continuing to escalate.

Existing management tools that require manual intervention are built to address the old world IT infrastructure where speed and flexibility were not essential. Servers were primarily dedicated to single applications. Manual infrastructure management was acceptable because changes to applications were made infrequently. Today's business requirements and IT infrastructure reflect an environment where a high level of change and the ability to make application changes quickly is a necessity to meeting business requirements. This environment calls for the ability to make changes quickly, keep costs low, deliver higher quality, and keep security tight. Automation is the only alternative to keeping up with these requirements.

Customer Initiative	ROI
Cost reduction - Automate 65,000 servers across 154 sites	Savings of over \$100 Million
Consolidation & migration - Build up infrastructure to enable accelerated business services	80% labor savings through automated provisioning
Security compliance - Enforce government security policies	98% labor savings for security certification & accreditation
Remote management - Manage 6,000 network devices across 2,000 branch offices	2-hour mass configuration updates
Configuration compliance - Automate 1,500 devices across global data centers	Improved configuration compliance from 3% to 100%

Opsware has been built specifically for the needs of today's IT demands and has been battle-tested, hardened, and proven to deliver cost efficiency, quality, and compliance benefits to highly complex IT environments.

Opsware automation software is used by IT organizations to automate all aspects of infrastructure management including servers, network devices, and asset management. Modern applications are often housed on several different servers, and changes made to these applications affect both servers and network devices. Opsware is the only automation software on the market to bring together management of both these components. It is also the only product with the scalability and security demanded by enterprises today. Product awards and analyst rankings have identified Opsware as the leader in the marketplace.

Opsware Benefits

Cost Efficiency

Enable IT departments to achieve 30-50% improvements in device to administrator ratios by automating the time-consuming tasks administrators perform day-to-day

Quality and Consistency

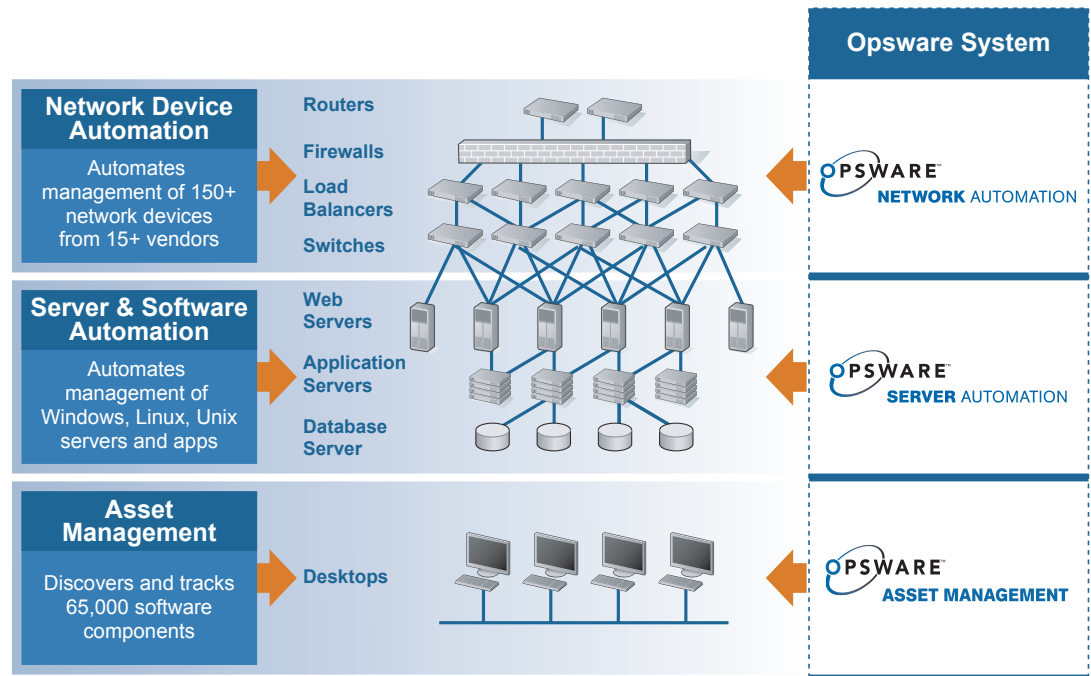
Enable IT departments to reduce downtime by up to 90% by eliminating the inconsistency and misconfigurations that are the root of most problems

Audit and Compliance

Easily meet compliance requirements with asset and license management, audit trails, flexible, automated policy enforcement, and searchable historical configuration records

Opware Automation Suite includes products that automate the management of networks, servers, and software. They are specifically designed to manage the complex challenges that lead to spiraling management costs for large, heterogeneous, and geographically distributed environments.

To meet the spectrum of infrastructure in customers' IT environments, Opware provides three products: Opware Server Automation System, Opware Network Automation System, and Opware Asset Management System.



