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## **ACCELOPS FURTHER ENHANCES VISIBILITY, CONTROL, AND EFFICIENCY FOR DATA CENTERS AND CLOUD SERVICE PROVIDERS**

**SANTA CLARA, CALIF. – March 14, 2011** - AccelOps, Inc., the only provider of integrated monitoring solutions designed from the ground up for cloud-generation data centers and managed service providers, today announced the general availability of version 3.1 of the AccelOps solution. This latest release of its award-winning platform delivers powerful role-based access control (RBAC) capabilities, the ability to intelligently suppress alerts, and deeper and broader insight into the dynamic virtual environment, all of which increase operational visibility and control, improve resource utilization, and facilitate a more service-oriented approach to data center and cloud management.

"We're constantly listening to our customers," said Imin Lee, CEO of AccelOps, "and are deeply aware of the high expectations placed on enterprises and service provider data center organizations to adapt their complex, dynamic infrastructures to the changing needs of business. This latest release demonstrates both our responsiveness to customers and our laser focus on delivering world-class monitoring solutions that enhance the delivery of on-demand, scalable, and flexible IT services quickly and according to service level agreements."

### **Customized Role-based Views**

With support for RBAC, a widely accepted best practice for managing user privileges, AccelOps version 3.1 gives enterprises and cloud service providers the flexibility to tailor the AccelOps user interface to the role each user has within their organization. For example, a super administrator could specify that server administrators see a customized AccelOps user interface showing only servers and server-related incidents, and have permission to perform server-related analytics only. Or, the super administrator could give C-level executives access to view only specific AccelOps dashboards that display business service level performance and availability data. Support for RBAC is equally useful for cloud service providers, who now have the flexibility, for example, to assign an IT security expert visibility and control over security devices and security-related incidents only, across all or a subset of its customers' networks. By extending visibility and control of specific areas of IT operations, this new functionality aligns well with how larger organizations and service providers are structured, that is, by functional specialty.

"When I chose AccelOps, I knew I'd found a truly top-notch solution for all our monitoring needs. But the AccelOps solution is also helping streamline communication within our organization. The introduction of RBAC support has allowed me to give broader access to the AccelOps GUI and the intelligence it makes visible, significantly reducing the amount of information I have to manually disseminate to my help desk and senior management teams," said Geoff Christy, senior network administrator at Austin Radiological Association (ARA). For additional end-user insight, see [RedMonk industry analyst Michael Cote's extensive video interview with ARA](#) on their experience with the AccelOps solution.

## **Reduction of Alert Noise**

The latest AccelOps release also features built-in intelligence for suppressing alerts based on user-defined logic, topological relationship, patch information, and job calendar information. For example, the AccelOps solution can suppress "device down" alerts coming from devices that are downstream from the device that is the true cause of the problem; it can also suppress alerts when maintenance is being performed. The reduction of these extraneous alerts, also known as noise, drives operational efficiencies within data center and cloud service environments by reducing false positives, facilitating true problem identification, and reducing mean time to resolution (MTTR).

This new capability is possible because the AccelOps solution understands all the relationships between the various elements of a network and cross-correlates raw data - logs, events, metrics, alerts, etc. - with context and interdependency knowledge and pre-defined rules. The AccelOps solution also discovers and updates this relationship data automatically through its auto-discovery feature, rather than via manual configuration, saving IT administrator time and reducing the risk of human error.

## **More Support of Virtualized Environments**

AccelOps v3.1 delivers deeper and broader support of VMware clusters and resource pools within the data center. Specifically, AccelOps now identifies resources in clusters and their utilization levels and supports the creation of rules and utilization dashboards, making it easier for IT administrators to do capacity planning for their virtual environment. AccelOps also supports alerts for VMware cluster utilization levels, essential for preventing capacity problems, and supports both multiple vCenter management consoles and mixed environments in which some virtual machines are monitored by vCenter and others are not.

AccelOps v3.1 is available now as a virtual appliance or software-as-a-service (SaaS) direct from AccelOps or through authorized partners. Organizations can purchase the SIEM (Security Information Event Management) module, the PAM (Performance and Availability Monitoring) module, or both as an "all-in-one" solution.

## **About AccelOps**

AccelOps' data center and cloud service monitoring solutions bring unparalleled operational intelligence, service reliability, efficiency, and security to enterprises and service providers, whether MSPs/MSSPs, cloud, or hosting providers. Delivered as a scalable virtual appliance or SaaS, the AccelOps integrated monitoring platform cross-correlates diverse operational data on-premise, off-premise, and in cloud environments, enabling proactive network monitoring of performance, availability, security, change, metering, and business services. AccelOps delivers efficient root-cause analysis, automates compliance reporting, and reduces MTTR. Multi-tenancy and elastic monitoring capabilities enable the platform to scale easily to meet the needs of service providers and large enterprises; rich APIs help to connect with other business processes. With offices in Silicon Valley, London, and Shanghai, AccelOps markets their solutions direct and through a network of authorized partners.

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