



# eHealth® E2E Console

The eHealth® E2E Console is the foundation component of the CA eHealth® Suite that simplifies network performance management of today's complex network and system infrastructures. It collects and analyzes data from all areas of your business infrastructure and delivers sophisticated performance reporting and predictive analysis. The eHealth E2E Console integrates real-time performance management within the context of historical performance so that you can quickly identify, detect and correct performance degradation before end user service quality is jeopardized.

### Top Three Key Features

- End-to-end network performance management
- Capacity planning
- Sophisticated and extensive reporting

### Supported Environments

- Solaris 9,10
- HPUX 11i, 11.23
- Windows 2003

### What's New

- Enhanced eHealth reporting
- Expansion of OneClick for eHealth Console
- Typeless Groups and Grouplists

### Reduce Cost of Downtime

IT staffs are being challenged to do more with less and are being measured on their ability to support business goals at the same time that infrastructures are becoming larger and more complex. Typical infrastructures include a wide variety of products and vendors. In order for IT staffs to meet expectations they must manage this diversity, maintain performance and availability, manage service levels, troubleshoot problems and plan for capacity. In addition, they must report to customers on service level agreement (SLA) compliance and report on the value of the IT investment within their own business. The value of the IT investment is not only measured by cost control but on improved service, reduced risk, increased revenue and greater efficiency. This is a tall order.

IT services underlie essential business services and performance and availability are the bedrock of IT services. If services are degrading it results in unhappy customers and, at times, the inability to transact business. Outages shut down business services altogether and must be reversed

as quickly as possible. The cost to business of outages and service degradation is high.

Businesses need a performance management solution that monitors service levels and provides actionable information to IT when performance issues are brewing, enables troubleshooting for a fast return to service and provides information for capacity planning.

### Maximize Uptime and High Performance

The eHealth E2E Console from CA provides network performance management from a central point, thereby simplifying the job for IT so that IT can focus on maintaining performance and availability of the services that are at the heart of your business. The eHealth E2E Console combines historical and real-time reporting with intelligent analysis. A wide range of network technologies is supported including LANs, WANs, Wireless LANs, routers, switches, ATM, frame relay, end-to-end PVCs, Remote Access Servers (RAS), cable, DSL, MPLS, IP VPN, VoIP, QoS and Cellular Wireless. Applications

are included as managed elements and application availability is actively tested end-to-end. In addition, the eHealth E2E Console manages a broad array of multi-vendor products. The eHealth E2E Console minimizes downtime and maximizes performance of your infrastructure in a number of ways.

The eHealth E2E Console manages the performance of the entire infrastructure end-to-end so that IT can rapidly and accurately pinpoint degradation, delays and potential outages. This results in reduced Mean-Time-to-Repair (MTTR) so you can quickly bring services back into operation. As the network is monitored, a historical database is created so detailed information is available for trending analysis and capacity planning.

The eHealth E2E Console reporting capability is elegant, extensive and easily customizable so you can see the data represented in a way that makes the most sense for your business. The reporting capability, combined with the database of historical information, allows you to walk through the data and explore trends for predictive capacity planning so that downtime due to inadequate capacity is avoided altogether. On-the-spot SLA compliance reports are easy to produce, since monitoring by service level is ongoing.

The eHealth E2E Console reduces downtime and helps you maintain services, customer satisfaction and your revenue stream.

## Distinctive Features and Functionalities

### End-to-End Performance Management.

The eHealth E2E Console acts as a central point for performance management so that performance can be measured end-to-end over the entire infrastructure.

- Wide technology support. The full range of network technologies is supported: LANs, WANs, Wireless LANs, routers, switches, ATM, frame relay, end-to-end PVCs, Remote Access Servers (RAS), cable, DSL, MPLS, IP VPN, VoIP, QoS and applications.

### Capacity Planning.

The eHealth E2E Console provides comprehensive health reporting to identify critical areas of your infrastructure in need of upgrades and immediate attention.

