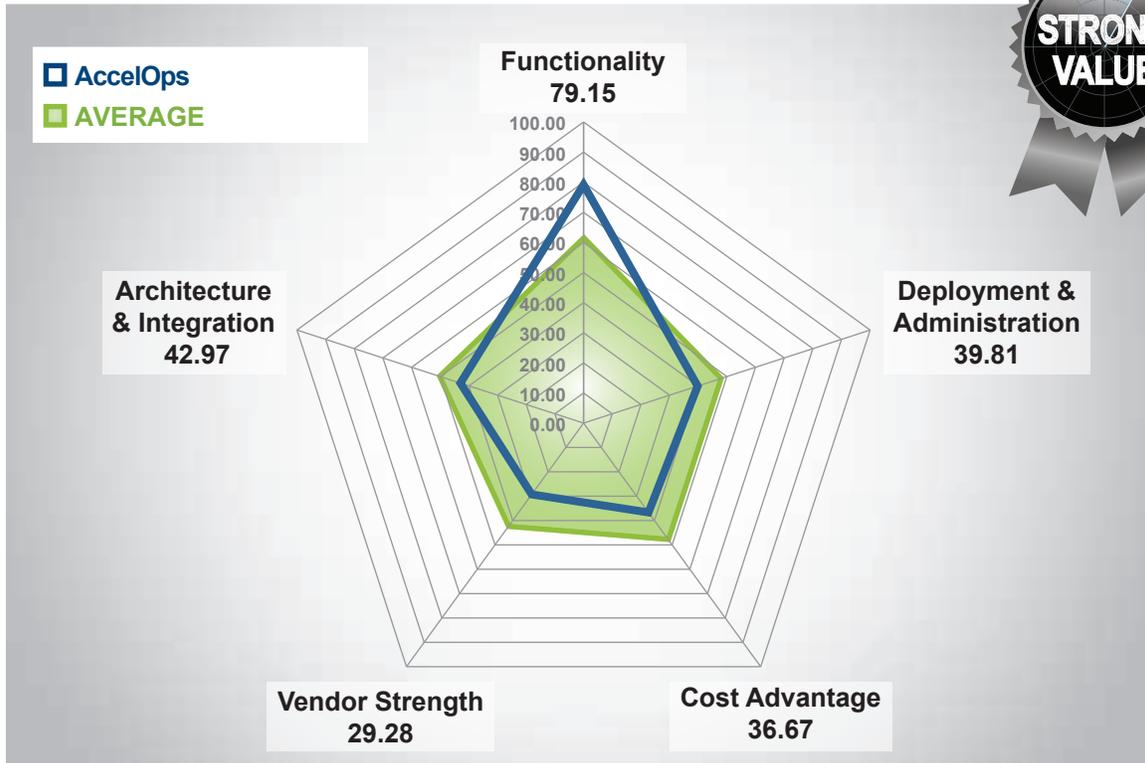


# EMA Radar™ for Enterprise Network Availability Monitoring System (ENAMS): Q3 2014 – Vendor Profiles

## AccelOps

AccelOps 4.0



### Introduction

Based in Santa Clara, California, AccelOps is a relative newcomer to the management solutions community. The solution EMA reviewed for this study, AccelOps 4, includes rich ENAMS capabilities as part of a multifunction, cross-domain management solution designed to address the unified infrastructure management needs of both enterprise and MSP sectors. Unlike other ENAMS that have been forced to adapt existing designs to accommodate new technologies such as cloud and virtualization, the AccelOps solution has been designed from the ground up to directly incorporate them.



**AccelOps**

*Most Flexible Deployment*

EMA Radar™ for ENAMS: Q3 2014

### Deployment and Administration

Overall, the AccelOps solution rated slightly below average on EMA's aggregate measures of ease of deployment and administration. AccelOps offers a bundled pricing model but does not offer an unlimited use license. The licensing model is based on the number of managed IP devices. The product is sold as an "all on one box" package, which makes installation easier but limits flexibility as customers do not have the choice to put the polling engines and the database on a separate server—something that becomes of greater importance in larger-scale deployments.



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EMA conversations with practitioners confirmed that AccelOps is normally used to manage more than just networks, with higher device counts of servers under management commonly occurring. This helped the solution earn a high score in cross-team collaborative use. Customer support program options were on par with other ENAMS, but the solution received one of the top scores for overall customer support satisfaction. One practitioner commented on the “Google-like” search function within the customer portal.

## Cost Advantage

Given that AccelOps plays most strongly in the small-medium enterprises (not including MSP deployments) monitoring mixed network and server environments, our network-only licensing cost models were somewhat unusual for the AccelOps solution. As would be expected, the solution ranked better in the medium-sized environment scenario, but less so in large environment scenarios.

## Architecture and Integration

In overall architecture and integration, AccelOps was comparable with the majority of ENAMS reviewed in this study. The solution includes a good range of capabilities as part of the core product, and AccelOps achieved the maximum possible score for high-availability features. The solution also achieved top marks for console options, reflecting a high level of customizability and flexibility. While EMA reference calls verified that the AccelOps architecture is a good fit for small/medium deployments ranging in size from 500 to 2500 network devices, no large managed network successes could be confirmed. The solution has yet to provide the same number of certified third-party integrations that are included in many of the more well established ENAMS alternatives; however, it did rank near the top for service desk integrations.

## Functionality

EMA's ENAMS functionality measures were where the AccelOps solution truly showed well, ranking second overall in a very competitive field. For this reason EMA believes AccelOps is a strong ENAMS provider, despite being predominantly focused on cross-domain management. In particular, the AccelOps solution rated very well in terms of discovery functionality, alarm correlation/suppression, and fault isolation and troubleshooting. AccelOps was also one of the few ENAMS seeing regular use of their reporting features by those deploying the product. An early adopter of cloud and virtualization technology, AccelOps not surprisingly scored top marks for hypervisor platforms supported, supporting all the major platforms including RHEV and KVM. The combination of wide support for hypervisors and VM-based deployment packaging was unique enough that EMA gave special recognition to the AccelOps solution for “Most Flexible Deployment.” AccelOps was also one of the only ENAMS to demonstrate valid enterprise customer cloud deployments.

## Vendor Strength

AccelOps is a private company, so its financial position is not clear, and its list of relevant technology partners from a network monitoring perspective is shorter than many other ENAMS players. However, the solution did get gold stars (and the highest possible ranking) for overall customer satisfaction.



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## Strengths and Limitations

### AccelOps' ENAMS strengths are:

- **Unified platform** – Customers who are looking to consolidate IT functionality appreciate the combination of networking, server, and security management on a single platform.
- **Built-in functionality** – For a relative newcomer to the ENAMS sector, AccelOps has done an excellent job of building out a rich set of relevant features. EMA reference discussions validated the extensive scope of features.
- **Hypervisor support** – AccelOps supports the widest possible number of choices for hypervisor platforms in EMA's study. Even though this is driven more by the need to provide MSPs with flexibility than doing so for enterprises, the result is the greatest possible range of choices – more than any other ENAMS in this study.

### AccelOps' ENAMS limitations are:

- **Proven scale** – While the solution has proven successful for medium-sized enterprises—and is theoretically capable of managing an environment of any size—there are no proven large-scale networks under management by the AccelOps solution at this time.
- **Alarm customization** – One active customer commented that they would like to see a simplified process for customizing alarms for a specific device.

## Customer Quotes

*"It is a good solution that combines system and security monitoring into a single platform.*

– MSP Customer

*"Lots of built-in functionality."* – Technology Customer

