

# How BMC TrueSight Operations Management 10.5 Advances Transformational Values

## Abstract

EMA's research on IT and digital transformation<sup>1</sup> underscores the strong need to unify cross-silo operations in support of improved digital service delivery. Such unification requires a more holistic approach to data sharing, analytics, service modeling, and integrations to enable superior process efficiencies with improved service awareness.

BMC's introduction of TrueSight Operations Management 10.5 in June 2016 addresses these requirements, both in its core design and in its unique product advances. This impact analysis will introduce TrueSight Operations Management 10.5 in context with EMA's industry research and dialogue.

## Event

In June of 2016 BMC introduced TrueSight Operations Management 10.5, with significant enhancements in the areas of mobile support, service impact modeling, integrated user experience, scalability, resiliency, and ease of administration. The solution enables an integrated approach for visualization and analysis of infrastructure and event management, application performance and user experience management, and data analytics across application infrastructure logs and other data. By integrating these critical and diverse insights, TrueSight Operations Management can deliver a unified approach to operations management in support of multiple operations silos, as well as application owners and development.

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## *TrueSight Operations Management Components*

To better appreciate the impact of the 10.5 enhancements, it's important to understand how its components come together for unified management and administration.

- **AppVisibility Manager** provides in-depth perspectives on application and application server performance, including Java and .NET servers through both passive agent-based insights and synthetic transaction analysis. It can also assimilate and integrate end-user monitoring data from browser-based metrics on observed end-user transactions.
- **Infrastructure Management** leverages fully integrated analytic support for Patrol and third-party data across the full networked infrastructure. Infrastructure Management analytics center on event management and are integrated into broader context at the TrueSight Operations Management Presentation Server.
- **IT Data Analytics** targets a wide set of requirements with more than 25 content packs supporting logs and events across the application infrastructure. Just a few examples are Apache Tomcat logs, BMC ProactiveNet Performance Management events and logs, Hadoop logs, IBM WebSphere logs, Oracle database logs, and Microsoft Windows events.

<sup>1</sup> "EMA Research: Digital and IT Transformation, a Global View of Trends and Requirements," September 2015.

- **Real End User Experience Monitoring** is achieved in dynamic and scalable fashion between endpoints and the data center using cloud-based probes, which feed into BMC's Real User Analyzer and ultimately to the TrueSight Operations Management Presentation Server.
- **TrueSight Operations Management Presentation Server** captures and integrates analyzed data from all four of the above sources for integrated visualization and analysis.

## A Closer Look at 10.5 Advances

This unique framework was significantly enhanced in June of 2016 in the following areas:

- **Mobile support:** The TrueSight Operations Management native mobile app for iOS is optimized for easy notifications, overall application status, and drills down into associated events relevant to specific users. These might include application owners, developers, or operations management personnel and managers needing insight into top-down application performance and requirements, including end user experience and application-infrastructure metrics.
- **End User Experience Monitoring (EUEM) for Cloud-hosted Applications:** In transitioning from a hardware appliance to a software edition, BMC designed in the capability to support cloud-based environments such as AWS and Azure. BMC's packet-based analytics for capturing real user experience in cloud-hosted applications is both industry distinctive and a powerful advantage in enabling portfolio-wide EUEM.
- **Service impact modeling:** TrueSight Operations Management 10.5 enables its customers to connect, or link, pre-existing service models such as BMC Discovery or networked service topology, to existing events and performance metrics easily and dynamically. These in turn can be linked to CIs in the Remedy configuration management database (CMDB) for more effective integration of change and performance management.
- **Administration:** BMC did a great deal to support ease and currency in delivering new knowledge modules (KMs) in support of Patrol and other monitoring sources, and content packs in support of IT Data Analytics. These make it significantly easier for customers to integrate and optimize based on their current usage and needs as infrastructure and application changes proliferate. Moreover, BMC also consolidated and simplified administration overall with HTML5 support and enhanced workflows for TrueSight Operations Central Monitoring Administration (CMA).
- **Scalability and resiliency:** Through its tiered architecture, support for multi-tenancy across all its critical components, and continuous failover between primary and secondary Presentation Servers, BMC TrueSight Operations Management 10.5 more than doubled its scalability to support over 120,000 infrastructure components (physical and virtual). BMC continues to anticipate further enhancements for scalability to address growing customer needs. Resiliency, in particular, is further enhanced through ongoing and dynamic usage monitoring and notification, so that customers will be alerted when 80% or more of system's capacity is being utilized. Finally, BMC extended its support for Payment Card Industry (PCI) compliance across all its components with support for Transport Layer Security (TLS) communications.

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## EMA Perspective

EMA's unique global research<sup>2</sup> on digital and IT transformation strongly underscores the need for integrating advanced and holistic operations management with digital transformation initiatives. Indeed, in spite of all the hype surrounding digital transformation, EMA dialogues and research indicate that while they're real, needed, and in many respects redefining IT's role and direction, digital transformation initiatives must also be natural outgrowths of cross-silo IT transformational actions to succeed.

<sup>2</sup> "EMA Research: Digital and IT Transformation, a Global View of Trends and Requirements." September, 2015

Here are some relevant and telling data points:

- 73% of our respondents across North America, Europe, and Asia felt that *technology was a driver* for digital and IT transformational initiatives, and 27% felt technology was supportive, with less than 1% claiming that management-related technology investments weren't relevant.
- *Toolset deployment and administrative complexity* was one of the leading obstacles to transformational success, along with organizational, process, and leadership needs.
- Our transformational research emphasized *improved user experience, improved application performance, analytics for application/infrastructure optimization*, and above all, *service availability* as key requirements for both digital and IT transformational success.
- In parallel, EMA research on advanced IT analytics<sup>3</sup> shows the criticality of integrating effective analytic insights with service modeling, both for contextual insights and for superior integration of change and performance management.
- *Effective data management* in terms of quality and integration also loomed large in our research, both as a requirement and as an obstacle when poor quality or fragmented data blocked effective diagnostics, communication across operations silos, and other IT teams.
- *More effective visualization and dialogue* were also key, as was more effective dialogue across both IT and between IT and business stakeholders. This became especially true when mobile access was addressed in this and other EMA research.

BMC TrueSight Operations Management 10.5 shows striking advances in addressing all of these digital transformation-related requirements. Integration with third-party sources, as well as complementary BMC portfolio options such as TrueSight Capacity Optimization and TrueSight Intelligence, all help to round out the picture for unified operations management and IT-to-business alignment. The digital enterprise demands new ways of working across IT, and BMC TrueSight Operations Management 10.5 should go a long way toward facilitating a more effective, holistic, and service-aware partner for a more progressive digital business.

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**BMC TrueSight Operations Management 10.5 should go a long way making IT a more effective, holistic, and service-aware partner for a more progressive digital business.**

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<sup>3</sup> "EMA Research: Advanced IT Analytics: A Look at Real Adoptions in the Real World," March, 2016.

### About EMA

Founded in 1996, Enterprise Management Associates (EMA) is a leading industry analyst firm that provides deep insight across the full spectrum of IT and data management technologies. EMA analysts leverage a unique combination of practical experience, insight into industry best practices, and in-depth knowledge of current and planned vendor solutions to help EMA's clients achieve their goals. Learn more about EMA research, analysis, and consulting services for enterprise line of business users, IT professionals and IT vendors at [www.enterprisemanagement.com](http://www.enterprisemanagement.com) or [blogs.enterprisemanagement.com](http://blogs.enterprisemanagement.com). You can also follow EMA on [Twitter](#), [Facebook](#) or [LinkedIn](#). 3422.072916