



Hewlett Packard
Enterprise

HPE IMC SERVICE HEALTH MANAGER SOFTWARE MODULE E-LTU (JG398AAE)

Intelligent Management Software



WHAT'S NEW

- Define key performance indicators and KQIs to measure network quality and maintain service-level agreements.
- Multivendor device management.
- Real-time monitoring, audit, and alarm of NQA instances.
- Comprehensive and periodic service health measurement reports.

OVERVIEW

HPE IMC Service Health Manager (SHM) Software is an Intelligent Management Center (IMC) optional module providing end-to-end service monitoring and service through visualization of infrastructure or network variances in the service path. It leverages data derived from other IMC components to yield critical performance metrics and aggregates key performance indicators to generate key quality indicator metrics.

Key quality indicators (KQIs) provide a visual representation for network administrators on their defined services and take proactive measures to maintain service level agreements.

FEATURES

Features

The HPE IMC Service Health Manager (SHM) Software allows the network administrator to collect key performance indicators to measure network performance. This information can identify real-time hot spots and maintain optimum system wide performance.

Predefine extensive key quality indicators (KQIs) like device status and link quality to provide and improve client experiences.

Use the visual service modeling to define service-related resources and create evaluation policies to obtain a holistic view of the service.

Monitor the System Real-time and Maintain Network Quality Assurance (NQA)

The HPE IMC Service Health Manager (SHM) Software monitors delay, jitter, packet loss, and throughput of different services, including voice, video, network connectivity, and VPN Routing and Forwarding (VRF) to assist the network administrator in maintaining network quality.

Leverage multi-vendor device management for monitoring across the devices, operating systems, hardware, and types from a single application.

Provides audit alerts in real-time when the configuration cannot collect data normally.

Monitor service health with comprehensive reports delivered daily, weekly, monthly, and annually.

Technical specifications

HPE IMC Service Health Manager Software Module E-LTU

Product Number	JG398AAE
Differentiator	Electronic delivery of license for HPE IMC Service Health Manager Software Module E-LTU
Platform required	HPE Intelligent Management Center Enterprise Software HPE Intelligent Management Center Standard Software
Technical notes	See the HPE IMC Standard or Enterprise Platform data sheet for the required software environment.



For additional technical information, available models and options, please reference the [QuickSpecs](#)

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Operational Services from HPE Pointnext Services

[HPE Pointnext Tech Care](#) provides fast access to product-specific experts, an AI-driven digital experience, and general technical guidance to help enable constant innovation. We have reimagined IT support from the ground up to deliver faster answers and greater value. By continuously searching for better ways to do things—as opposed to just fixing things that break—HPE Pointnext Tech Care helps you focus on achieving your business goals.

[HPE Pointnext Complete Care](#) is a modular, edge-to-cloud IT environment service that provides a holistic approach to optimizing your entire IT environment, and achieving agreed upon IT outcomes and business goals through a personalized and customer-centric experience. All delivered by an assigned team of HPE Pointnext Services experts.

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Other related services

[HPE Education Services](#) delivers a comprehensive range of services to support your people as they expand their skills required for a digital transformation. Consult your HPE Sales Representative or Authorized Channel Partner of choice for any additional questions and support options.

Defective Media Retention is optional and allows you to retain Disk or eligible SSD/Flash Drives replaced by HPE due to malfunction.

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Parts and Materials: HPE will provide HPE-supported replacement parts and materials required to maintain the covered hardware.

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product quick-specs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.

Image may differ from the actual product
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