OmniAnalyser™

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Messaging Service Management and Analysis

Hypersoft OmniAnalyser™ delivers to enterprise customers detailed and comprehensive information on the quality of service, workload, usage and performance of their electronic messaging systems, to help reduce operation costs and improve efficiency. The product delivers automatic and detailed web-based analysis and reporting for Lotus Notes, Microsoft Exchange, Sendmail, Sun Java System Messaging (iPlanet), and other e-mail servers, running on Windows and Linux platforms.

OmniAnalyser™ provides complete analysis for messaging networks of any size and organisational complexity, and produces reports about the availability of messaging services to their business users, and usage of corporate messaging applications, bandwidth and storage. It allows SLA Managers and Service Providers implement and monitor very detailed Service Levels, IT Operations save on resources required for system administration, implement chargeback models for active usage, control company's e-mail policies, discover corporate knowledge and improve security.

OmniAnalyser™ is a distributed software package, which can be installed on hundreds of servers across the enterprise, to consolidate data into a central repository for processing. OmniAnalyser™ installation does not require system reboot, and product operation does not disturb the existing networks, nor violate security policies. The product analyses an unmatched range of data sources, such as e-mail tracking data, mail databases and stores, instant messaging, antivirus and SMTP product logs, directories, event logs, and much more. Thus, OmniAnalyser™ provides a true complete reporting database for entire company's messaging networks and their underlying infrastructure. "Verified for Windows Server 2003" certification passed by the product assures that OmniAnalyser™ will integrate into a Windows Server 2003 infrastructure seamlessly, while both Windows and Linux servers can be analysed.

OmniAnalyser™ reports are available through an Internet Explorer browser, and can be automatically published to business users and applications (such as SAP), or the company's intranet. Operation team users can receive a comprehensive picture with tables and graphs about the current usage and historic trends in the e-mail system, and drill down for more details to understand the problem source.

OmniAnalyser™ is available in Enterprise, Standard, and ASP Editions – to meet the requirements of all kinds of companies – from one-server systems to the world's largest organisations.

The product is designed for
Microsoft ® Exchange
Lotus ® Domino
SendMail
iPlanet Servers

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OmniAnalyser™ Architecture

OmniAnalyser™ provides companies of any size and organisational structure with flexible centralised and decentralised reporting portals, and can be run as a hosted service in ASP mode.
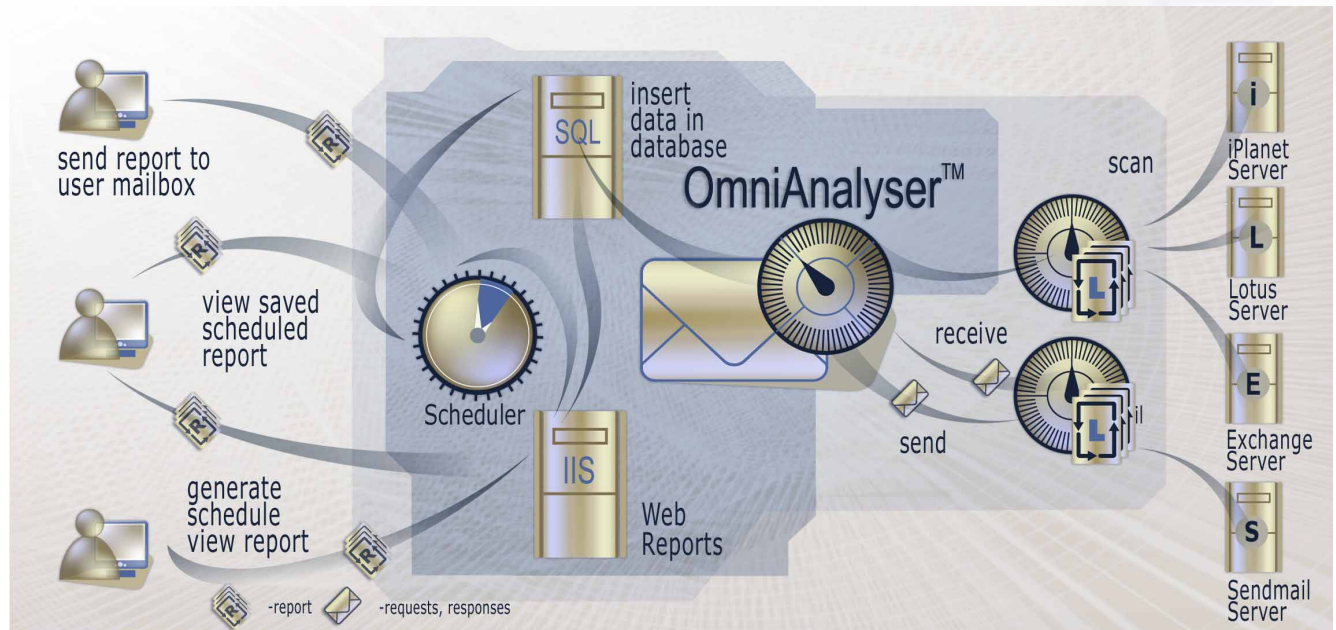
Major components of OmniAnalyser™ software

