

On the Radar: BMC demonstrates how analytics-as-a-service is transforming IT

TrueSight Intelligence enables IT to become more agile and better meet business demands

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Summary

Catalyst

DevOps has been a hot topic for the last couple of years as IT departments looked to improve the quality and reduce the cost of delivering change to the organization. While DevOps has focused on the agile development process and how it integrates with the operations release process, it has ignored the capacity-planning, service-delivery management, and financial-management aspects of IT operations. Ovum sees 2017 as the year when DevOps becomes adopted by mainstream organizations, and the year during which capacity-planning, service-delivery, and financial-management capabilities begin to be integrated into the process and into solutions. In other words, DevOps will become business as usual and include many more of the IT operational activities. In this report, discover how BMC with its TrueSight Intelligence solution is addressing the capability gap many IT departments currently have by using analytics to automate processes.

Key messages

- BMC TrueSight Intelligence is a real-time analytics-as-a-service solution designed for IT operations.
- BMC TrueSight Pulse is an integration service that simplifies data collection from non-BMC sources and makes it available to TrueSight Intelligence users.
- TrueSight Intelligence has a comprehensive data analysis visualization capability that initially requires configuring, but this then greatly simplifies end-user access and use.
- TrueSight Intelligence can collect data from other sources using REST APIs by using an authentication token and e-mail address in the application call.

Ovum view

Whether the IT resources are on premise or cloud based the role of IT operations remains important to any organization. IT operations, and increasingly DevOps, provides the interface between the business consumers of IT services and the technologies themselves. The role of IT operations has evolved as the technology has evolved. The skills and number of people employed in IT operations must match the IT environment the organization has adopted. Organizations need to consider IT operations like they do any other significant function, and Ovum recommends defining an architecture for IT operations, like most other functions. The critical change that is impacting IT operations, and DevOps, is the rise in AI and machine learning. This approach to using a data-driven management paradigm, where many decisions are automated, is making IT operations an area of rapid change.

Recommendations for enterprises

Why put BMC on your radar?

The focus on DevOps and IT operations management solutions from many vendors is too myopic and often vendors concentrate on either release management or development in terms of DevOps, or a process-centric approach to service delivery. Initially these functions are where the greatest tension

exists, but they are not the only aspects of DevOps and IT operations management. If DevOps is really going to be the catalyst to transform the collaborative culture within IT departments, the vendors must demonstrate how the approaches can be extended to other adjacent activities. BMC has approached the challenge from an analytical perspective, by providing the IT teams with detailed and actionable information.

Highlights

BMC with TrueSight Intelligence focused on the ability to provide real-time actionable information to IT departments. While analytics is not new, it is a rapidly growing segment, and BMC has focused on two key differentiators. Firstly, making the analytics capabilities available as a service that will consume data from a wide range of sources. Secondly, by focusing the use of this capability on solving a set of specific challenges IT organizations are currently facing. BMC optimized TrueSight Intelligence for the demands of IT departments so they can become more agile and better equipped to meet business demand. For example, tailoring visualization and insights to the way IT users are used to seeing data and making decisions.

Background

In 2013, BMC decided to become a private company with a \$6.9bn private-equity deal led by Bain Capital and Golden Gate Capital. Being a private company with the correct financial backers enabled BMC to redefine its strategy and to reposition itself in the market. This reposition was set out in late-2013 by Bob Beauchamp (chairman and CEO) as a three-year strategy. The clear goal that BMC had was it could float on the stock market in an IPO sometime before 2020. The three-year strategy was based on a commonsense view of what BMC's strengths were, what its customers wanted, and where the market was heading.

Current position

TrueSight Intelligence has a simple three-step adoption and use process that makes it easy for customers to start using the service and get value from it quickly.

Create an account

Like most cloud services, the sign-up process is a simple set of questions so that an online account can be created. However, the challenge with TrueSight Intelligence is that just having an online account will not be of any value until you also are able to import data to be analyzed. To achieve this, TrueSight Intelligence uses the concept of an authentication API token that is used to validate any data source.

Collecting data

Once the account has been set up, the next step is to collect data. Currently, TrueSight Intelligence supports the following data sources:

- **REST APIs.** BMC uses this approach for all non-BMC data sources, or those not covered by TrueSight Pulse, and users use a combination of e-mail address and the API authentication token in any program calls to initiate data collection.

- **TrueSight Agent.** Importing TrueSight operations metrics into TrueSight Intelligence requires the agent configuration file to be modified. In version 10.7 (current as of publication) of TrueSight operations, the integration can be extended to events.
- **BMC Remedy.** To import BMC Remedy data into TrueSight Intelligence requires BMC Remedy Active Request (AR) System to be installed and running. BMC Remedy AR can be configured to make its ticket data available as events to TrueSight Intelligence. This includes change, problem, incident, and release tickets.
- **BMC TrueSight Pulse.** To simplify data collection, BMC developed TrueSight Pulse as an integration layer with various platforms, databases, and devices. To use the integration capabilities, users require a TrueSight Pulse subscription and then simply make a small setting change to allow TrueSight Pulse data sources to feed directly to TrueSight Intelligence.

Analyzing data

The simplicity of TrueSight Intelligence and its visualizations do require some configuration and standardization so that the end-user process is point and click. Firstly, the user must define the metrics in terms of source types and metric name, then these metrics become available to the user in the TrueSight Intelligence UI. Secondly, specify an ID for an application consisting of a group of metrics, then send measures for each metric in terms of the time period. For example, collecting sales data for a collection of outlets allows for regional sales to be reported for a known period. Finally, set the KPIs and associate these with the metrics, BMC automatically synchronizes the time periods, and shows the user how different metrics relate to one another in terms of time.

This set-up work is needed so that applications can be created to show the collection of metrics (e.g., in the sales example above, the metrics could be cash flow, profitability, and volume set for a specific product in a region for a month). The data analysis capabilities of BMC TrueSight allow users to chart data based on these metrics and compare different aspects such as comparing last month to this month. TrueSight Intelligence uses events so that values can be shared/sent to remote locations. The event information can be filtered by type, severity, or status in a bar or donut chart, and filtered so that users can view data for a selected time frame.

Data sheet

Key facts

Table 1: Data sheet: BMC

Product name	TrueSight Intelligence	Product classification	Real-time analytics
Version number	V	Release date	n/a
Industries covered	All	Geographies covered	All
Relevant company sizes	All	Licensing options	PAYG
URL	www.bmc.com	Routes to market	Mixed
HQ	Houston, TX, US	Number of employees	n/a

Source: Ovum

Appendix

On the Radar

On the Radar is a series of research notes about vendors bringing innovative ideas, products, or business models to their markets. Although On the Radar vendors may not be ready for prime time, they bear watching for their potential impact on markets and could be suitable for certain enterprise and public sector IT organizations.

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