

NetGain Infrastructure Monitoring Data Sheet

Over the past few years, companies have been accelerating their digital transformation investments. Companies see the benefits that digitalization can bring to their business. However, for the digital enterprise, IT has become mission critical. Any IT downtime will cause service disruption and may be extremely costly.

IT observability aims to maximize uptime, ensure positive user experience with using enterprise apps and services, and ultimately to generate return of IT investments.

IT observability consists of 3 components: Metrics, Logs and Traces. Metrics is the monitoring of the health of the components in the IT infrastructure, such as servers, network, software and cloud. With metrics monitoring, the IT team seeks to identify and resolve the issue before it causes downtime.

NetGain Enterprise Manager

NetGain Enterprise Manager (EM) is NetGain's flagship IT monitoring and data analytics solution that helps forward thinking businesses to see ahead and stay ahead.

Regardless of location, type, size, or complexity, our solutions give customers the power to monitor their IT services, infrastructure, applications and devices with ease, all from a single management dashboard, so you can maximize IT uptime.

Our ability to offer a personalized customer approach, something that we believe is lacking in the technology services landscape, is a key differentiator in today's market.

Every organization's IT environment is different. We offer a level of customization that is unparalleled among our competitors and designed to fit the unique demands of your industry vertical or operating environment.

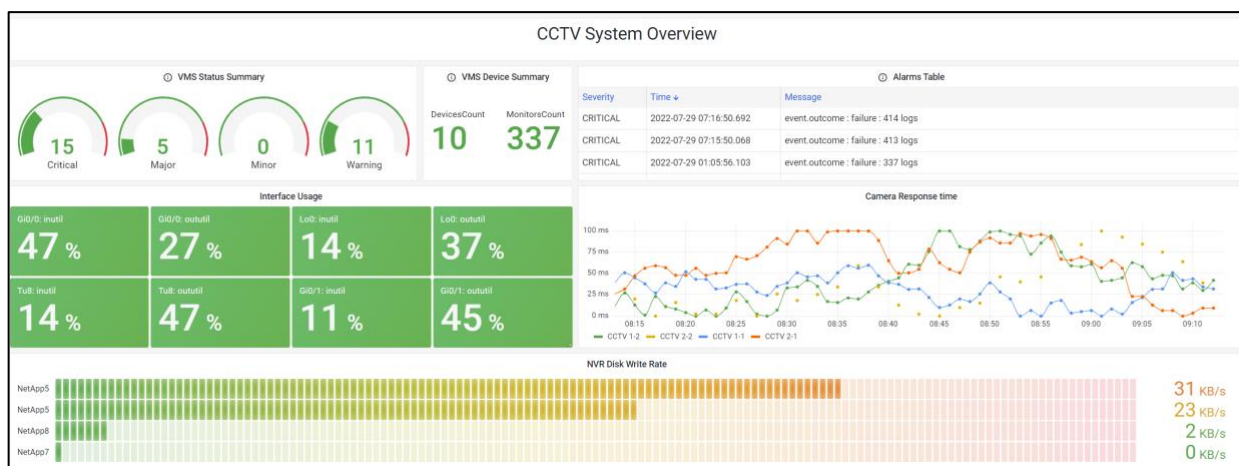
NetGain EM is available as an on-premise software or as a SaaS offering.

Key Features

- **Comprehensive monitoring and metrics**

IP-based devices are discovered automatically using SNMP and can be added to the monitor in logical groups. The availability and performance of the devices are monitored, and thresholds can be set individually or as a group. Alarms are colour-coded for quick understanding.

