



## **Business Case for Web ViewPoint Enterprise**

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## Executive Summary

Mission critical Servers require live, direct, and continued monitoring. Given today's computing speeds, most monitoring and recovery tasks ought to be automated. As humans, we are no longer able to effectively monitor and manage our mission critical Servers in an unaided and manual fashion.

Web ViewPoint Enterprise offers an automated operation management solution for HPE NonStop Servers. It continuously monitors critical subsystems and applications in a multi-Server environment, while maintaining a very light footprint. When predefined Alert conditions are detected, automated recovery methods can immediately be deployed to alleviate the issue. Staff members can also be notified via text or email, a problem ticket may be opened automatically (e.g., at ServiceNow), and the issue can be escalated if not recovered by a predetermined period. All the while, all actions are being recorded for later review. Note that Web ViewPoint Enterprise continues to monitor all Servers and components while this is all happening. No interruption. Full automation. All complexities are handled by Web ViewPoint Enterprise, as it knows NonStop's underlying architecture.

Here is what sets Web ViewPoint Enterprise aside from other available solutions:

- Browser based interface. No Client application to install or upgrade. Secure access using leading browsers: Edge, Chrome, Firefox.
- Light footprint. It does not affect your application performance.
- Industry leading:
  - o Automated alert and recovery, covers EMS (Event Management Subsystem), expansive list of subsystems (e.g., CPU, IPU, Files, Processes, Network, NetBatch, spooler, ...), as well as applications.
  - o Storage and event analysis.
  - o Direct command interface to take quick actions.
- Built-in export options to leading open solutions such as Splunk, Tableau, Moog, ServiceNow.
- Integrated single-click integration with HPE Local/Remote Analyst
- Open architecture enables you to:
  - o Use Payment monitor plug-ins to actively monitor and manage Base24 and Connex Payment applications.
  - o Write your own code to monitor and manage your Applications on WVP Enterprise.

Over the past two decades, Web ViewPoint Enterprise has continuously been enhanced to offer the latest technology under an umbrella of sophisticated automation algorithms. Many established and long-standing customers of Web ViewPoint Enterprise have been the driving force behind all that it offers today; this trend is continuing. Customers pour in their enhancement requests, which along with technological and architectural updates drives the future of Web ViewPoint Enterprise.

Web ViewPoint Enterprise is the integral product for NonStop experts and novices alike, while setting the basis for future autonomous computing for HPE NonStop Servers.

## Need for Automated Operations Management

As NonStop Servers became faster over the years, customers upgraded to the newer technology, employing less CPUs, but perhaps with more cores. In parallel and during the same period, the number of files, their configuration and overall storage requirements have grown substantially. Each CPU may now hold thousands of Processes, accessing hundreds of Terabytes of data, stored in tens of thousands of files, and spread over hundreds of disk drives. In short, even the best of us cannot keep track of all that is happening on our Servers. Manual monitoring and attempts at analytics by the best of us will be futile.

Today it takes a computer to monitor and analyze another computer, all under directives of assigned company Staff members. Automation is no longer an option. A smart product is required to directly manage multiple NonStop Servers. This product needs to know the idiosyncrasies of NonStop Servers, in order to quickly detect, recover, and report issues, as soon as they arise.

To highlight requirements for such an automated product:

- **Light footprint.** It must not interfere with business applications. At no time should this product compete with core applications for System resources.
- **Easy to install.** Old clunky client-based products are not a suitable choice. Web ViewPoint Enterprise has no client to install; it is browser based and supports Edge, Chrome, and Firefox. Core components run on NonStop Servers and can be securely and directly connected to, from virtually any device.
- **Easy to use.** The new generation of NonStop managers do not have the luxury of decades of low-level coding and interaction with NonStop fundamentals. They do, however, know computing, and that is all that Web ViewPoint Enterprise asks its users. While capable of executing complex algorithms on NonStop, it presents its user with a point-and-click interface. There are no scripts to write or learn. One simply defines the business logic via visual methods and lets Web ViewPoint Enterprise handle how it should be executed on various Servers.
- **Share data.** Web ViewPoint Enterprise can share its data with other open enterprise monitoring applications, such as Splunk, Tableau, ServiceNow, Syslog, etc. This all happens automatically, while the NonStop System Manager remains in full control of how it should be done. In short: NonStop is no longer an island!
- **Automated recovery and notifications.** Web ViewPoint Enterprise can automatically examine resource usage and availability against thousands of predefined conditions. When such conditions are met, it can:
  - Attempt automated recovery
  - Alert staff members via text or email, and pass specific instructions
  - Open a problem ticket.
  - Escalate the issue and notify others if the problem is resolved within a set period.
  - Keep a log of all activities from start to end, for each issue. These can later be reviewed to improve problem resolution.

- Do all these, while continuing to monitor thousands of other scenarios, without affecting business applications.
- **Open Architecture.** Enable integration of other plug-ins where Web ViewPoint Enterprise capabilities may be used by other applications. This is available for:
  - **Shadowbase.** This plug-in is available free to all Web ViewPoint Enterprise users, where they can monitor status and statistics from their Shadowbase product.
  - **Base24, and Connex.** Two plugins available from HPE, also enable the users to monitor their Payment applications alongside their subsystems, all on the same screen.

On a more general note, a smart automated monitor needs to know the underlying NonStop architecture, in a direct point to point interface with each NonStop Server it supports, while fully connected to the outside world.

Web ViewPoint Enterprise is all that, while keeping a low profile on the Server, and ready to serve its users regardless of their familiarity with NonStop specifics.

## Alternative Solutions

Several legacy products are widely used in the market. We expect that readers of this document either use them or are familiar with how they work. In our opinion legacy products were a good choice for the time they were developed. They are, however, a very poor option in today's computing environment. They add to the problem they were built to address, while are simply incapable of doing the type of automated operations management Web ViewPoint Enterprise does. Most of them do not know the intricacies of NonStop.

Legacy products have the following characteristics:

- Are heavy users of resources on NonStop Servers they serve.
- This usage is magnified when they are needed to look deeper into the underlying components. As such, they add to the very problem they are trying to solve.
- They use outdated technology, and are client based. They did the best they could with the technology available at the time they were developed, however they were never updated in either latest tech or architecture. This adds to their inflexibility, use of resources, and lower productivity by those who use them.
- Instead of using a point-and-click approach, they utilize an arcane script development method. This adds to their complexity to the point where often one or more resources are assigned at each company, simply to maintain the transcripts and/or even become "master users" of the product.
- The very low tech they use limits their ability to offer new features or enhancements to those already in place.
- Original developers at the companies who developed these products are either at or near retirement age; new talent is simply incapable of fixing pieces here and there, using technologies that are no longer viable in today's age.

On the other spectrum, some newer light products are developed which run on PC architectures. In these cases, the companies who developed these products opted to spread their bet, by taking information from various sources and displaying them on PC, often using off the shelf products from yet other companies. As a result, at best they can organize and display metrics and status information from NonStop (along with other platforms), but never knowing exactly what it is they are showing. To them it is just a set of metrics. They do not know NonStop. Worse yet, there is no direct connection to a direct command interface on NonStop. A separate connection, either from the same or different device is required to try and manually resolve an issue. One can easily question: “What is the point of all this”.

Although they may be on the lower cost spectrum, and on the surface can display appealing screens, they badly fall short in offering value. We advise our users to stay clear of such products. Note that Web ViewPoint Enterprise has integrated solutions to share data with Splunk and alike. Web ViewPoint offers you direct and smart automated managed of NonStop, while sharing data with the outside world.

