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Product Brief

Key Features

- **Modern, single pane of glass for monitoring a diverse range of infrastructures and applications:** Leverage a unified solution across your stack for comprehensive IT infrastructure management.
- **Open, extensible architecture:** Integrate easily with open APIs across Broadcom® products and third-party solutions for core systems and tools.
- **Multi-tenant:** Serve multiple tenants whether as an MSP, an enterprise, or government agency acting as a “service bureau” with diverse locations and departments.
- **Zero-touch configuration:** Achieve fast deployment and implementation with automated, zero-touch configuration for highly dynamic IT operations.
- **Service level management:** Ensure you are meeting the needs of the business, an individual business service IT group, a location, or the clients you support with comprehensive service-level management functionality.

DX Unified Infrastructure Management

Comprehensive Observability for Hybrid Environments

Overview

DX Unified Infrastructure Management provides a single, comprehensive hybrid cloud monitoring solution that also includes inventory management, alarm management, and service-level management functionality to proactively and efficiently manage on-premises IT infrastructures. It provides observability for IT operations personnel, tools administrators, server admins, data center managers, and other IT personas.

DX Unified Infrastructure Management is the only solution that provides an open architecture, full-stack observability, and zero-touch configuration for monitoring and alarming setup to dramatically reduce the capital expense, time-to-deploy, and time-to-value. It is designed to reduce monitoring efforts, speed mean time to repair, accelerate new deployments, and ensure an optimal end-user experience. The solution provides a modern “heads up” monitoring console that makes it easy and fast for today’s IT operations teams to implement, use, and scale.

Business Challenges

As enterprises, government agencies, and service providers digitally transform their business and customer service models, they deploy modern applications that must deliver smooth, seamless user experiences that drive customer satisfaction and revenue. In the pursuit of operational excellence, your team must ensure that the underlying infrastructure continually supports the user experience by quickly identifying and remediating issues before they impact customer satisfaction.

Doing so is a challenge in an on-premises environment with multiple, siloed management tools that do the following:

- **Waste staff time:** Staff spend too much time managing multiple tool deployments and complex, multi-layer configurations that hamper them with lengthy open-alarm lists, long triage processes, and labor-intensive reporting.
- **Make it difficult to deliver on user expectations:** Without a single-pane-of-glass view across the hybrid environment, teams end up reacting to issues after they affect users, which costs the business both customers and revenue.
- **Create difficulties to monitor resource utilization:** Limited monitoring capabilities make it difficult for teams to understand usage and resource utilization trends, causing the business to waste budget on over-provisioned resources.
- **Slow the business down:** Many monitoring tools take a long time to configure and implement, which leaves the business exposed to critical outages, impacts user experience, and inhibits business agility and speed.

Key Benefits

- **Safeguard the user experience:** Use a modern operations console to speed mean time to repair and ensure a smooth, seamless user experience.
- **Simplify complexity and boost productivity:** Eliminate the effort associated with using and managing multiple monitoring tools.
- **Improve resource utilization:** Gain intelligent and holistic insights to optimize performance and availability across dynamic, diverse infrastructures.
- **Future-proof your business:** Leverage comprehensive coverage and an open, scalable architecture designed to adapt to your needs.
- **Integration with ITSM systems:** Link alarm creation and management with your IT service management solution, such as ServiceNow, to provide bidirectional, end-to-end alarm and ticket management.

Solutions Overview

DX Unified Infrastructure Management is designed to eliminate the challenges of having multiple tools by providing a modern single pane of glass to monitor every aspect of your infrastructure in a traditional, private cloud, or hybrid cloud environment. The solution gives you a thorough understanding of where issues are or might arise, resulting in a faster mean time to repair and a better end-user experience. It offers zero-touch configuration and fast deployment with automated monitoring profiles and alarm policies.

With DX Unified Infrastructure Management, your organization can streamline administration, and more quickly and effectively support the delivery of new services, applications, and technologies. Additionally, for on-premises enterprises that want to leverage powerful, cloud AI-driven predictive analytics, DX Unified Infrastructure Management easily integrates with our cloud AI-analytics solution, DX Operational Intelligence.