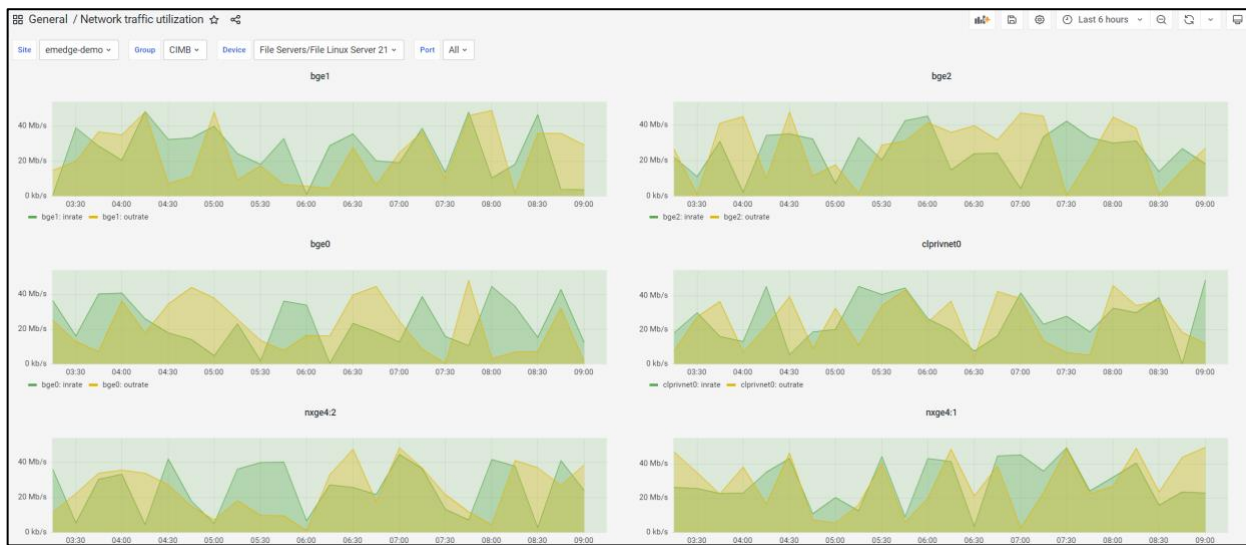
There is flexibility in setting monitoring schedules such as the use of blackout schedules for maintenance.



- **Dashboard 2.0**

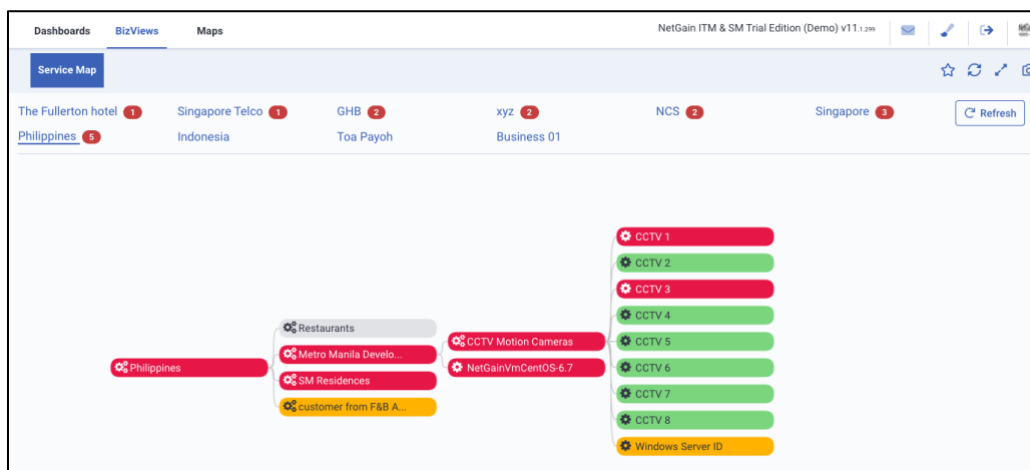
The system comes with powerful configurable Dashboard 2.0 function. With Dashboard 2.0, the user has full flexibility to design dashboards for business and tech users.

The dashboard can also be shared in different ways. IT could create a management dashboard and share them with the CIO, an MSP could create separate client dashboards and share them with their clients. The dashboard give at-a-glance view of the status of the IT infrastructure and help the management and IT Ops team make the right decision quickly.



- BizView

BizView is a very useful view which allows users to see and understand the service dependency map for their enterprise. This allows the drill down to see the problem root cause.



