HPE IMC Service Health Manager 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
Technical notes	See the HPE IMC Standard or Enterprise Platform data sheet for the required software environment.
Platform required	HPE Intelligent Management Center Enterprise Software HPE Intelligent Management Center Standard Software

HPE Services

No matter where you are in your transformation journey, you can count on HPE Services to deliver the expertise you need when, where and how you need it. From strategy and planning to deployment, ongoing operations and beyond, our experts can help you realize your digital ambitions.

Advisory & Professional services

Experts can help you map out your path to hybrid cloud and optimize your operations.

Managed services

HPE runs your IT operations, giving you unified control, so can focus on innovation.

Support services

Optimize your entire IT environment and drive innovation. Manage day-to-day IT operational tasks while freeing up valuable time and resources.

— **HPE Complete Care Service:** a modular service designed to help optimize your entire IT environment and achieve agreed upon IT outcomes and business goals. All delivered by an assigned team of HPE experts.

— **HPE Tech Care Service:** the operational service experience for HPE products. The service provides access to product specific experts, an AI driven digital experience, and general technical guidance to help reduce risk and search for ways to do things better.

— **HPE Multivendor Services:** Single point of accountability for managing on-site hardware and software support for multivendor products. HPE experts help manage your IT across technologies and platforms for HPE and non-HPE technologies, acting as the single point of contact for your IT operational needs.

Lifecycle Services

Address your specific IT deployment project needs with tailored project management and deployment services.

HPE Education Services

Training and certification designed for IT and business professionals across all industries. Create learning paths to expand proficiency in a specific subject. Schedule training in a way that works best for your business with flexible continuous learning options

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

GreenLake

GreenLake is the cloud to run and manage your entire hybrid landscape—private, public, and edge. It helps you to:

— Streamline IT Operations across compute, storage, and networking without the chaos

— Unify and secure data, as you move faster

— Accelerate AI, from pilot to production

The result: greater operational efficiency, lower TCO, and faster AI delivery—all from one unified, intelligent platform built for today's hybrid enterprise.

For additional technical information, available models and options, please reference the QuickSpecs

Visit HPE.com

Chat now

© Copyright 2026 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

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.

PSN5272473TREN, October, 2026.

HEWLETT PACKARD ENTERPRISE

hpe.com