Agent – software, which runs locally or at the remote site, to collect and pre-process data. Agent is an autonomous application that acts as a mail client to send the collected data to the Integration Server. Data sources analysed by Hypersoft Agent include mail tracking data, properties and contents of databases, Directories, Event Logs, Instant Messaging, Antivirus and SMTP sever logs, and WMI data. Agent also monitors the availability of company's messaging services to their end users, by simulating user access to a range of resources, such as Exchange mailboxes and Public Folders, Domino databases, web mail access, and SMTP services.

Agent can be installed directly on the monitored server, or can remotely monitor one or many agentless mail and application servers. The agent installation does not require reboot, and its performance does not generate any significant system load; Agents are easily manageable from the central operation console of the OmniAnalyser Integration Server.

Integration Server – is the core of OmniAnalyser™ application. This component works with Microsoft SQL (or MSDE) and Microsoft IIS software. Integration Server receives data sent by the Agents over e-mail or HTTP, processes and inputs this data into the database.

Web Reports – are available on any PC via Internet Explorer browser, or could be sent automatically by the product to users and applications. OmniAnalyser™ out-of-the-box reports have present data in the most comprehensive form for immediate usage – however user can customize any report on the fly, to match the exact search criteria, using the set of user-friendly filters.

OmniAnalyser™ Reports

OmniAnalyser™ reports contain both real-time and trend information about usage and performance of the messaging system, reports are all web-based and available via Internet browser to any authorized user within the company. Reports can be used for complete dynamic drill-down to see all underlying details, or automatically generated, sent to their business users, or saved on the network with custom security.
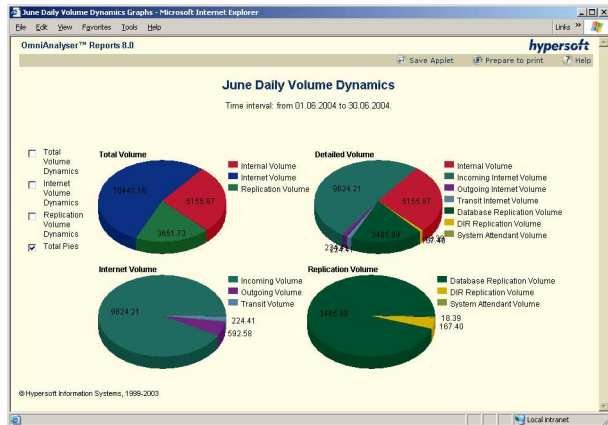
Service Level

OmniAnalyser™ provides a set of service level reports, specially designed to monitor the performance of a messaging system in close relation to the company's business processes and structure.

