

Cable Management

Data Center Management

AixBOMS[®]

Problem Management

Business Service Management

Network Management

Connectivity Management

AixBOMS Overview



AixpertSoft, pronounced "Expert-Soft", is a privately held software company based in Aachen, Germany. The company name is derived from the French name for Aachen, which is Aix-la-Chapelle.

With 20 years of experience in documenting and managing IT infrastructure resources, AixpertSoft has deep subject matter expertise in the area of Infrastructure Resource Management.

Originally part of the German consulting organization ComConsult Kommunikationstechnik GmbH, AixpertSoft was spun out in 2006 to focus on building a software business separate from the consulting and training company.

The management, sales, marketing and development teams have all been with the organization since the early 1990s, and bring with them a wealth of experience in customer engagements in Telecommunications, Automotive, Banking, Insurance, and Government.

The AixBOMS product is a third-generation software development leveraging the experiences of two previous releases from the same development team.

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Business Strategy



AixBOMS CMDB

- Process Layer
- Integration Layer
- 3rd Party System Layer

AixBOMS

Aix-la-Chapelle Business Object Management System

AixBOMS is an Infrastructure Resource Management (IRM) System that provides an intelligent platform for decision-making and automated change management for businesses with complex Information Technology environments.

AixBOMS acts as a knowledge repository for IT configuration information and relationships. It transcends traditional asset management and CMDB solutions to efficiently leverage IT resources in support of business requirements.

AixBOMS simplifies the complex task of documentation in IT environments, taking advantage of and complying with published best practices.

AixBOMS helps you visualize the complete structure of your IT resources and business services, with the ability to drill down to any level of detail. It can be shared across a department, company or multi-national operation to provide accurate, up to the minute information about the exact state, configuration and relationships surrounding all of your equipment and services.

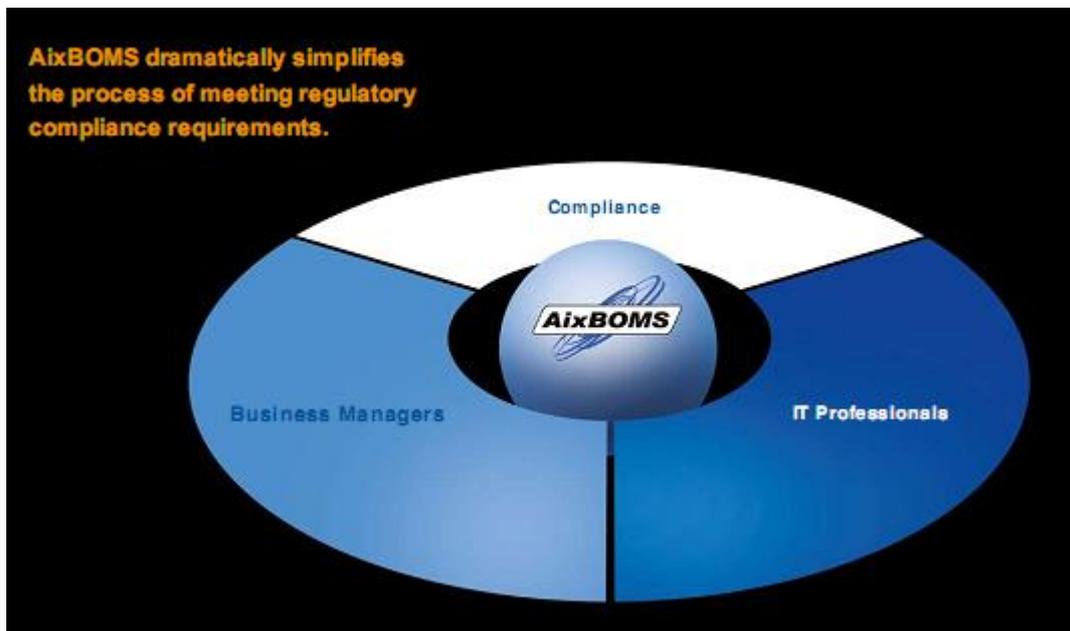
AixBOMS applications leverage stored information to automate workflow and processes to the benefit of both IT and business staff. Faster response times and fewer mistakes result in dramatic increases in service availability, accuracy and accountability between IT, business managers and customers.

Business Empowered by Professional IT

Business managers rely on IT services to execute their strategies and operate the day-to-day business. They need access to detailed information about cost, implementation and time to market to support their decisions, yet often this information is impossible to find. And the consequences of making a decision based on incomplete information can be significant.

IT professionals are charged with providing services in support of business objectives. Typically they do this using a heterogeneous collection of technical resources all at different stages of their lifecycle. It's a challenging job at the best of times.

Companies are also forced to meet increasingly stringent compliance requirements. Compliance audits require unprecedented levels of detail about equipment, services and resources used to run the business. These audits can consume the attention of people you don't have, unless you have a system in place to keep your information current.



Know where you Stand

IT managers can only truly position themselves to empower business when they know exactly where they stand throughout their entire domain. Yet current documentation of technology environments is often mediocre at best, with information held in discrete silos by different managers with no global access or quality assurance processes in place for the data held.

