Boosting Digital Transformation – BMC vs. HP

A head-to-head comparison between BMC and HP on capabilities designed to speed up digital business
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Executive Summary

IT operations teams need faster, more intuitive, and more effective ways of ensuring high performance and availability. Those end-to-end solutions must combine visibility, automation, and intelligence to keep the organization running at its best in the age of digital business.

BMC’s approach to IT operations management (ITOM) helps speed time to repair, manage total cost of ownership (TCO), and reduce risk. This modern approach, featuring innovations such as automatic application context discovery, behavioral learning, probable cause analysis, and built-in log analytics, puts BMC’s solutions significantly ahead of those from HP.

To support today’s digital enterprise, IT operations must meet a new generation of requirements:
- A fast and reliable user experience
- Comprehensive support for legacy and new applications and services
- Support for strategic innovation and digital transformation
NEEDED: A MODERN APPROACH TO IT OPERATIONS MANAGEMENT

IT operations teams face unprecedented challenges in the face of escalating business demands and user expectations. As business processes and services go digital, a high-speed IT organization has become a critical strategic asset. Business needs to move at the speed of today’s digital customer—this means increasingly high standards for performance and availability. IT must put fine-tuned processes in place to prevent costly latencies and damaging outages.

**Slow is the new broken!** Both internal and external customers now expect an instant, intuitive, and integrated experience with reliable performance and availability. Moreover, IT must meet these requirements in the context of an increasingly complex, heterogeneous, and dynamic IT environment in which applications are more interconnected, generate more data, and are more difficult to support than ever before.

In this sense, IT has become bimodal, pursuing two equally critical missions simultaneously. To enable uninterrupted productivity, IT must guarantee availability around the clock, meet service level agreements (SLAs) and key performance indicators (KPIs), and accelerate mean time to repair (MTTR). At the same time, the business depends on IT for forward-looking technology evolution, innovation, and transformation to power growth and strategic advantage.

IT leaders must leverage analytics and big data sets to help anticipate future business requirements. Simply reacting to what’s happening today without analysis will not help in planning the next generation of applications and services that users are likely to need.

Unfortunately, IT cannot look to the future if it cannot keep pace with the present. Outdated operations tools and processes leave IT at a persistent disadvantage, too overwhelmed with day-to-day management and firefighting to innovate. To fulfill both aspects of its bimodal mission, IT needs faster, simpler, and more efficient ways to:

- See how users are interacting with applications and the kind of experience they’re getting
- Understand what’s going wrong when issues arise and determine how to fix the problem quickly and effectively—zeroing in on the right tier and component without having to search log-by-log for root causes
- Identify emerging problems and address them proactively before they impact users

Let’s see how legacy HP solutions compare to innovative BMC solutions for IT operations management.
BMC TrueSight is transforming ITOM for a new generation

BMC TrueSight Operations Management empowers IT operations for the era of digital business. A complete solution for IT operations management, BMC TrueSight breaks down silos to provide converged views of data and systems. IT operations professionals gain instant, integrated insight into applications, infrastructure components, and the relationships between them. Application performance monitoring capabilities include both active and passive user experience monitoring, synthetic modeling, and application deep dives to support a user-centric approach to service delivery. Providing any-screen access with a simple, seamless experience wherever users work, BMC TrueSight frees IT operations from the network operations center (NOC) so they can support users and address issues from anywhere, at any time.

BMC TrueSight Operations Management is a flexible solution that monitors complex IT environments and analyzes diverse data sets to deliver IT insights that help solve business problems. BMC TrueSight provides a single view of applications and infrastructure from any device across physical, virtual, and cloud environments to help them work better together.

Spanning the entire IT environment, from device to application, BMC TrueSight examines operational norms, automatically detects abnormalities, measures service impact, and proactively identifies risk to ensure that applications and services keep running. Unprecedented breadth of coverage and depth of insight close the visibility gap between web, mobile, and on-premises application services—empowering the business to move at the speed of the digital customer.

BMC TrueSight solutions meet all of the requirements for IT operations and enable a fully modern approach to ITOM.

BMC TrueSight delivers value in three critical areas:

- **Speed**: IT operations can resolve problems faster to reduce downtime and improve productivity.
- **Cost**: Converged data and analytics help IT understand the true cost of delivering services and applications for better-informed decisions about IT investments.
- **Risk**: Faster mean-time-to-repair (MTTR) reduces the time that critical services remain compromised, helping IT mitigate risks to the business.

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BMC TRUESIGHT OPERATIONS MANAGEMENT MODERNIZES IT OPERATIONS

**Smart IT operations**

The intuitive mobile interface provides a view of the entire IT environment. It delivers detailed information visually via customizable dashboard views, drill-downs, and easy-to-navigate workflows that increase IT operations’ understanding and improve decision making.

