

# PATROL® Integration for Tivoli – Enterprise Edition

## Key benefits

- Extends Tivoli framework with the graphical, intuitive enterprise console features of PATROL Enterprise Manager (PATROL EM)
- Enables organizations to increase the scope and coverage of Tivoli
- Enhances investments in PATROL Enterprise Manager and Tivoli through integration
- Manages the complete enterprise from the end-to-end view of PATROL Enterprise Manager or Tivoli
- Increases event management scalability by managing multiple Tivoli servers from a central point of control
- Enables troubleshooting and problem resolution across platforms
- Ensures access to the entire enterprise status at all times, regardless of platform and interface

## Business challenge

Most critical business services use a mixture of emerging and legacy technologies. The processes that comprise these services run across different platforms using various network technologies to link them to each other and to provide services to the end users. Along with these different technologies come different management standards and protocols, different vendor solutions to manage the technologies and different support groups to help keep the services running.

To provide a consolidated view of critical business services, companies need a centralized point of control that allows them to quickly diagnose and respond to problems that arise across their environment. Tivoli is a popular management platform choice but may not be scalable enough for efficient management of complex heterogeneous environments.

Users that employ both PATROL EM and Tivoli system management tools tend to have complex and varied system requirements. They need to consolidate disparate information arriving from many sources, and want a comprehensive view of their enterprise, whether through the

PATROL Enterprise Manager Active Alerts Display (AAD) or the Tivoli Enterprise Console.

## The BMC Software solution

The PATROL Integration for Tivoli – Enterprise Edition product from BMC Software provides peer-to-peer-level integration between PATROL EM, the industry-leading enterprise management solution, and Tivoli. It enables these products to share full event information as well as command and control capabilities.

By consolidating and synchronizing the enterprise information in PATROL EM and the Tivoli Enterprise Console, PATROL Integration for Tivoli – Enterprise Edition lets you control your enterprise from a single point. Operations staff can address events in the entire enterprise from a single workstation, regardless of where the event is generated. Many sites achieve total enterprise management by employing PATROL

EM and PATROL Integration for Tivoli – Enterprise Edition in conjunction with Tivoli.

PATROL Integration for Tivoli – Enterprise Edition is designed to allow multiple Tivoli systems to connect to a single PATROL EM system. This allows a true single point of control to be achieved and takes advantage of the high-performance capabilities of PATROL EM for message processing and throughput.

PATROL Integration for Tivoli – Enterprise Edition is also delivered with a certified Tivoli Ready Plus module that provides access to TME administrative, monitoring and event management features customized specifically for PATROL EM. For example, bidirectional desktop launching functions are built into PATROL Integration for Tivoli – Enterprise Edition so you can efficiently respond to your problem situations using the product that is best for you.

### How it works

The purpose of PATROL Integration for Tivoli – Enterprise Edition is to provide PATROL EM and Tivoli customers with the flexibility to manage events from PATROL EM, Tivoli or both products.

With PATROL Integration for Tivoli – Enterprise Edition, each new PATROL EM alert can generate a corresponding TEC event, and each new TEC event generates a corresponding PATROL EM alert. PATROL Integration for Tivoli – Enterprise Edition explicitly associates each PATROL EM alert with a corresponding event on the TEC side, and vice versa, through alert and event sharing functions.

PATROL Integration for Tivoli – Enterprise Edition makes it possible for PATROL EM and TEC to synchronize the alerts and events in each product’s respective database. Each product uses its database to track alerts or events and uses this information in displays that show you what is happening across your enterprise. The synchronization feature can be useful if one system goes down. Any changes that occur in the functioning system are stored in cache. When the other system becomes functional again, the first instance of an alert or event message causes all stored messages to be automatically passed to the other system. When data is forwarded, its severity is mapped to the target environment’s severity scheme.

PATROL Integration for Tivoli – Enterprise Edition supports the sharing of common attributes between PATROL EM and TEC. Several PATROL EM alert values are mapped to TEC event slot values when alerts and events are shared; however, the alert and event sharing functions in each direction use only selected attributes from the original alert or event. Bidirectional desktop launching is also available, allowing users to open the other product’s console without leaving another.

### Key Features

- Consolidates multiple Tivoli systems onto a single PATROL EM management platform
- Incorporates multiple Tivoli systems into a single view (as required) from PATROL EM
- Integrates TEC structure into PATROL EM, presenting a familiar interface
- Allows TEC functions to be accessed and executed from PATROL EM

- Associates PATROL EM alerts with corresponding events on the TEC side, and vice versa
- Synchronizes the alerts and events in each product’s respective database
- Enhances TEC’s effectiveness by providing access to PATROL EM’s automation capabilities
- Supports the sharing of common attributes
- Maps severity to the target environment’s severity scheme when data is forwarded

### About BMC Software

BMC Software is the leading provider of management solutions that enhance the availability, performance and recovery of companies’ business-critical applications. This *application service assurance*™ strategy combines superior products with BMC Software Professional Services and outstanding customer support to ensure the e-business applications companies and their customers rely on most stay up and running around the clock. For more than 19 years, the world’s leading companies have relied on BMC Software.

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