Many IT managers are typically able to produce a list of equipment for each location for which they are responsible, for example they have an Excel sheet documenting each rack. But not so many are able to identify how this equipment relates to other equipment, services and customers.

Details become sketchier when trying to understand network connections, IP address assignment, cable interconnections and details of patching between racks. Yet without this information, it is impossible to know how the failure or elimination of one piece of equipment – active or passive – will affect other equipment, services or customers.

Conversely, if customers complain of poor performance, it can be like finding a needle in a haystack to identify which infrastructure is involved in the provision of a specific service. Yet business focus on customer service (internal or external) demands tighter SLAs and OLAs. How does IT plan to deliver?

Further challenges arise when considering scarce resources like power and cooling. The current trend towards blade servers and other miniaturization efforts (e.g. in storage) have enabled large increases in equipment density. Even so, some locations are at their capacity limits. Not for physical space, but for the power and cooling necessary to operate the additional equipment enabled through miniaturization.

With recent dramatic rises in energy costs, economic pressure alone could provide an incentive to find and turn off all unused servers. If not to permit the power to be used for new applications, then to enjoy the savings made through conservation. But when you don't know where you stand, you don't know where to look for the savings.

Document what you Have

Keeping documentation current is a big task in any company. Documentation is typically updated after the fact with updates coming anywhere between one day and up to three months after changes have been made. In the worst cases, documentation is never updated, and the actual state of facilities and equipment rapidly diverges from whatever documentation does exist.

In environments that use several different systems of documentation, consistency can be a real challenge. There is typically an overlap of 30 % or more between systems, so companies end up paying twice to manage the same information. Inevitably some systems are kept more current than others, raising doubt as to which source to trust. Ultimately none can be trusted due to a lack of closure between daily activity and documentation.

When information is no longer reliable enough to use for planning purposes, the organization must invest in pre-action audits to confirm that a planned change is possible before it can be implemented. This doubling of site visits and additional delays can materially impede a fast moving business initiative. Over days, weeks and months, the extra cost really adds up.

The Aixpert Advantage: Excellence in Documentation

With over 800 projects delivered using Advanced CMDB technology, AixpertSoft has a proven track record of success and innovation in the area of Infrastructure Resource Management. This deep experience has led to the deployment of capabilities in AixBOMS that ensure excellent documentation as a source of profit and competitive advantage for IT and business users alike.

Simple Implementation

Achieving excellence in documentation requires planning and coordination. AixBOMS is designed to simplify the process of establishing and maintaining documentation for infrastructure resources. AixBOMS enables companies to maintain documentation as a normal part of their business activity, rather than as an additional task that must be staffed and managed.

AixBOMS Data Model: Smart Configuration Items

AixBOMS uses a powerful structure for data definition to ensure that exactly the right information is captured for each type of device or service. AixBOMS defines 27 different meta classes (e.g. Active Component, Passive Rack Component, Application) that are further differentiated into more than 160 data models (e.g. Computer, Switch, Router, etc.). These data models already understand how these types of devices are configured based on requirements learned in over 20

years of customer deployments. AixBOMS includes these data models so you don't have to spend the time and resources to invent them on your own.

Best Practice: Built In

AixBOMS gets you started right away with a library containing over 4,000 predefined Configuration Item templates. Built from our intelligent data models, these templates take the complexity out of describing what you have. Catalog functionality ensures that you can rapidly create, store and reuse common equipment and rack configurations, so you can spend your time working instead of feeding the documentation.

Automation: The Road to AixpertData™

Automation is a theme that runs throughout the AixBOMS offering. Recognizing the value of your time, AixBOMS employs automation to minimize the manual work involved in keeping your documentation current.

AixpertData™: AixBOMS' focus on automation delivers current, accurate, standardized, quality-assured data that forms the basis for excellent decision making in support of the business.

Database maintenance is performed with the help of automated, predefined processes. Documentation is updated automatically with no additional steps.

Over 3,000 technical plausibility checks reduce the skill level required to support documentation, and ensure that you are presented only with plausible alternatives when making a selection.

More than 400 Business Rules offer a configurable method for companies to define criteria for assessing the validity of data entries that fit the specific nature of their business.

Intelligent Federation™ allows companies to extract, select and map information from existing data sources to the documentation. Federation can be set up once and then run on a regular schedule that you define, ensuring accurate and up-to-date information without human intervention.

Staging and Live Areas in the database allow incoming data to be validated against already authorized entries in the live area. This ensures that the incoming data does not overwrite authorized data to the detriment of IT or business operations.

The AixBOMS Reconciliation Engine takes care of any differences seen between source and stored data, creating a work list of changes that can be approved through business rules or by an administrative user.

Visualize Your Resources: See what you Have

Traditional reporting tends to hide the structure of relationships between services, equipment and components. Dependencies between two hierarchies can be impossible to spot in a list but are obvious when presented graphically.

AixBOMS provides many different views of your infrastructure resources. Views provide a unique insight into your information, supporting timely and effective decision-making. AixBOMS visualization enables navigation, drill down and editing of information about Infrastructure Resources.