**Enhanced end-user experiences**

Applications and infrastructure are brought together in a single view that gives quick insight into the health and performance of the IT environment—revealing which services and applications are performing poorly. BMC TrueSight automatically detects devices and components and creates a dynamic simple application model—the Application Context View. This view makes troubleshooting more intuitive, helping to improve the user experience.

**Proactive analytics**

Behavior and performance trends can be discovered in real time with automated event and log analytics. These analytics empower IT to resolve problems faster—reducing MTTR. Once problems have been solved, BMC TrueSight remembers successful service resolutions and can prevent future performance impact through proactive notifications.

**WHAT DOES TRUESIGHT OPERATIONS MANAGEMENT GIVE CUSTOMERS?**

One customer, a managed service provider (MSP) specializing in customer support, has had excellent results with TrueSight Operations Management.

**INNOVATION TO DELIVER THE VALUE IT NEEDS NOW**

BMC has invested its full resources to provide the advanced capabilities, convergence, automation, and intelligence IT operations needs today. BMC TrueSight helps IT keep existing systems running at their best by:

- Gaining a clear, intuitive view of the connections between infrastructure metrics and the performance of related applications and services—without a configuration management database (CMDB)
- Reducing false alarms by using behavioral learning to trigger alerts based on deviations from real-world trends—not arbitrary thresholds
- Gathering all the data needed for prompt and accurate probable cause analysis—including information on changes to the environment—without having to reach out to other IT teams for help
- Using built-in log analytics to zero in on root causes and identify patterns that can give early warning of future problems

These capabilities underscore the clear differentiation between the modern ITOM solutions provided by BMC and legacy HP tools.
Application context

HP ITOM tools focus on either infrastructure or applications, but they fail to provide information about the relationships between the two—information IT operations needs in order to keep critical applications running at peak performance. As a result, team members have to use multiple tools to understand what’s really affecting application performance. This complex, time-consuming process slows response and prolongs MTTR.

BMC TrueSight provides fast access to converged data for an end-to-end view of applications and the infrastructure that supports them. The solution automatically discovers application models within a matter of minutes to reveal all the related configuration items that make up each application. Purpose-built for IT operations, these models provide quick visibility without the need for a CMDB. The solution can then pull in application transaction information—either synthetic or real—to explore the latency among its components. By tying this information to traditional infrastructure models, IT can gain insight into the connection between low-level web, application, and database server metrics and the performance and availability of the applications they support.
TrueSight Operations Management uses behavior learning heuristics to create dynamic baselines that decipher normal data behavior and automatically trigger events when abnormalities arise.

**Behavioral learning**

HP and other vendors have added dynamic thresholds to alert IT operations of potential problems, but these are based on deviations from arbitrarily selected norms—not real-world metrics. As a result, many alerts are triggered without an actual problem, generating noise that can obscure real issues and distracting IT operations from more important work. When an application performance issue does exist, extraneous alerts make it difficult to isolate its probable cause.

BMC TrueSight actually learns the behavior of metrics and uses behavioral trends over time to determine whether a metric should trigger an event or alert. While traditional solutions take days or weeks to collect baselines, the BMC solution can show a useful baseline in hours. Through continued monitoring, behavioral learning increases the accuracy of the baseline to make intelligent assessments of metrics that reveal real issues. IT is spared the noise of alerts triggered by arbitrary thresholds. When a true issue arises, IT can begin to determine through probable cause analysis why the particular application or component is having difficulty.

**Probable cause analysis**

HP solutions fail to enable probable cause analysis, leaving IT operations to determine root causes manually by reaching out to other siloed IT groups such as engineering and level three support—often in other parts of the world—to generate an events list. This time-consuming process slows MTTR while distracting these other groups from their own work.

The BMC TrueSight analytics engine pulls in not just infrastructure and application monitoring data, but also information about changes in the environment—those pre-approved through change management, and those picked up through auditing. Provided with a complete view of the situation, IT operations can begin triage and remediation quickly, without having to divert other teams from their own work or conduct conference calls to find out what other people might be seeing on their monitors.
Probable cause analysis with TrueSight Operations Management helps IT get to the cause of the underlying problem fast by automatically scoring and weighting possibilities, and eliminating irrelevant noise.

**Built-in log analytics**

Log analytics tools are available from HP only as standalone or bolt-on utilities, limiting their usefulness as part of an end-to-end approach. Instead, IT operations must send probable cause information to a level three team for a search through their own log files for patterns that might reveal why a given metric is showing problems and affecting an application.

With BMC TrueSight, fully integrated log analytics make it simple for IT operations to take probable cause analysis to the next level. The solution brings in complete log data for the components that power a given application across multiple servers and firewalls and indexes it quickly so IT can determine what was happening in each component at the time of the problem. As patterns emerge, IT operations can build rules to search automatically for similar patterns and trigger alerts so problems can be fixed before they impact users.