- **Devices supported**

Hundreds of devices are supported out-of-the-box and new devices are added frequently. The list of devices supported include the following:

NETWORK

A10	AKCP	ALCATEL	ALLIED TELESIS	ANTAIRA	ANTLABS	ARISTA	ARRAY	ARUBA	ASCENLINK
AVAYA	BARIX	BLUECOAT	BROCADE	BTEPS	CAMBIUM	CAREL	CCTV	CELLTRAQ	CISCO AIRESpace
CISCO CALLMGR	CISCO CONTACT CENTER	CISCO GENERIC	CISCO IPSLA	CISCO PIX	CISCO QOS	CISCO SAA	CISCO SB	CISCO SLB	CISCO WIRELESS
CITRIX	CLOUD CONTROLLER	DELL	DIGITAL CHINA	DLINK	EMERSON	ENTERASYS	ERICSSON	EXTREME	F5
FORCE10	FORESCOUT	FOUNDRY	GENERIC	GENERIC COMMON	GENERIC RADIUS	H3C	HARBOUR	HIKVISION	HILLSTONE
HP	HUAWEI	IBOOT PDU	IOT	IPS	JUNIPER	LIEBERT	MAIPU	MIKROTIK	MOXA
NETENTSEC	NORTEL	NSFOCUS	NUTANIX	ORION	PACKETEER	PEPLINK	RADLAN	RADWARE	RAISECOM
RUCKUS	RUIJIE	SMART OPTICS	SSU	STONEGATE	TWAG	UPS	WRI	XIRRUS	ZENITEL
ZTE									

SERVER

AS400	AWS	AZURE	DOCKER	IPMI	KUBERNETES	QUANTA	UNIX	WINDOWS
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STORAGE

ADIC	EMC	HITACHI	IBM	INSPUR	MACROSAN	MCDATA	NAS	NEC	NETAPPS
NIMBLE	SYMANTEC NETBACKUP	XIOTECH							

DATABASE

CACHEDB	CASSANDRA	GENERIC JDBC	GENERIC MYSQL	GENERIC POSTGRESQL	IBM DB2	INFORMIX	MICROSOFT MSSQL	ORACLE	SYBASE
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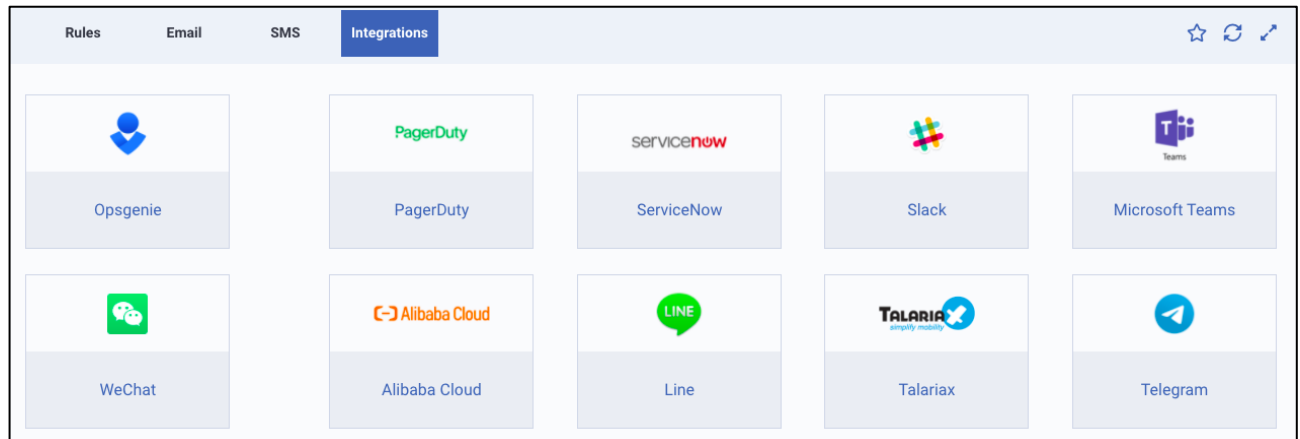
APPLICATIONS