Graphical editors enable drag and drop of components to build or modify existing floorplan, service or network structures, automatically updating the database in the process. The Rack View Editor can both describe existing racks and be used to generate work orders for planned changes to the rack components and cabling.

Tree structures provide a hierarchical view of everything in the CMDB with the opportunity to select an appropriate focus (e.g. show me all patch panels by location).

Analyses are used to generate real-time views of current configurations for Impact Analysis (what customers or services are affected if a component fails), Top Down Analysis (where to look when a problem is reported), and Connection Analysis (what equipment and cables lie along the path between two points). The Rack View Editor can be used to identify and edit which ports or connections belong to specific VLANs, IP subnets, or distribution patch panels, sorted by destination.

Reporting: The Lifeblood of Business Information

It's one thing to have complete documentation and another thing to be able to access the information in useful ways. AixBOMS incorporates a business intelligence and reporting engine addressing a broad range of reporting needs from operational or capitalization to multi-dimensional online analytical processing (OLAP).

AixBOMS includes a number of preconfigured reports with each application which extract important information typically required by the user. Users are also able to extract reports directly from the database, or integrate their own in-house reporting tool.

History: Who Did what, and when?

Every change to an AixBOMS object and its relationship to other objects or master data is automatically noted in a history log, which provides important backup for audits and decision making.

Planning: Knowledge is Power

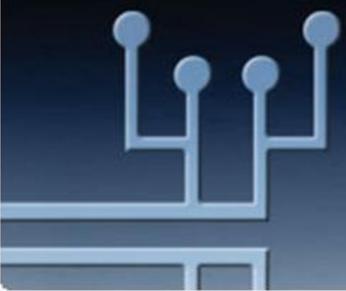
Each CI and relation in AixBOMS has a status, start, and end date associated with it to facilitate the use of items in planning Install, Move, Add, Change and Dispose processes, called IMAC/Ds.

These fields allow you to run reports that, for example, let you see that a customer contract will end in three weeks, allowing you to remove them from your firewall rules after that date.

Planning IMAC/Ds in AixBOMS automatically documents the changes, simply by changing the appropriate status for the items in question. Thus documentation becomes a part of the planning process, requiring no additional resources.

AixBOMS Applications

AixBOMS applications use AixpertData™ to deliver management capabilities with a fraction of the time, effort and cost normally required.



Cable Management

Physical connectivity management (ISO Layer-1)
Photorealistic rack view and connection analyses
Automated patch and work orders for project planning and scheduling
Wizards for mass connections



Data Center Management

Graphical management of data centers and floor space
CMDB-based utilization optimization and layout planning
Rack management and visualization
Documentation of power and cooling incl. accounting functions
Reporting for capacity, utilization, thresholds, weak point analysis



Configuration Management

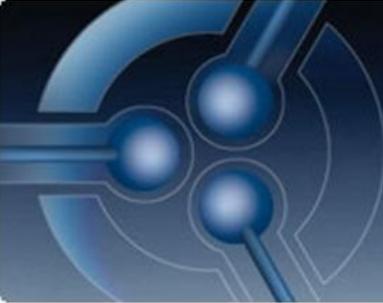
Configuration management according to ITIL V2 and V3
Product library for configuration items
CI visualization in maps and CI dashboards
IMAC/D wizards for efficient drag&drop operations



Problem Management

Web-based incident and problem management
Preconfigured for immediate use of master and CMDB data
Workflow engine basis according to WfMC for solution processes
Workflows, reports and statistical dashboards are included for out-of-the-box analyses

IP address space management, data center capacity, accurate rack views, cable management, impact analysis, top-down analysis, service hierarchies all become readily available to IT managers who can use these tools to respond quickly to business requirements.



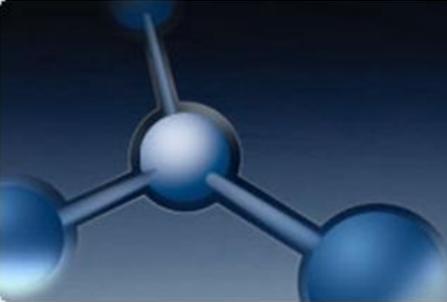
Connectivity Management

- Logical network management (ISO Layer-2 or higher)
- Network nodes, paths, services and telephony
- Leased lines and contracts
- Optimized route search uses flexible criteria to establish the best route
- Alternate route search identifies parallel or redundant paths
- Automated patch orders can be generated based on search results



Business Service Management

- Service topology shows dependency between infrastructure and services
- Topology editors and templates for service trees and service catalogs
- Graphical top down analysis to identify the root cause
- Impact analysis shows customers and components affected
- Integration of contractual, customer and personal data, SLA, OLA & UC



Networking

- Graphical analysis of network structure and address allocation
- Calculation of subnets and address ranges
- Integration of master and CMDB data for address assignment
- Support of cluster, alias, NAT and host



Integration Engine

- ETL tool for data import and export
- Graphical editors for data selection and transformation
- Integration of rules and scripting language
- Job scheduling and load handling
- Preconfigured software adapters



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