RightITnow

The IT Operations Management Solution

An Event Connector Case Study: SolarWinds

Overview

The SolarWinds Connector delivers out-of-the-box integration between SolarWinds Orion NPM and RightITnow ECM. This enables consolidation, correlation and reduction of a high volume of events and alerts from SolarWinds Orion NPM alongside other sources of IT events, via RightITnow ECM's real-time event correlation technology. IT Operations and Service Desk staff gain from a streamlined processing of events and alerts that they can remediate quickly and effectively. In addition, they can seamlessly integrate their Operations console with the Service Desk, through a close-loop incident management process not available in Orion NPM.

How It Works

The SolarWinds Connector imports all events, alerts, topology and entity information into the RightITnow ECM repository using the SolarWinds Interface Service (SWIS). It is designed to work against multiple instances of Orion NPM. The information collected includes:

- SolarWinds proprietary identifiers like Node and Interface ID's
- Device identifiers like IP address, community string, MAC address etc.
- Device status information like up or down, managed or unmanaged
- Business context data like location, contact, service name etc.

RightITnow ECM's event correlation engine then reduces the number of SolarWinds events and alerts into meaningful and service impacting RightITnow alerts. The correlation operates not only against the flow of events and alerts from SolarWinds, but any infrastructure event captured by RightITnow ECM as well - enabling advanced cross-domain correlation.

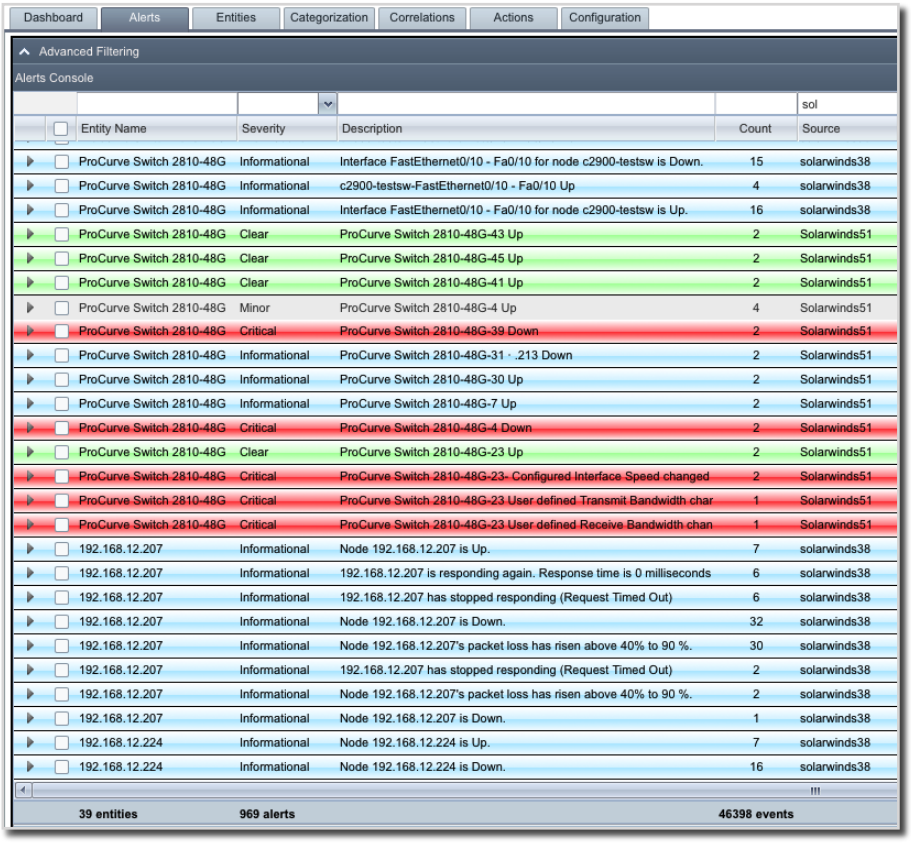

FIGURE 1: RightITnow ECM extracts alerts from multiple NPM instances, de-duplicates in real-time and enriches them with owner and service information.

With RightITnow ECM and the SolarWinds Connector, IT operations staff can then plan and execute appropriate operational response to these alerts using multiple paths:

- IT Operations staff can use a RightITnow ECM alert to access relevant SolarWinds reports, enabling them to understand why the events were generated and provide a head-start to problem resolution
- Operators can use RightITnow ECM to re-poll an interface or device via Orion NPM in order to verify their current status
- Operators can escalate alert to the Service Desk. Recorded incidents are enriched by connections to underlying events and contextual performance reports within Orion NPM - facilitating problem investigation and resolution
- IT Operator acknowledged alerts in RightITnow ECM, are also automatically acknowledged in the SolarWinds Orion alert list

To maintain data and event integrity, the SolarWinds Connector continuously updates RightITnow ECM by periodically checking and updating changes from the various instances of SolarWinds Orion NPM.

Why Try the Connector?

The SolarWinds Connector provides granular, proactive monitoring of IT infrastructure combining SolarWinds event streams with other event sources like SNMP traps, Windows Event and Syslog messages, VMWare infrastructure, and other monitoring tools.

In addition, it makes it easy to:

- Perform early diagnosis and resolution of infrastructure issues
- Achieve higher uptime and service levels
- Have a streamlined and automated operations process

System Specifications

The SolarWinds Connector works with SolarWinds Orion NPM v10.0 or later.

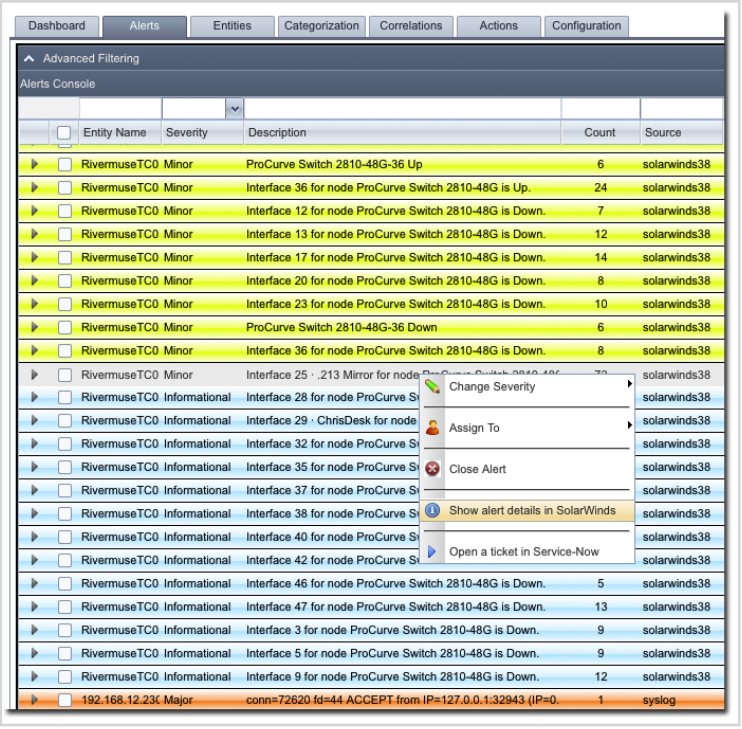

FIGURE 2: Every RightITnow alert provides direct contextual access to the SolarWinds console

About RightITnow

RightITnow delivers real-time, cross-domain event correlation software that enables enterprises to optimize IT Operations processes so they can drive down costs, resolve problems faster and assure end user services. It achieves this by automating the event to alert to incident life cycle and bridging the gap between IT Operations center and the Service Desk – driving higher productivity and effectiveness.

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