ATEMPO	BEA TUXEDO	BEA WEBLOGIC	GENERIC APACHE	GENERIC EMAIL	GENERIC JMX	GENERIC SQUID	GENERIC TOMCAT	HP CLUSTER	HYPERV
IBM CICS	IBM HACMP	IBM LOTUS NOTES	IBM MQ	IBM TSM	IBM WEBSHERE	JBOSS	MICROSOFT AD	MICROSOFT ASP	MICROSOFT DNS
MICROSOFT DOTNET	MICROSOFT EXCHANGE	MICROSOFT FTP	MICROSOFT IIS	MICROSOFT REPLIC	MONGO DB	NGINX	REDIS	RESIN	SUN SUNONE
SYBASE EASERVER	VERITAS NETBACKUP	VMWARE							

- Alerts and notifications

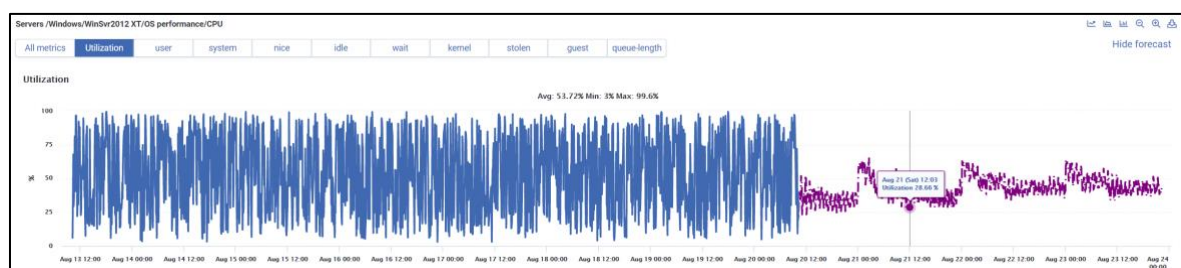
There is great flexibility for the user to set the alerts, such as alarm escalation, suppression and the ability to send notifications through different channels such as email, SMS, messaging and social media (such as Telegram, WeChat, Slack and Teams) or integration to third-party solutions like ServiceNow ticketing and more.

The out-of-the-box integrations include the following. Should there be a need to integrate with other systems, APIs are available.



- **Forecasting**

The ability to do forecasting of capacity and other metrics is valuable to the user so as to look ahead and make plans for surges in requirements. The solution uses machine learning to look at past data and makes forecasts for future workload. The system continues to finetune the accuracy over time.



