

# PATROL® Integration for HP OpenView IT/Operations – Enterprise Edition

## Key benefits

- Extends HP OpenView IT/Operations with PATROL Enterprise Manager's graphical enterprise console features
- Enables organizations to increase the scope and coverage of HP OpenView IT/Operations
- Enhances investments through integration
- Increases event management scalability, managing multiple IT/Operations servers from a central point of control
- Enables trouble shooting and problem resolution across platforms without the need to leave either management application
- Provides the scalability and flexibility required for managing extensive environments
- Ensures access to the entire enterprise at all times, regardless of platform or interface

## Business challenge

Most critical business services use a mixture of emerging and legacy technologies. The processes that make up these services run across different platforms using various network technologies to link them to each other and to provide the service to the end user. 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 to help diagnose and respond to problems that arise across their environment. HP OpenView IT/Operations is a popular choice of management platform but may not be scalable enough for efficient management of complex heterogeneous environments.

## The PATROL solution

The PATROL Integration for HP OpenView IT/Operations – Enterprise Edition product from BMC Software provides peer-to-peer-level integration between PATROL Enterprise Manager, the industry-

leading enterprise management solution, and HP OpenView IT/Operations. It enables these products to share full event information as well as command and control capabilities. 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 Enterprise Manager and PATROL Integration – Enterprise Edition in conjunction with HP OpenView IT/Operations. PATROL Integration for HP OpenView IT/Operations – Enterprise Edition has been developed to allow multiple IT/Operations systems to connect to a single PATROL Enterprise Manager system. This allows a true single point of control to be achieved and takes advantage of the high-performance capabilities of PATROL Enterprise Manager for message processing and throughput.



*PATROL Integration for HP OpenView IT/Operations – Enterprise Edition integration*

## How it works

The purpose of PATROL Integration for HP OpenView IT/Operations – Enterprise Edition is to provide PATROL Enterprise Manager and IT/Operations customers with the flexibility to manage events from either PATROL Enterprise Manager or IT/Operations, or from both products. PATROL Integration for HP OpenView IT/Operations – Enterprise Edition acts as the intermediary to synchronize and replicate alerts and messages on both management products while maintaining the status of common attributes across both consoles. Resolving events on both management products requires the ability to launch the IT/Operations message browser from PATROL Enterprise Manager or the PATROL Enterprise Manager desktop from the IT/Operations message browser.

With PATROL Integration for HP OpenView IT/Operations – Enterprise Edition, an operator has the flexibility to view and resolve events using either console. In addition, you can integrate multiple IT/Operations management servers with PATROL Enterprise Manager to provide a comprehensive view of your enterprise from PATROL Enterprise Manager.

At initial start-up or if either product goes down, PATROL Integration for HP OpenView IT/Operations – Enterprise

Edition synchronizes events across both products. That is, all alerts present in PATROL Enterprise Manager are compared to messages in IT/Operations, and the PATROL Enterprise Manager Active Alert Display (AAD) is updated. The same synchronization and updating process occurs in the IT/Operations message browser, where messages are compared to PATROL Enterprise Manager alerts and event information is updated in the message browser.

When messages are shared, the following elements are kept current between PATROL Enterprise Manager and IT/Operations systems:

- Message text
- Message severity
- Message ID
- Message owner

If multiple IT/Operations are connected to PATROL Enterprise Manager, the messages from each IT/Operations instance are propagated to PATROL Enterprise Manager. Likewise, PATROL Enterprise Manager alerts are propagated to IT/Operations instances.

PATROL Enterprise Manager can be customized to forward specified event information based on alert criteria to IT/Operations.

## Key features

- Consolidates multiple HP OpenView IT/Operations systems onto a single

PATROL Enterprise Manager management platform

- Integrates IT/Operations structure into PATROL Enterprise Manager presenting a familiar interface
- Allows IT/Operations functions to be accessed and executed directly from PATROL Enterprise Manager
- Updates PATROL Enterprise Manager views and displays for IT/Operations events instantaneously
- Incorporates the PATROL Enterprise Manager–managed environment into the IT/Operations structure
- Enhances the effectiveness of HP OpenView IT/Operations by providing access to PATROL Enterprise Manager automation

## 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.

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