The standard or built in features allow reporting availability and interrupts Service Level Agreements for each region, business unit, and type of resources separately. Reports also fully support the Service Hours concept to report different SLA numbers for different service hours (Office, Non-Office, VIP, Maintenance, or any custom set), and therefore better match the business critical processes.
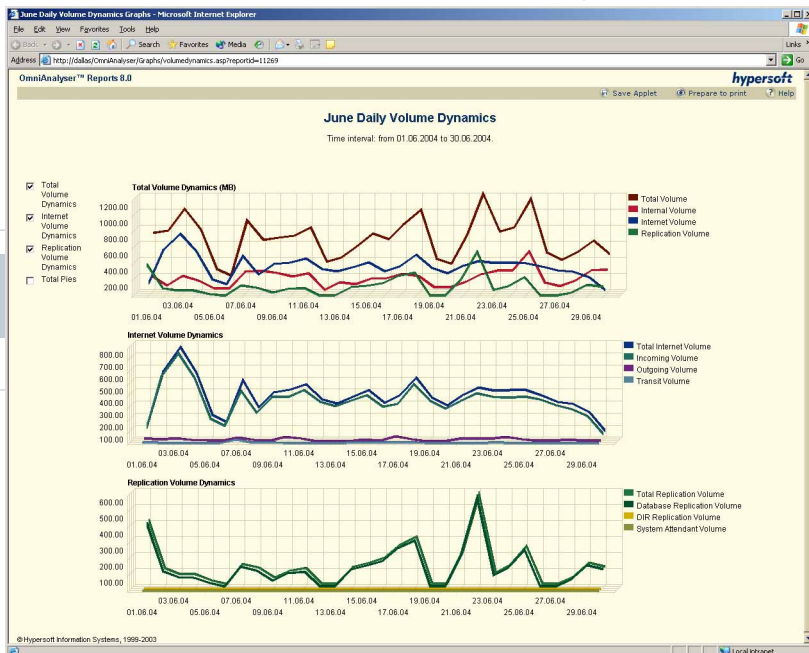
The graphs allow visualizing current system performance against the agreed SLA targets, and indicate history trends.
All SLA numbers are based on end-user experience of the messaging service, and not just system uptime.

The following information is reported:

· **Delivery Times of E-mail** – OmniAnalyser™ consolidates mail tracking data from across all messaging data sources, and can in many configurations merge message IDs throughout multiple mail systems co-existing within one company.

Service Levels for different parts of the company can be analysed and reported separately; SLA data can match the criteria of message sizes, priority, users and specific network links.
For Operations the important drill down into any number of delayed mails is possible, and the reports present the entire list of delayed mails and their traffic path – thus allowing to find the problem reasons.

· **Non-Delivered Mails** — information about the mails with extremely long delays, as well as with NDR receipts is provided with the graphical history trends, totals and possibilities of drill-down.

· **Availability SLA** – OmniAnalyser™ offers detailed insight into availability of Messaging Services to End Users. Different messaging services in the organization can be monitored by the Hypersoft product, simulating end-user access to these resources, and therefore reporting the "true" availability of these services:
- mailbox service
- Public Folder service (or databases on Domino)
- HTTP resources (eg. OWA Service)
- TCP resources (eg. SMTP service)
- Round Trip Time polling (for example Fax service availability, by sending an SMTP ping message to a fax server, and measuring the time before the round trip message is returned).
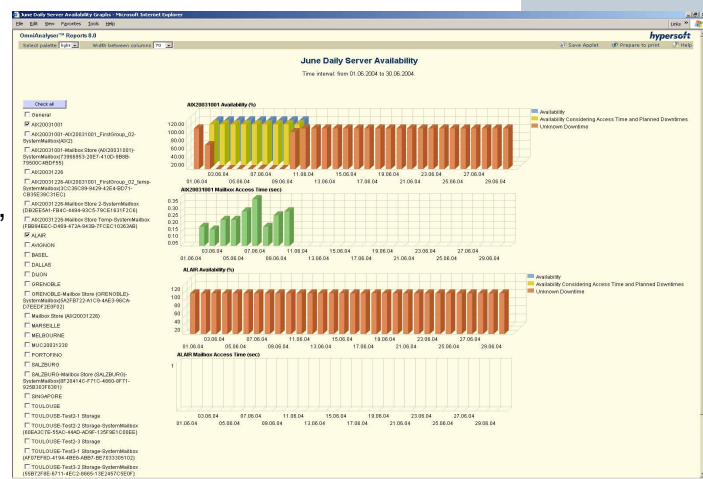
Billing statistics

OmniAnalyser™ provides information about the usage of messaging resources by company's units (users, departments, sites), and automatically publishes the associated costs information to specific users in HTML, XML or CSV formats.