## Web ViewPoint Enterprise – Mechanics

Web ViewPoint finds its heritage back to early 90s at the early stages of public internet. A group of top specialists at Tandem’s Advanced Technology Lab in Cupertino produced a product they named “Web ViewPoint”. It was to replace its block-mode cousin: ViewPoint which was developed back in the late 70s and into early 80s. Web ViewPoint was made available as a prototype to the market and enjoyed a large and enthusiastic following. It also had hundreds of unfulfilled enhancement requests since Tandem had not yet opted to officially make it a product.

And this is when Idelji came in. We took the code, started implementing the enhancement requests and slowly took it to market through Tandem/Compaq/HPE. Initial sales were slow, but we kept updating its technology. Some 30 years later, Web ViewPoint went through three iterations of original, Web ViewPoint Plus, and now Web ViewPoint Enterprise. Today’s product does not share a single line of code from its early forebearer. Even its architecture and technology went through a redo in 2019. Today, Web ViewPoint Enterprise is in use at nearly every major NonStop Server around the world.

Here are a few of the highlights of its current architecture:

- Is browser based and does not require a client to be installed. Main browsers: Edge, Chrome, and Firefox, are fully supported.
- Its installation on NonStop is fully automated. Upgrades can be done with a single click.
- Is light on its foot, requiring very low resources on NonStop.
- Connects to each NonStop Server directly but can bring information from all sources on to a single screen.
- Knows NonStop and can issue direct commands when needed.
- Can monitor thousands of Alert conditions across the enterprise, and:
  - o Issues automated recovery when needed.
  - o Alerts staff and issue specific instructions.
  - o Escalates when needed.
  - o Opens problem tickets via ServiceNow and Syslog

- Keeps full log of all activities and share with other open monitors, such as Splunk
- Has unique analysis which can detect and highlight issues before an adverse effect is experienced.
- Can bridge over to Local/Remote Analyst for full multi-year analytics and investigation.
- It offers an open architecture where metrics from other applications (e.g., Shadowbase, and payment monitor plug-ins for Base24 and Connex) can automatically be detected and displayed on its screens.
- Customers may follow an opensource method and write their own monitors to include metrics on their own applications on Web ViewPoint Enterprise.

The whole of the architecture is fully flexible, where it can expand, or contract based on user load. Its smart algorithms continue to keep a low profile as usage varies. All metrics are kept in memory, and shared with newcomers as needed, and with near zero additional overhead.

## Business Summary

Web ViewPoint Enterprise is a smart Automated Operations Management solution that knows NonStop. In today's highspeed computing environments, it is an integral component to monitor and manage HPE's mission critical NonStop Server. Web ViewPoint Enterprise can simultaneously monitor thousands of exceptions across a host of NonStop Servers, and immediately recover from them when they occur. It examines and analyzes tens of thousands of data points 24\*7. With all its power, it has a very light footprint on your NonStop Servers, allowing business applications to run at their optimal performance.

Its open architecture enables incorporation of metrics from other applications, such as Shadowbase, Base24 and Connex. Customers may even write their own applications to include metrics from their in-house products. All such applications take advantage of all Web ViewPoint monitoring, alerting, recovery, and forward features.

Web ViewPoint Enterprise is designed to be suitable for NonStop experts and novices alike. As new generation of System Administrators enter the market, they require a simple, yet effective and powerful tool to manage Nonstop Servers. Web ViewPoint Enterprise is that product.

For Web ViewPoint Enterprise users, Local Analyst or Remote Analyst is a natural complement. In one click, it offers direct link to all that Local/Remote Analyst analytics off NonStop. You may investigate root causes of any noted issues while accessing years of historical data, and exception analyses done automatically by Local/Remote Analyst. This is all done away from your business applications, with zero impact on your NonStop resources.

Web ViewPoint Enterprise is offered through HPE, which offers full first level support for the product 24\*7, while Idelji corporation in California offers second and third level support. You are in good hands.

Finally, with all its abilities, Web ViewPoint Enterprise offers a better cost basis, when compared to the main legacy products in the market.