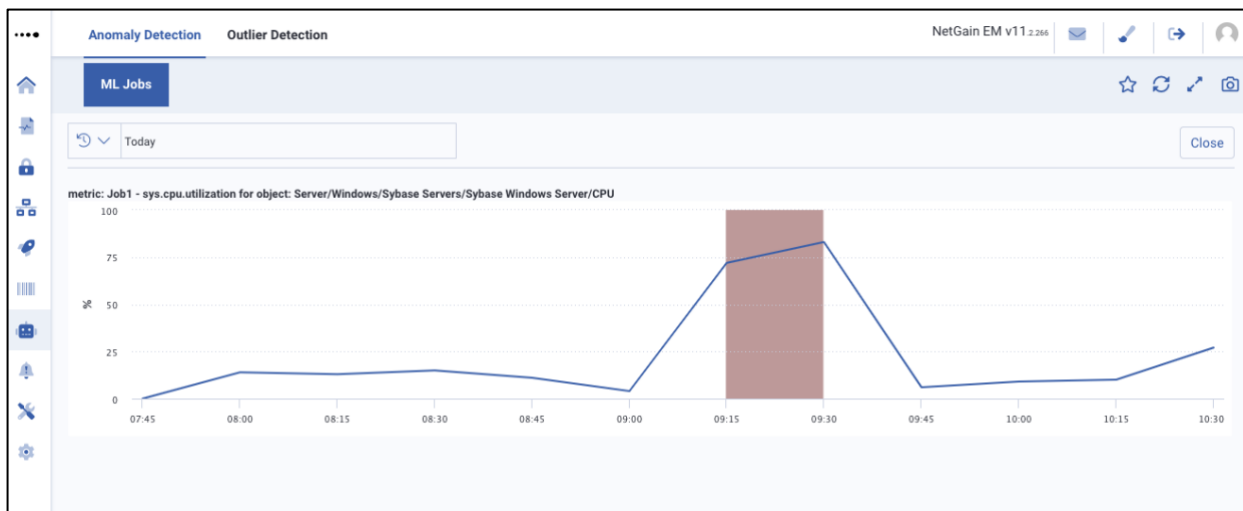
AI Ops

Artificial Intelligence-assisted Operations (AI Ops) is a separate module that uses the logs ingested to perform the following functions:

- **Anomaly detection**

Anomaly detection is the identification of the behaviour of IT components that deviate from its normal behavior. An example would be a server which normally runs at 10% CPU usage at midnight to run at 50%. By using historical data, the AI determines the baseline behaviour of the IT components and identifies anomalies as it happens. IT ops may also set the sensitivity of the AI detection.

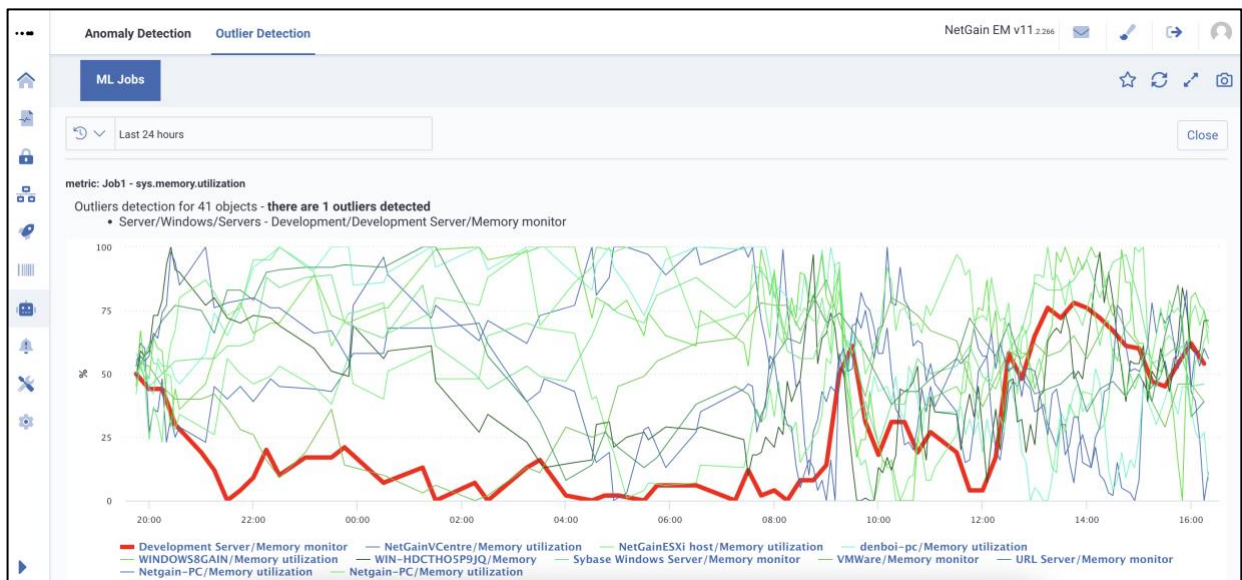
With anomaly detection, IT ops do not need to set static thresholds, and instead rely on the AI to find the thresholds automatically, and then alert the ops team when the anomaly occurs.