This data is also automatically saved to the network folders, where it can be later accessed by the billing software. Companies can understand the true active usage of bandwidth and storage resources, and utilization of applications (web mail access, instant messaging, Domino applications) by users.

This information can be used for eventual chargeback processes, to achieve higher awareness of resource costs and therefore bring down overall company's IT expenses.

Reports for Capacity Planning and Policies Managementes

OmniAnalyser™ reports about usage of bandwidth and storage resources by mail users and applications. Topology maps and graphs help quickly identify, which resources are exceeding existing quotas, which usage trends may soon lead to overloading the system, and who are the top users/applications that utilize most resources.

Examples of such reports include:

• **Bandwidth Usage by Users and Applications** – information about how networks are loaded with e-mail and replication, which are the most heavily loaded links, who are the top users, and what are the existing trends in the bandwidth usage.

Topology maps deliver visual overviews of the entire company's network, or selected network part, highlighting the links that carry extraordinary loads. Drill-down is possible to identify users and applications that generate the heavier loads.

Company's mail traffic is analysed to show the percentage of Internet mail, top domains and users, internal mail, system mail and transfer mail volumes. Domino replication reports help identify the volumes, trends, and quality of replication. Message sizes statistics helps administrators understand, whether bandwidth may be eaten by a small number of large mails, rather than large mail flows.

• **Storage Usage** – reports show how many databases and specifically user mail files (Exchange mailboxes) are present per server, which resources are overloaded, how many unused databases may be eating up company's resources and who are the users behind those resources. Trends and details about reached and exceeded quotas helps administrators setup and control policies in storage use. Overgrown resources and their size limits are highlighted with the possibility of setting up alarms on thresholds of resource usage.

• **Server Load** – information about how company's servers are loaded with mail flows, how many mails and MB of data is processed by server, and which are the most overloaded servers.

Monitoring Servers

OmniAnalyser™ provides real-time monitoring of e-mail servers, by controlling the health of the resources on system level, and checking their availability from end-user perspective. Product issues alerts to administrator when defined thresholds are surpassed. Real-time server topology maps provide graphical alerting, and allow for easy drill down into details of each resource that is monitored.

All information is presented via Internet Explorer browser, without any "heavy" client required. The data is logged for historical trends reporting, which allows for planning server resources.
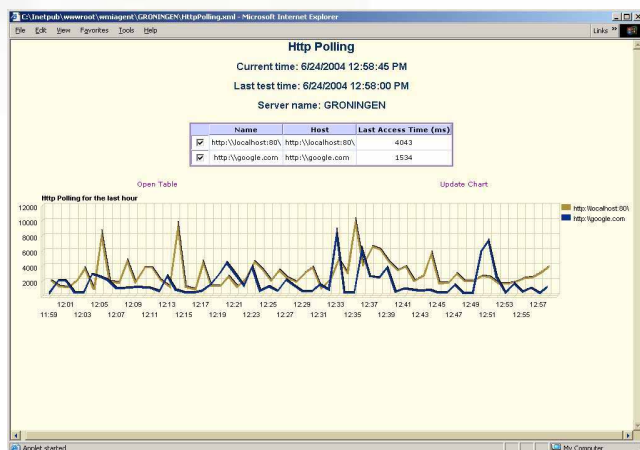
OmniAnalyser™ monitors server availability and connectivity in the network with the possibility to exclude maintenance windows from the statistics. Possibilities to periodically poll HTTP and TCP ports are provided as well as measuring the real-time delivery times of mails, and issuing alerts.

