



To manage the IT operations, enterprises end-up using multiple tools including many open-source tools with limited support and scalability. These technology silos stall end-to-end management without any integration between the tools making it difficult to determine the root cause of the problems. The IT departments become reactive in their approach leaving little time to optimize with little or no predictive visibility.

OpExpert is a Unified Operations Management Solution providing a single tool to manage end-to-end IT Operations. With OpExpert, organizations can avoid using multiple tools to perform various routine tasks. The solution truly unifies the complete operations for small to mid-size organizations.



With its scalable architecture, depth and breadth of features that are continuously enhanced, affordable prices and 24x7 support, OpExpert is the best IT Operations Management solution for SMBs. Now with OpExpert, smaller organizations get the same end-to-end visibility into their IT Operations that was limited only to larger organizations that implemented large framework based solutions.

OpExpert provides comprehensive functionality including Network Monitoring, Network Traffic Analysis, Physical and Virtual Server Monitoring, Log Aggregation, Asset Inventory and Incident Management. With all modules tightly integrated, OpExpert is an indispensable tool for the IT Operations teams. Whether you are a one man team or a large team spread all across the world, OpExpert meets all your IT Operations Management needs.

## Network Monitoring

OpExpert network monitoring solution gives network managers the ability to analyze, troubleshoot and monitor network devices with zero impact to the production network. It involves monitoring the critical parameters of the devices. The parameters such as availability, bandwidth usage, error and discards rate, CPU utilization, memory etc are calculated. At the other end providing the network administrators with a console to monitor all these parameters and generate reports for future reference. This also involves generating alarms in the form of an SMS or an e-mail.

## Network Traffic Analysis

OpExpert real-time network traffic analysis enables you to identify almost any specific network traffic and traffic parameters including peer to peer applications and instant messaging. Based on Cisco IOS NetFlow, OpExpert correlates different traffic parameters, generates graphs and reports that help in understanding and troubleshooting your network traffic.

## Log Aggregation

OpExpert Log Aggregation Module is a robust and scalable log intelligence solution that collects Syslogs and Windows Eventlogs. With all log data available for queries and reports, users can pinpoint the locations of threats or other network problems, creating graphical or text-based reports for management, audits, network planning, and policy validation. OpExpert can store huge volumes of log data to make these logs instantly accessible to support decision making and problem resolution.

## Asset Inventory

OpExpert scans your network for Microsoft Windows based assets using standard WMI protocol and updates the Asset Repository. It collects software usage information and stores it in the Asset Repository, helping you identify underutilized software deployments, manage license compliance reviews, and reclaim unused software licenses for deployment in other parts of the organization.

Managing IT assets effectively is an ongoing process. OpExpert provides an overview of the information necessary for managing desktops on the network. An indispensable tool in tackling software piracy, OpExpert can reduce total cost of ownership (TCO) through efficient license management and by aligning workstation configurations with end-user requirements.

## Incident Management

OpExpert is designed to meet your business requirements by automating your service desk processes and lower the cost of support operations. This customizable, browser-based incident management solution combines best-in-class help desk software with the industry standard framework for IT Service delivery and support. Powerful workflow software and solutions deliver superior service and reduce operational expenses, while interactive graphical reporting displays the data you need to make informed business decisions.

## SALIENT FEATURES

### Interactive Dashboards

Interactive and Web-based dashboards provide customizable views on business-critical metrics. Drill down to detailed analysis of a specific network and generate detailed reports, charts, graphs and summary views.

### Secure Role-based Access

The focus on security made OpExpert the most secure and controllable tool. The granularity of the system allows the administrator to control user-access up-to a device level apart from deciding on what features will be available for each and every user. The users can do their own settings and configurations based on their access to the application.

### Real-Time Network Maps

Real-time network maps depicting the status of the entire network and each user able to configure their own maps makes OpExpert a dashboard for the entire IT Operations Management team. The links give the availability and utilization statistics and devices show alarms on the map making it easy for any administrator to view and drill down to understand the root cause of the problem.

### Simple Configurations

Right from Network Scan, addition of devices and users, configuring maps and setting of alert thresholds, the entire configuration of the system will not take more than a couple of hours giving an immediate return on investment.

### Proactive Alerts

Once the thresholds are set, OpExpert starts sending alerts through its intelligent alerting engine. The alerts are sent to specific users either via e-mail or SMS.

### Manage SLAs & Escalation

SLA monitoring is one of the most important functions of OpExpert. Once the defined SLAs are crossed, alerts can be sent and the issues are escalated to the higher levels in the organization based on easy to set workflows.

### Extensive Reports

OpExpert is bundled with over hundred reports providing a detailed historical view of the entire operations. Separate reports for Network, Devices, Logs, Traffic, Inventory and Incidents. All the reports can be exported to Adobe PDF format. A user can schedule and distribute reports by doing a few simple configurations. The reports will automatically be sent to the specified users at specified times.

### Context based Help

With its context based help, OpExpert makes it easy for any user to understand the settings and use the system to its fullest capacity.

## About OpExpert

OpExpert is a Unified Operations Management solution offered by Infrascap, a leader in proactive infrastructure management solutions. Infrascap is founded on expertise in the network and system management arena and driven by innovation. Infrascap's cost-effective integrated solutions deliver low total cost of ownership and rapid return on investment, minimizing risk while providing high value. For more information, visit [www.opexpert.com](http://www.opexpert.com)

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