Taken together, the capabilities delivered by BMC TrueSight define the way IT operations execution should look today. Teams gain quick, intuitive access to the right information at the right time to shorten MTTR, and reduce their dependency on other teams to avoid wasting time and money on war room scenarios. A faster response to service issues helps reduce business impact and risk to critical digital services.

**TrueSight IT Data Analytics** is a fine-tuned analytics engine that processes all collected data and delivers real-time insight for rapid root cause analysis, predictive monitoring, and advanced analytics.
TrueSight Operations Management is a flexible solution that monitors complex IT environments and analyzes diverse data sets to deliver critical IT insights. TrueSight provides a single view of applications and infrastructure across physical, virtual, and cloud environments, from any device, to make it easier for these environments to work better together for any application. Check out these components of TrueSight Operations Management.

**BMC TrueSight Infrastructure Management**

BMC TrueSight Infrastructure Management analyzes data trends to project future performance. Building on behavioral learning, the system seeks additional related information to determine when a service-level threshold is about to be breached. With BMC TrueSight Infrastructure Management you can detect resources that are stressed, identify probable user impact, and take preventative measures based on automatically filtered alerts that point toward the most likely root cause.
**BMC TrueSight IT Data Analytics**

BMC TrueSight IT Data Analytics combines the tightly integrated monitoring, event, and service impact management components of TrueSight Operations Management while correlating all IT operations data (e.g., metrics and event and log data) and sharing and maintaining context for effective IT operations workflow. In addition, BMC TrueSight IT Data Analytics uses existing TrueSight agent infrastructure: a single agent for log and monitoring data, along with centralized administration to drastically lower TCO.

Mine data from servers, network, and security appliances to find the nuggets of information that help better manage the IT environment.

**BMC TrueSight App Visibility Manager**

BMC TrueSight App Visibility Manager goes beyond application performance monitoring to provide deep insight into the user experience. It monitors and manages the performance and availability of applications and infrastructure to deliver ideal levels of service. This technology allows IT to collect real-time and historical data to provide a clear map of applications and all the dependencies inherent to them.

Application Context Views automatically discover web-based applications via java or .net script injection. Quickly model applications without doing a separate discovery reliant upon the CMDB.
### ENTUITY NETWORK MANAGEMENT

BMC partner Entuity provides a complement to BMC TrueSight with powerful, real-time, integrated network management capabilities for a complete service delivery view that eliminates the duplication of effort associated with managing separate data silos. Entuity shortens MTTR, lengthens mean time between failure (MTBF), improves uptime for users, and increases automation so that IT staff are free to focus on innovation. Entuity is easy to scale and use, and provides two major product releases a year to reflect the changing IT landscape.

#### BMC TrueSight and Entuity for Integrated Network Management

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- **All-in-one:**
  - One product for network management, including physical and virtual devices. Layer of abstraction shields users from complexity. Easy to install, learn, use, and deploy.

- **Federated Architecture:**
  - Scaling is easy, as Entuity servers automatically communicate with each other to coordinate service delivery. Users need not be aware of these changes or modify their behavior.

- **Uniform Data Schema:**
  - Uniform data schema across all servers enables distributed data processing and I/O load but appears as one virtual, global database. No administrator or user action is required.

#### CONCLUSION: BMC PROVIDES UNIQUE CAPABILITIES

Only BMC delivers the converged visibility, automation, and intelligence IT operations needs today, with key differentiators that go far beyond HP ITOM tools. BMC TrueSight helps IT operations solve problems faster while reducing cost and risk through capabilities including:

- Application context models that provide easy visibility into the relationships between low-level infrastructure metrics and real-time application performance to speed troubleshooting
- Behavioral learning that goes beyond arbitrary thresholds to trigger alerts based on an intelligent assessment of metrics and avoid the noise of false alarms
- Probable cause analysis based on complete infrastructure and application monitoring data without the need to involve other teams
- Built-in log analytics that break down silos and help IT determine root causes holistically to avoid future problems

As an end-to-end solution to ensure top performance and availability of digital services across the organization, BMC TrueSight is an essential tool for the way businesses operate today.
BMC is a global leader in software solutions that help IT transform traditional businesses into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management set of IT solutions is designed to make digital business fast, seamless, and optimized. From mainframe to mobile to cloud and beyond, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide intuitive user experiences with optimized performance, cost, compliance, and productivity. BMC solutions serve more than 15,000 customers worldwide including 82 percent of the Fortune 500®.

BMC – Bring IT to Life

FOR MORE INFORMATION

For more information about how BMC TrueSight stacks up against HP for ITOM solutions, please visit

bmc.com/forms/hp-vs-bmc.html