Security and Policies Information

Optional information about the subject line of every single mail sent through the company's mail network can be collected in the Hypersoft database for analysis.

Attachment names and extensions are reported, as well as Internet domains with which the company's mail is exchanged, with a possibility of drill down to a single unit or user. Information about the attachments, types and distribution of the message sizes in company's mail help enforcing the quota management and doing successful and cost-efficient archiving projects.

OmniAnalyser™ supports several Antivirus products, such as Scanmail or IMMS from TrendMicro and Antigen from Sybari. It allows reporting on the number of blocked viruses, virus names, groups, and types, as well as the health and update status of company's antivirus software.
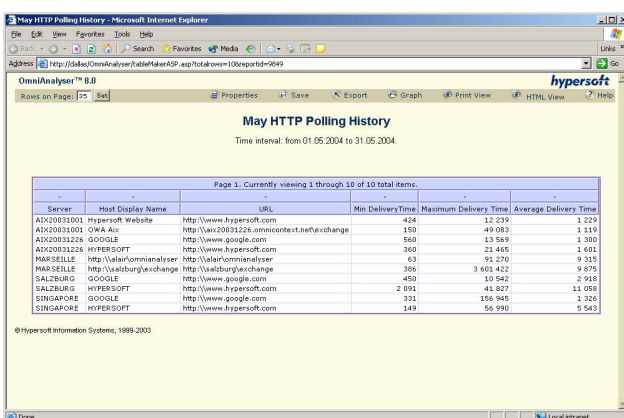
Hypersoft web-based reports are easily customizable by using a rich set of filters before their generation and publishing. This allows delivering most business critical numbers to their users in a custom format

Values of OmniAnalyser™ for Your Business

Monitoring Service Level Agreements

Service delivery and usage have to be based on agreed standards. By supplying company's mail statistics, OmniAnalyser™ allows you to report, to which extent the message delivery times, service availability data as well as average message size and number of active users meet those standards.

Billing for Active Use

The company's mail costs on the level of users, servers, business units and departments are calculated, and these figures are included in the most of the OmniAnalyser™ reports. Billing data can be automatically published as CSV, to be captured by other applications such as SAP.

Saving Time on Solving Operational Issues

OmniAnalyser™ reports give IT support and administrator staff automated and detailed analysis possibilities for system troubleshooting, such as:
- pinpoint bottlenecks
- drill down into routing problems for any particular message
- dentify success of Domino replication.

Capacity Analysis and Planning

Saving costs by finding out and removing redundant resources, and being able to analyse usage trends in order to make proper hardware planning decisions. How much mail goes through each connector, how is the bandwidth used, what are the trends, is all replication justified, identifying redundant and unused resources.

OmniAnalyser™ helps understand the current system performance and usage, facilitating and optimising the server consolidation or platform migration projects.

Control of Policies, Security and Legal Issues in E-mail

OmniAnalyser™ allows doing fast one-time or regular analysis of outgoing and incoming mail, which may contain sensitive data. Virus statistics are reported, as read from company's antivirus software logs. IT profits from using OmniAnalyser™ to prove existence of any mail in the system, and the details of its path.

Analysis of e-mail Data for Specific Business Needs

Understanding the trends, structure and contents of corporate message helps leveraging this knowledge for direct business purposes, which can include:
- Reports for business manager, who needs to understand the communication patterns in the company, and how they represent the internal corporate collaboration patterns.
- Statistics on trends in OWA, POP3, IMAP4 connections for marketing purposes of an ISP.
- Analysis of response times by e-mail support staff, for matching the Support Service Level with the customer's expectations.

Proof of System and Operations Performance

- Global Performance Reports for the company's management – verifying the general health and trends of the messaging system, which underlies the effectiveness of company's business
- Proof on usage of the newly adapted technologies
- Performance of the antivirus system
- Proof of the overall quality of the IT operation staff, success of consolidation and migration projects

Service managers, corporate officers and financial departments are provided with automatic reports about the service levels, resource usage, and insights into the company's electronic communication and other essential business processes

Hypersoft OmniAnalyser™ makes corporate messaging much more efficient, is completely transparent and therefore highly manageable

State-of-the-Art Reporting for Immediate ROI

OmniAnalyser™ architecture and reporting are fully based on Hypersoft expertise in analysis of different messaging systems from Hypersoft OmniAnalyser™ customers around the world, as well as on company's understanding of the current technology trends and the important role of messaging analysis in today's business.