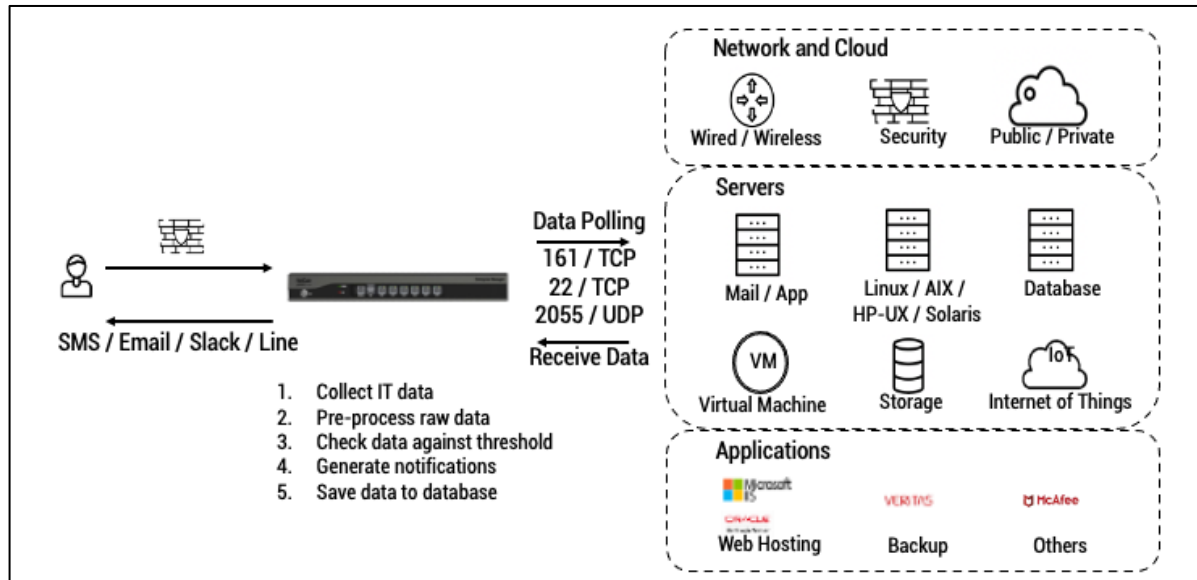
- Outlier detection

An outlier is an IT component that deviates drastically from the given norm or average of the data set. An example would be if a set of 20 servers are all running at 10% capacity, and one server is running at 50%, then it would be deemed an outlier. AI is used to identify the outlier in the given data set. IT ops may also set the sensitivity of the AI detection.

With outlier detection, the AI is able to find potential issues even if the fault does not exceed the threshold, and is able to alert the IT ops team automatically.



How It Works



Data is collected from the IT devices and applications using standard protocols or through a NetGain Agent.

The raw data is processed by NetGain software.

The data is checked against the preset thresholds. Should the reading exceed the threshold, an alert is sent to the appropriate IT person or team.

The data is saved in the database.

System Requirements

The following is the minimum system requirements. Please contact NetGain presales engineer for solution sizing.

Minimum hardware specification:		
	Minimum	Recommended
CPU	Dual Core Intel-compatible x64 CPU	Quad Core Intel-compatible x64 CPU
Hard disk	200GB	500GB
RAM	8GB	16GB
OS Supported	CentOS 7, RHEL 8 or equivalent	CentOS 7, RHEL 8 or equivalent
Browser Support	Firefox, Google Chrome, Safari, Microsoft Edge.	Firefox, Google Chrome, Safari, Microsoft Edge.

About NetGain Systems

Founded in 2002, NetGain Systems is a pioneer in the IT monitoring business, and continues to develop its business as it evolves from IT monitoring to IT observability. It has established local teams throughout the Asia Pacific Region, including Australia, China and Singapore.

Regardless of location, type, size, or complexity, our solutions give our customers the power to observe their IT infrastructure, services, applications and devices with ease, all from a single management dashboard, to achieve operational excellence with reduced complexity and gain useful insights to improve business outcomes.

By understanding that every organization's IT environment is different, NetGain's dynamic solutions are designed to be highly adaptable, fitting the unique demands of your operating environment and evolving with your growing organization.

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