- Right-size your infrastructure for maximum performance at minimum cost.** Capacity planning reports identify network traffic patterns, trends and areas of high resource utilization, enabling you to make proactive and informed decisions about where to upgrade capacity and where to downgrade or eliminate capacity. (See Figure 1.)
- "What if" analysis and reporting.** "What if" analysis and reporting enables users to understand the effect of growth on available network resources. With the information you need to make capital expenditures at precisely the right time, you are positioned to save money and better leverage your existing network resources.

### Next Generation Reporting.

A web-based, highly flexible, scalable and dynamic reporting environment makes better use of extensive performance management data. (See Figure 2.)

- Walk through data and explore trends. The ease-of-use makes it possible to move through management data to find the performance information you require. You are no longer constrained to a report format that may not quite reflect the information you need.
- Build business quality reports. The eHealth E2E Console reporting capability does not sacrifice high business quality for flexibility and ease-of-use. You can easily produce reports that are suitable for all business use.
- Continue to use established reports. The reporting capability does not replace any of the existing eHealth reports that are a familiar and valuable part of your business.

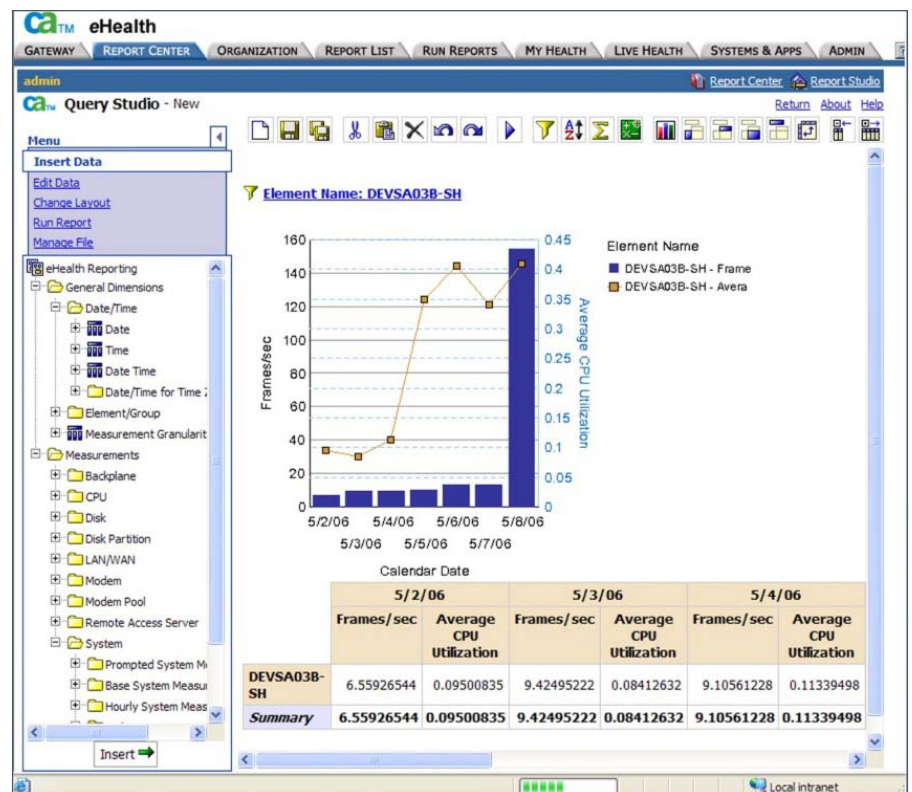


Figure 1. Trend Reports provide valuable information for capacity planning. Ease of customization lets you view exactly the information you need. In this report, the average daily CPU utilization is tracked for one week.

