

Overview

HPE IMC Business Service Performance Software

Models

HPE IMC Business Service Performance Software Module E-LTU

JH320AAE

Key features

- IMC Business Service Performance (BSP) presents an end-to-end business services health dashboard
- Customizable service health parameters dashboard shows real-time results
- Event/alarm thresholds can be set on aggregated data
- BSP Data Center View gives a summary of DC centers' compute status

Product overview

The HPE IMC Business Service Performance (BSP) Software is an Intelligent Management Center (IMC) module, targeted at support of data centers and large campuses, or remote sites that rely on centralized services. IMC BSP Software creates a holistic service health score dashboard for activity, health, availability and other factors for each individual customer-defined service.

This score uses data from the IMC platform, and optionally from SHM, APM and NTA modules to reflect the status of the application, servers, VMs, and network hardware that make up the service, giving an overall service view.

Features and benefits

Management

- **End-to-end business services health dashboard**
shows each configured service's health, performance and availability score that are compilations from analytic results of the underlying pieces of the service. These holistic scores act as a real-time health indicator for the entire service, or as a planning and troubleshooting tool for the service's infrastructure. Drill down can be done quickly to isolation the underlying problem area impacting the service scores.
- **Customer-defined services**
underlying pieces of the service are customer selected. Factors that can be designated as part of the holistic view of the service include specific applications, servers, VMs, storage, network elements and other resources that have been discovered by IMC.
- **Business Service Performance Software (BSP) service dashboard shows real-time results and trends**
provides an 'at a glance' display of service status in real time by summarizing the health information on a single screen for the customer selected services' scores. Displayed bottom 10 services call attention to potential trouble spots. Trend graphs of the health scores over time allow for baseline setting, capacity planning, and tracking of potential concerns with service delivery.
- **BSP builds on the power of the IMC platform and its modules**
powerful built-in analytics provided by the IMC platform (including NQA), and optionally by the Application Performance Manager (APM), Server Health Manager (SHM) and Network Traffic Analyzer (NTA) modules generate the foundational information for each configured service then used by BSP in deriving the high level scores. Best BSP results for most application-based services are obtained when APM is available in the solution.
- **Alert/event thresholds can be set for aggregated data**
alert and event service level thresholds can be set in BSP to call early attention to a deteriorating situation with a service. Smaller concerns that could be overlooked in any one part of the solution, can be combined to trigger a higher level alert based on the sum of the small parts. These advanced warnings can provide valuable extra time to troubleshoot an impending problem compared to simple lower level component monitoring.
- **Data Center View give quick check on data center resources**

Overview

Memory, CPU usage, and disk usage are shown. A real-time view of compute headroom available for the data center gives a quick check on compute resource activity levels and can be trended over time for capacity planning. Administrators can drill down to specific servers, VMs, and more, providing specific analysis of the current health and resource environment for that device.

Warranty and support

- **Electronic and telephone support**

Limited electronic and business-hours telephone support is available from Hewlett Packard Enterprise; to reach our support centers, refer to <http://www.hpe.com/networking/contact-support>; for details on the duration of support provided with your product purchase, refer to <http://www.hpe.com/networking/warrantysummary>.

- **Software releases**

to find software for your product, refer to <http://www.hpe.com/networking/support>; for details on the software releases available with your product purchase, refer to <http://www.hpe.com/networking/warrantysummary>.

Technical Specifications

HPE IMC Business Service Performance Software Module E-LTU (JH320AAE)

Platform required

Server:
HPE Intelligent Management Center Enterprise Software
HPE Intelligent Management Center Standard Software

Notes

See the [HPE IMC Standard or Enterprise Platform data sheet for the required software environment](#).

Services

Refer to the Hewlett Packard Enterprise website at <http://www.hpe.com/networking/services> for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local Hewlett Packard Enterprise sales office.

Summary of Changes

Date	Version History	Action	Description of Change
11-Nov-2016	From Version 1 to 2	Changed	Minor changes made on the document; hyperlinks fixed
01-Dec-2015	Version 1	Created	Document creation



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