

# BladeLogic Operations Manager

## Overview

BladeLogic Operations Manager is the industry-leading platform for the management, control and enforcement of configuration changes in the data center. More Global 2000 enterprises have deployed BladeLogic in their data centers than any other automation solution. BladeLogic customers have dramatically lowered their operating costs for managing servers and critical business applications by automating key data center functions including:

- Discovery & Inventory Management
- Patch Management
- Compliance Measurement, Enforcement, & Reporting
- Server & Application Provisioning
- Server & Application Configuration Changes
- Ad-Hoc Tasks & Remote Administration

BladeLogic customers rely on BladeLogic Operations Manager to manage the entire lifecycle (Inventory, Provisioning, Configuration and Change Control, and Continual Compliance) for servers and applications in a data center. BladeLogic Operations Manager also supports a comprehensive Configuration Management Database (CMDB) that allows users to store and manage configuration attributes for servers and applications. This enables IT organizations to implement a policy-based automation solution for managing their data centers while ensuring highest uptime for the underlying business critical services.

## Proven Return on Investment

Using BladeLogic Operations Manager, customers across various industries have realized immediate value from its implementation. As the underlying driver for orchestration, provisioning, configuration and change control, and compliance, BladeLogic Operations Manager has enabled customers to save time and cut costs. A representation of typical savings include:

	BEFORE BladeLogic	AFTER BladeLogic	TIME Saved
<b>Initial Server Provisioning</b>			
Install operating system and OS configurations	240 hours	40 hours	83.3%
Deploy middleware and applications	8.3 hours	4 minutes	99.2%
Deploy custom code and content	8.3 hours	5 minutes	99.0%
<b>Ongoing &amp; Planned Change</b>			
Patch Window servers	14.3 days	14 hours	83.0%
Update custom code on multi-tier Web application	8.3 hours	5 minutes	99.0%
Rotate passwords	8.3 hours	1 minute	99.8%
<b>Ad-hoc &amp; Unplanned Change</b>			
De-provision a user from all servers	16 hours	6 minutes	99.4%
OS configuration updates	8.3 hours	3 minutes	99.4%
Check license utilization	16 hours	1 minute	99.9%
<b>Managing Consistency &amp; Compliance</b>			
Inventory software, patches, configurations	10.3 hours	4 minutes	99.3%
Audit servers against a security policy	8.3 hours	4 minutes	99.2%
Remediate non-compliant servers	16.6 hours	4 minutes	99.6%
<b>Typical Time Savings</b>			<b>97.1%</b>

## Why BladeLogic?

### Compelling Economics

- Typical savings of \$2M annually
- Average time savings of 97%
- Average payback in 3-6 months

### Product Advantage

- Breadth & sophistication of solution
- Deep cross-platform support
- Mature product

### High Quality Customer References

- Number & pedigree of customers
- Strategic decisions
- Large implementations

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"BladeLogic crosses architectural tiers and vendor architectures. So in our case we can use one tool to control Windows, Linux and Solaris and to roll out - and, just as importantly, roll back - features with precision and speed. We rolled BladeLogic out three years ago. At that-time, a rollback across the entire Web tier could take an hour and a half. Using BladeLogic, our ability to roll back went from an hour and a half to literally 10 minutes."

**Ron Rose**  
CIO



"After conducting a comprehensive and rigorous evaluation of available data center automation solutions, we selected BladeLogic for both its clear technical superiority and its success in delivering demonstratable value to its numerous Global 2000 customers."

**Kevin Tomlinson**  
Vice President



"We anticipate that the payback on the product will be within twelve months since it has definitely provided us with quantifiable time-savings (that translate to consumed labor cost-savings) in a number of areas and it is also playing a significant role across a number of strategic components, such our middle-ware and integrated applications."

**Julian Bowles**  
Technical Projects Program Manager



# BladeLogic Operations Manager

Category	Key Highlights	Key Benefits
<b>Discovery Manager</b>	<p>Discover, record, and access server configuration data</p> <p>Real-time and historical visibility into configuration and change attributes</p> <p>Identify dependencies between servers and applications</p>	<p>Lower costs associated with manually identifying and recording inventory</p> <p>Reduce maintenance costs associated with updating inventory</p> <p>Minimize problem resolution costs by identifying dependencies among elements</p>
<b>Compliance Manager</b>	<p>Define security &amp; configuration policies for servers and applications based on best practices (CIS, NSA, NIST, COBIT, ITIL etc.)</p> <p>Rules-based auditing that allows sophisticated audit scenarios to be modeled with flexibility for compliance measurement</p> <p>Schedule and trigger automatic audits to identify non-compliant instances and trends</p> <p>Support remediation through repair, rollbacks, or configuration updates</p> <p>Rich analytics to identify drifts from compliance and configuration change perspectives</p> <p>Access Controls based on roles, privileges and target configuration items</p>	<p>Minimize service downtime costs by expediting rollback, or updating or reverting to the last consistent state</p> <p>Improve audits beyond a mere "exists or not" approach</p> <p>Lower costs associated with enforcing policies from multiple drivers - regulatory, operations, standards, best practices, and security</p> <p>Generate metrics to document compliance and identify process improvements required to lower costs over time</p> <p>Granular configuration item level access control to audit and track change activities</p>
<b>Configuration Manager</b>	<p>Policy definitions to automate updates for patches, packages, and configurations based on service and vendor standards</p> <p>Support pre-screening for any potential errors prior to committing changes</p> <p>Support rollback to the last known consistent state</p>	<p>Reduce maintenance costs through automation and elimination of errors</p> <p>Lower service downtime costs by expediting mean time to repair</p>
<b>Configuration Manager Network Shell™</b>	<p>Provides centralized, secure console for ad hoc querying and actions using standard scripting (Perl, Python) and Network Shell™, a network aware shell for UNIX (Zsh)</p> <p>Supports Single Sign On (SSO) capabilities to facilitate easy cross platform, cross-server administration</p>	<p>Reduce maintenance costs through automation and elimination of errors</p> <p>Lower service downtime costs by expediting mean time to repair</p>
<b>Provisioning Manager</b>	<p>Automate provisioning across platforms from bare metal level to full stack for servers</p> <p>Establish and implement policies at multiple levels - bare OS, full stack, and applications</p>	<p>Lower setup costs by automating existing manual and error-prone procedures</p> <p>Reduce provisioning costs by consolidating and centralizing all activities independent of platform</p>
<b>Reporting and Analytics</b>	<p>Inventory analysis</p> <p>Configuration analysis</p> <p>Change analysis</p> <p>Compliance analysis</p>	<p>Improve compliance over time by correlating changes to policies</p> <p>Identify labor costs by function</p> <p>Generate reports based on best practices and accepted governance frameworks like COBIT and ITIL</p>

With a larger and more diverse global customer base than any other automation provider, BladeLogic is the acknowledged leader in the data center automation market. Below are just a few of the companies that rely on BladeLogic to automate their data centers:



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