## What's New in eHealth r6.0

### eHealth Reporting.

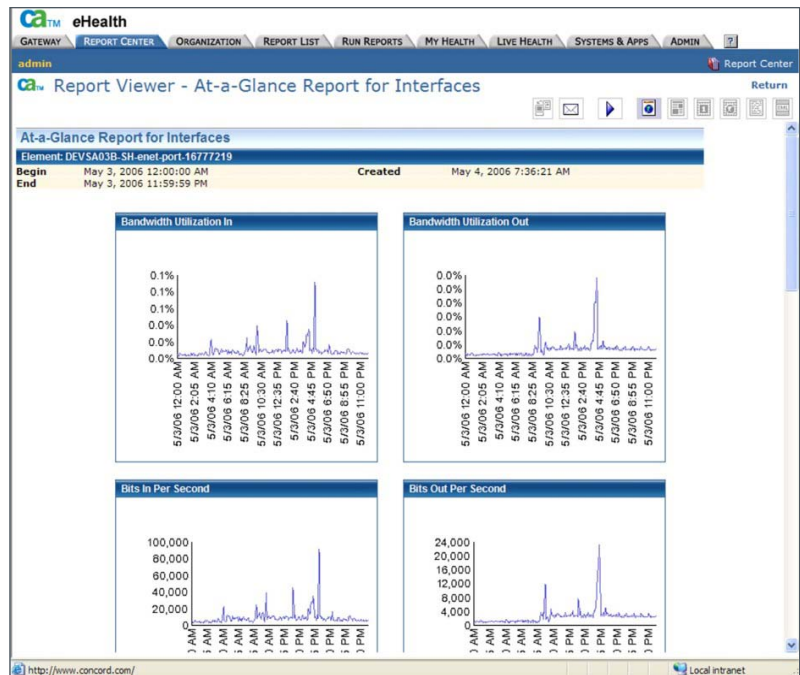
The eHealth reporting capability has been enhanced for eHealth release 6.0 and later. It allows users to run, customize, schedule, and create new reports to answer questions and document the performance of the network, system, and application resources. The new reporting capability is a web-based, highly flexible and dynamic feature that produces business quality reports designed by you to satisfy your requirements. For example, capacity planners and analysts can easily create one-of-a-kind reports to answer specific questions, such as what might happen to performance if the number of users in a branch office doubles. Business line managers can create well formatted reports to run weekly that show the performance of the infrastructure relevant to their business. Service Providers can report to their customers on their service level agreement (SLA) performance.

- Existing eHealth reports remain.** The new reporting capability does not replace the standard eHealth reports available today with the eHealth Web interface and console. Instead, the new reporting capability offers an alternative to the Report Developer Language (RDL) for creating custom reports, allowing users to create and run new reports that take advantage of greater flexibility with the existing eHealth data, customization and visual appearance.
- Easier report organization.** Users can organize their reports using a Windows folder style interface, which makes it easy to quickly identify, view, and run their reports using an intuitive structure that they can build and edit based on their preferences.

### Expansion of OneClick for eHealth Console.

The OneClick for eHealth administration console now provides concurrent, multiple user access to many administrative functions. New features include:

- Group and Group List management
- Web user account administration
- User driven workflow enhancements
- Windows client support (English only)



**Figure 2. Next generation reporting is flexible, dynamic and of high quality. This At-A-Glance report provides bandwidth utilization and bits per second both in and out of a port at 2 hour and 5 minute intervals, usually run ad hoc and primarily used for troubleshooting.**

### Finer Granularity of Polling Speeds.

eHealth r6.0 allows polling speeds and storage of performance data down to 30 seconds so that reports show abnormalities with greater accuracy.

### Typeless Groups and Grouplists.

Previously groups and group lists were tied to a technology type. Now they are not tied to technology, simplifying administration and reducing the number of groups required.

### Persistent Live Health.

Live Health alarms showing real-time problems are now saved if the eHealth server is stopped or restarted.

### Support for Oracle Database 9.2.0.7.

eHealth r6.0 supports the latest version of Oracle 9i with security updates.

### Traffic Accountant Enhancements.

These enhancements include improved performance for Netflow file imports, early warning when system resources are about to be over utilized, and 6 new customizable tabular reports geared toward application usage.

## Supported Environments

- Solaris 9, 10
- HPUX 11i, 11.23
- Windows 2003

For a complete list of technical specifications please visit <http://www3.ca.com/services/Collateral.aspx?CID=88661>

For more information, visit [ca.com](http://www3.ca.com)