For very large and complex messaging environments, OmniAnalyser allows seamless integration to gather corporate messaging data from all sites and to consolidate them all into one single place – the OmniAnalyser database.
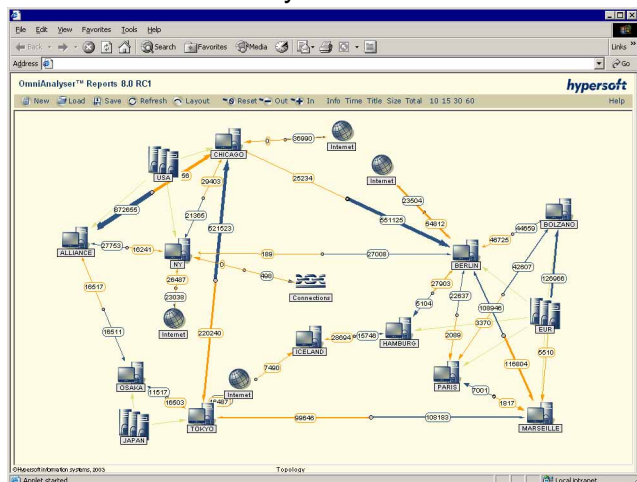
The product supports several major e-mail platforms (Lotus Notes, MS Exchange, Sendmail, iPlanet), and has additional modules that allow reading data from a vast range of antivirus, faxing, antispam and SMTP solutions, and integrating all this data for central reporting. In some configurations, the merge of Exchange and Notes message IDs is also possible, which allows reporting real end-to-end delivery times of company's e-mails across distributed networks.

Therefore OmniAnalyser™ offers companies a unique reporting solution, capable of solving various business needs Service Level Management and IT Operations at lowest total cost of implementation and usage.

OmniAnalyser™ helped many companies monitor Service Levels on their messaging systems, and the format and scope of SLA reports have been continuously improved by Hypersoft to allow companies match most sophisticated Service Level requirements in reporting. Product reports not just numbers extracted from the system – the information is analysed and presented to the end user in the format, which allows making a fast management decision immediately after receiving the Hypersoft reports.

Powerful features making Hypersoft data easy to interpret include graphs that show existing trends and predict system breakdown, chart pies highlighting the top resource users, topology maps where overloaded links are immediately identified on the overall company picture. User can drill down into the details of the problem, and be prompted of the best solution.

To Service Providers, OmniAnalyser™ architecture provides significant values, as it allows outsourcing the Integration Server, and providing reports to business users as service, without any need to have access and good network links to the customer organization. Special ASP Edition of OmniAnalyser™ software allows hosting multiple reporting websites on a single Integration Server.

OmniAnalyser™ is totally non-intrusive and produces no side-effect on the mail servers, doesn't require a system reboot to install, and does not interfere with other applications running on the severs. The traffic produced by Agent-Analyser communication is minimal (approximately 0,02% of the total mail traffic) and can be filtered out of the reports. This allows using it in very large messaging installations without overloading the network.

Hypersoft Services include
• Onsite product installation and training for customer staff
• E-mail, telephone, remote access and onsite support for any customer locations around the world
• Maintenance contract that provides all major product updates annually
• E-mail Analysis and Consolidation/System Changes projects done by Hypersoft consultants
• Product trials and pilot Installations

System Requirements

Windows NT 4, Windows 2000, Windows 2003
(OmniAnalyser™ is verified for Windows Server 2003)
Microsoft Internet Information Server 4.0 or later
Internet Explorer 5.5 or later for viewing reports

Supported databases

Microsoft SQL Server 7.0 or 2000
Microsoft Database Engine 1.0 or later
(re-distribution included)

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