NonStop Business Service Management (BSM) Update

Transaction Analysis, Device Monitoring

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Presenters

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    - Business Service Mgt
    - HP Operations Agents
    - Business Continuity Suite

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    - Account Mgr, US Sales
    - Long time Tandem and NonStop solution architect and sales specialist
Agenda

• Review of BSM - Business Service Management (Bob)
• NonStop Transaction Analyzer Basics
  – Solution goals
  – Architecture overview
  – ESQ contacts
  – POS/TA overview
• SST Operations Bridge - ATM monitoring
  – Managing the health of the device
  – Avoiding costly maintenance
• Demo of TAs and OB (Kaminder, Jon)
  – Typical uses
  – New ways of seeing the business
  – New possibilities for troubleshooting
• Summary and Q/A
The CIO challenge
Running IT like a business

Business Value
• Business agility
• IT-business alignment
• Business application deployments and upgrades

IT Efficiency
• Compliance
• IT automation
• IT consolidation and centralization

STRATEGY
APPLICATIONS
OPERATIONS
The CIO challenge
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Need to break down functional IT silos to deliver positive business outcomes
Business Technology Optimization (BTO)
Optimize the business outcome of IT

Bridges the gap between IT and the Lines of Business to deliver positive business outcomes

Bridges the gaps between functional IT silos to deliver positive business outcomes
Business Service Management - BSM

- Introduces a new proactive approach to transform IT from cost center to business decision enabler.
- Encourages IT to collaborate more with business processes and initiatives.
- Correlates performance of business services with IT infrastructure: servers, routers, applications, etc.
- Brings new contributions from NonStop systems:
  - Modern applications that
  - Connect NonStop services directly to line of business and executive decisions and
  - Improve the business model in real time.
Transaction Analyzer Basics

- A common infrastructure for all Analyzers
  - Capture agent on host forwards data to a Windows (SQL) server for analysis
    - Reduces overhead on host
    - Allows for use of standard analysis tools
      - MS Excel, SAS, Crystal Reports, MS SQL Server Reporting Services
- Ensure continuous real-time management of transactions hosted on HP NonStop servers
- Transaction details, metrics presented in dynamic, customizable, web-based views
- Display live dashboard views, with snapshots of key business indicators
TA Architecture: “Operational” BI

Monitor Processes → Data Siphon → Analysis Processes → Business Rules → Executive Management

Operations Management → Business Management → Business Model

a business architecture
HP Nonstop Self Service Terminal (SST) Products

Architecture for licensing

ATM/POS TA and SST OB
Customer buys just one analyzer application layer license for their Windows server, regardless of number of NonStop systems to be monitored

Windows Server Transaction Analyzer (Application, Database & Web Server)

HP NonStop SST Agent
Customer buys just one license for the NonStop back-end layer for each NonStop system (node)
Sample “SST” Blades products

- HP NonStop SST Agent  
  QSST01v1

- ATM Transaction Analyzer  
  QSST02v1

- POS Transaction Analyzer  
  QSST03v1

- HP SST Operations Bridge  
  QSST04av1

sold by number of devices monitored
ESQ Business Services

• 25 year NonStop partner, 300+ customers
• Worldwide product development support

• Americas
  – Jon Harms, US
  – Maria Mendoza, Latin America

• EMEA
  – Paul Davies, UK

• Asia Pacific
  – Vipin Khosla, India
Two Transaction Analyzers

• Currently available
  – ATM/TA
    • The HP ATM/Transaction Analyzer provides a new way to increase profit by better managing the ever-increasing flow of transactions generated by self service devices - day and night
  – POS/TA
    • The HP POS/Transaction Analyzer offers a powerful and friendly interface for efficiently managing POS transactions of all types, from kiosk to handheld.
POS Transaction Analyzer Basics

- Manages all POS transaction flow, including that originated from self-checkout devices
- Monitors KBI's critical to running the network
  - transactions per second
  - denials
  - reversal rates
  - stand-in transaction rates
  - interchange response times
- Supports BASE24, CONNEX, Opsol OmniPayments, and other application packages (customizable, too)
- Provides new capabilities for fraud alerts, making IT more proactive
POS Transaction View
Operational BI for Business Service Mgt.
New HP SST/Operations Bridge

• Real-time management of ATM/POS devices across enterprise

• Supports variety of switch applications: BASE24, eFunds, OmniPayments with open API for proprietary designs

• Based on business policy and rules from different LOBs

• Web enabled interface for display of Live Dashboards showing KPI performance

• Uses current Help Desk infrastructures

• Reduces “failed customer interactions”
Operations Bridge: Zoom in
Device health at a glance
HP SST Product Comparison

Transaction Analyzers
- Capture and manage ATM, POS transactions in real-time
- Obtain data from applications such as BASE24, CONNEX
- Manage KPIs such as TPS, transaction volume, reversals, denials, interchange response time
- Support business rule and service level agreement management

Operations Bridge
- Captures and manages SST device state messages in real-time
- Obtains data from SST devices and network components
- Manages KPIs such as device availability, faults, communication errors, supplies, cash on hand
- Creates dynamic views of devices by region, country, state, city, device type

Both types of solutions use our Executive Dashboard for more compelling displays of key data – and this data can be combined
Problem Solving – Root Cause Analysis
And now a demo - please stand by while we change presenters...

Technology for better business outcomes
Executive dashboard

- Designed to appeal to highest business levels
- Display of relevant data in near real-time
- Customized by IT staff to increase communication, strengthen relationship to the business
- Shows data not previously available, but always wanted
- Provided with required service installation
Sample executive dashboard
Q&A

Thank you!
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