Opware Server Automation System automates the complete operational lifecycle of servers and software – bare-metal provisioning, patch management, software deployment, configuration management, code deployment and rollback, and audit and compliance. It manages Windows, Solaris, Linux (Red Hat and SUSE), AIX, and HP-UX systems and can manage servers in remote offices at the end of low-bandwidth links with the same consistency as data center servers. Opware SAS also works with blade servers and virtual machines.

Opware Network Automation System automates the complete operational lifecycle of network devices – real-time change detection, configuration, compliance, and updates, ACL management, provisioning, and patching. It manages over 350 different types of devices from over 15 vendors including Cisco, Foundry, Juniper, Check Point, and Extreme.

Opware Asset Management System automates discovery and tracking of IT assets including hardware (servers, desktops, laptops, network and SNMP devices, PDAs, etc.) and software (installations, usage patterns, configuration changes). Opware AMS provides a complete physical blueprint of the enterprise to provide up to date information for business-critical questions about IT assets.

Why customers turn to Opsware

Cost reduction

75% of IT budgets are spent on ongoing operations such as patching or change and configuration management. This leaves only 25% of the IT budget for developing new applications or services. Opsware helps companies shift more of their budgets away from ongoing operations by automating many of the mundane, but necessary, day-to-day operations. IT administrators are freed from these tasks to focus more their time on developing new applications to expand competitive advantage.

Compliance management

Government regulations, such as Sarbanes-Oxley, have been drawing more and more scrutiny to IT because they are responsible for many of the systems that house financial systems and data. During the first year, compliance with SOX Section 404 was mostly a manual process. Moving to year two, more and more companies are looking for ways to decrease the time spent on compliance and automate the ability to respond to these audits. Opsware provides IT departments with the means to do this with out-of-the-box compliance reports.

Disaster recovery

Current disaster recovery plans always account for how to recover data in the case of disaster. Rarely, do they account for server and application configurations, however, to enable rapid rebuilding of a data center from the ground up. Opsware assists in these efforts by keeping an up-to-date model of the computing infrastructure and by providing global visibility down to individual software configuration instances. This allows a data center or any IT environment to be quickly rebuilt if needed.

Increase network, server, and application availability

With modern application development tools making it easier to create new applications, there has been less focus on availability requirements. Today, fewer than 20% of applications today meet 99.5% availability. Some would argue that this availability metric isn't even high enough. Opsware enables higher system and network uptime through best practices-based change and configuration management. It also enables a proactive approach through standardization of builds and configurations at the time of deployment.

Customer example: Large cable company

A cable TV and broadband provider was building new infrastructure to enable accelerated business services. Using Opsware, they were able to automate provisioning of the new infrastructure without adding additional resources. They've experienced 80% labor savings through automated provisioning of their data center environment.

Customer example: Leading financial services institution

A leading financial services institution found itself in the middle of a Sarbanes-Oxley audit. They needed the ability to report on 6000 network devices across 2000 branch offices. With Opsware, they were able achieve this with speed and in an automated approach.

Customer example: Large insurance company

A leading insurance company was required to test its disaster recovery process regularly. They incorporated Opsware into their plans and have realized massive efficiency gains, including an 83% reduction in time to recover after a disaster.

Customer example: Large internet portal

A large portal was required to improve configuration compliance from 3% to 100%. To make such a drastic improvement, they knew they had to completely change their operations model. By automating 1,500 devices across global data centers, they were able to achieve the improvements.

When Opsware is deployed in a highly complex IT environment, it immediately addresses critical IT initiatives such as compliance management, standardization, system security, and cost reduction. By putting in place an Opsware automation system to address these initiatives, IT departments benefit from realizing massive efficiency and quality gains.

Getting started

Every customer approaches adopting an automation system differently. There have been some customers who want to start out with a very defined part of IT operations. Other customers have automated their entire IT infrastructure in a matter of months. Opsware has been designed for flexibility to enable customers to get immediate value out of the system, no matter where or how they decide to begin.

A company with defined standards stored in static spreadsheets can benefit from Opsware in a few ways. First, Opsware can take these standards and put them directly into the automation solution, making it easier to enforce. Second, administrators and network engineers can quickly retrofit existing servers and network devices to fit the corporate standards. Finally, new infrastructure deployments can be built to adhere to the standards from the start.

Other companies that are less process-oriented need not shy away from implementing an automation system. There are ways to create standards and best practices as they go along. For these instances, Opsware gives administrators the global visibility and the platform required to create best practices.

Achieving immediate value

Opsware understands that while the idea and promise of an automated IT infrastructure is appealing, in reality, it takes time to implement. Often there is a misconception that the whole IT organization, down to every individual administrator or network engineer, has to change for automation to be successful. This simply isn't true with Opsware. Opsware's philosophy includes training all members of the team from the beginning to help them understand of the power of automation and global visibility. Opsware also has built-in many user-productivity tools to ease the transition from manual to automated operations, allowing IT organizations to achieve immediate value.

To learn more about Opsware products, come visit us at www.opsware.com or call us at 408.744.7770.



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