Critical Differentiators

Coverage for Your Complete Stack

- **Complete coverage:** DX Unified Infrastructure Management provides the most comprehensive coverage, simplifies management, speeds mean time to resolution, and enables you to fully leverage an on-premises environment.
- **Full visibility of infrastructure stacks:** No matter what your application or infrastructure stack is built on, DX Unified Infrastructure Management provides the monitoring capabilities to manage performance for physical servers, storage platforms, databases, hyper-converged infrastructures, packaged applications, and big data technologies.

Modern Experience for Today's IT Professionals

- **Intuitive, easy-to-use console:** Easily monitor your infrastructure with a modern, intuitive console that features a powerful discovery wizard to easily configure discovery scans; versatile and comprehensive group management options; metric palate to view and compare multiple devices in a group; numerous monitoring templates for alarm policies, easy-to-schedule recurring, or ad-hoc maintenance windows; out-of-the-box and custom dashboard reporting; and more.
- **Automated device monitoring and alarm policies:** DX Unified Infrastructure Management automatically discovers devices, groups them based on properties, then automatically sets monitoring policies for each device type, and deploys monitoring configurations and alarm policies as needed.
- **Visual reporting:** DX Unified Infrastructure Management visualizes business KPIs and availability scores in customizable dashboards and easy-to-schedule reporting.
- **Service-Level Management (SLM):** Create service-level agreements (SLAs) and their component service-level objectives (SLOs) and quality of service (QoS) constraints to build powerful, extensible, and measurable agreements with clients; once you define SLAs in the SLM view, data is recorded and compliance is computed automatically.

Modern Experience for Today's IT Professionals (cont.)

- **Bi-directional integration with service desks:** When integrated, you can create incident tickets that are based on DX Unified Infrastructure Management alarms and help your service desk users take immediate corrective actions. The integration updates incident activity logs in the service desk application when the associated DX Unified Infrastructure Management alarm updates and closes the incident when the corresponding alarm is acknowledged.
- **Trusted by managed service providers (MSPs):** Leading MSPs around the world, as well as enterprises and government agencies that act as "service bureaus" for their organizations, leverage the solution's comprehensive coverage and multi-tenant architecture to deliver revenue-rich, multi-tenant secure, and premium monitoring services.

Integrates with DX Operational Intelligence for Powerful Analytics

IT operations teams that want to add powerful cloud AI/ML-driven predictive analytics can integrate DX Unified Infrastructure Management with the DX Operational Intelligence solution (available for on-premises, customer-hosted cloud environments, and Broadcom-hosted services) and leverage the following:

- **Service analytics:** Leverage machine learning-based algorithms to correlate issues with business services so that IT operations can ensure the availability and performance of these services and predict issues that could affect future delivery.
- **Performance analytics:** Collect metrics, alarms, topology, and logs across various infrastructure layers and use dynamic baselines to determine what constitutes normal and abnormal behavior.
- **Anomaly detection:** Use historical trends to dynamically set thresholds for metrics and then create alerts for abnormal scenarios, while also reducing the false alarms associated with expected variances.
- **Contextual log analytics:** Correlate structured infrastructure performance data automatically with unstructured event logs to facilitate rapid issue identification.
- **Alarm analytics:** Cluster similar alarms intelligently to a single probable root cause so that users can focus on the issue amidst dozens of symptoms.
- **Capacity analytics:** Predict how you need to allocate IT resources, whether to scale up or de-provision excessive resources, based on your business needs.
- **Predictive insights:** Prevent outages before they affect the user experience with sophisticated baselining, rich diagnostics and real-time analysis and alerting for alarm noise reduction, trending, and what-if scenarios.
- **Hands-Free Remediation with Automation:** Leverage guided, service-based workflows with closed-loop, automated remediation.

For additional information, visit broadcom.com/products/software/aiops/infrastructure-monitoring