ServiceNav and Nutanix

IT Monitoring in a hyperconverged and connected world

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> "Performance monitoring, service availability reporting, capacity planning and alerting across Nutanix environments – all from a single, quick to deploy and configure platform. **ServiceNav and Nutanix – a combination that delivers critical service insight...fast!**"

Nutanix makes infrastructure invisible, elevating IT to focus on the applications and services that power their business. The Nutanix enterprise cloud platform leverages web-scale engineering and consumer-grade design to natively converge compute, virtualization and storage into a resilient, software-defined solution with rich machine intelligence. Nutanix has helped large and small IT organizations simplify their datacenter and gain predictable performance, linear scalability, and cloud-like infrastructure consumption.

ServiceNav from Coservit, is an agentless, scalable, multi-tenant, SaaS IT service monitoring and reporting solution, capable of monitoring a wide range of industry-leading technologies (including Nutanix). With ServiceNav, Nutanix HCI performance is easily incorporated into business service health and availability monitoring & reporting. Users can have, in a single IT Weather dashboard, visibility of Nutanix services along with any other relevant infrastructure elements.

THE CHALLENGE

Traditional IT departments and MSPs of all sizes, as well as being charged with the technical responsibility for the upkeep and performance of core infrastructure, are increasingly being called to demonstrate the impact of the quality of these services on the organisations "bottom-line".

WHAT CAN SERVICENAV DO FOR NUTANIX?

ServiceNav has a selection of out of the box monitors for Nutanix, accessed seamlessly via SNMP(v3) and the Nutanix Prism Element API. These checks include:

- CPU and RAM usage of the Nutanix host platform

- Cluster performance (Status, IOPS, IO Bandwidth, Latency)

- Controller VM performance (CPU, RAM, Disk IO, Network)

- Storage Pools (IOPS, Usage)

- Containers (Latency, Usage)

- Resource utilisation of individual VMs (CPU, RAM, Disk, Network)

- Availability of the Prism interface

THE SOLUTION

There are a variety of products available on the market (including Nutanix's own PRISM platform) to monitor Nutanix environments and provide performance and availability data, reports etc. ServiceNav from Coservit offers all this, but critically, enables incorporation of "technology health" into measurements of "business service" availability.

ServiceNav achieves this through what are called "User Services"; aggregations of individual technical monitoring points into a hierarchical collection representing a business-critical application or service.

User Services within ServiceNav turn a table of monitoring health statuses, into a view of business service health. This means you can go from this:

Host	IP address	Service	Status	-	Last check	Details
Nutanix Cluster	8.8.8.8		🟢		11/14/2018 10:50:33	OK - 8.8.8.8: rta 23,436ms, lost 0%
		Nutanix-Cluster-IOBandwidth	🟠		11/14/2018 10:46:51	Part_diskIO: 5984 mbps
		Nutanix-Cluster-IOPS	🟢		11/14/2018 10:48:16	Cluster wide average IOPS is: 18p/sec
		Nutanix-Cluster-Latency	🟢		11/14/2018 10:47:41	Cluster-wide avg latency is: 18ms
		Nutanix-Cluster-Status	🟢		11/14/2018 10:48:37	HTTP OK: HTTP/1.0 200 OK - 12015 bytes in 0,222 second response time
		Nutanix-Cluster-StorageUsage	🟢		11/14/2018 10:49:40	HTTP OK: HTTP/1.0 200 OK - 11995 bytes in 0,151 second response time
		Nutanix-Container-Usage_1	🟢		11/14/2018 10:49:25	Container usage is: 5 %
		Nutanix-Container-Usage_2	🟢		11/14/2018 10:49:26	Container usage is: 5%
		Nutanix-StoragePool-Usage_1	🟢		11/14/2018 10:47:23	Used Storage Pool Capacity is: 18%
		Nutanix-StoragePool-Usage_2	🟢		11/14/2018 10:49:07	Used Storage Pool Capacity is: 5%

To this:
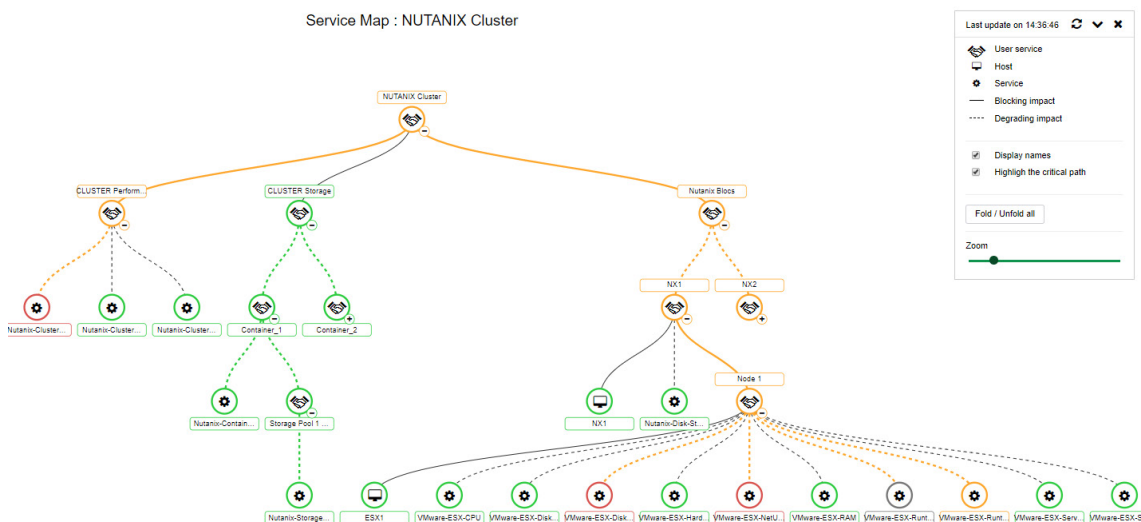
Each of the "end-point" checks in the hierarchy represent individual monitored objects, with the capability to generate notifications when thresholds are breached. The health status of the checks in a "User Service" hierarchy feeds into the calculation of the "Current status" of the service, as well as an on-going calculation of the "Availability rate" of the service against a target availability % (SLA).

Name	Current status	Availability rate	Trend
NUTANIX CLUSTER	⛅	🔴 99.8% or 69h 53m / 70h	↓

Such an extension of reporting makes it easy to manage service levels beyond those solely concerned with technology; Production, Sales, Finance, HR…in fact, any organisational unit that has key processes that relies on smooth-running IT.

ABOUT COSERVIT

Coservit is a French ISV of over 10 years standing. Over this time, we have assisted IT service delivery companies in their quest for continuous service level & efficiency improvements. Our ServiceNav product is a powerful, easy to use, multi-tenant, IT service monitoring platform. Available as both a SaaS and an on-premise offering, ServiceNav addresses the needs of CSPs/MSPs of all sizes.

Since its creation in 2006, its strong culture of innovation and customer engagement has established a network of 200 certified partners and 5000 indirect clients (SMEs and large companies) both in Europe and internationally.

Coservit places monitoring at the heart of business success with its "ServiceNav" solution that measures and controls the availability of business services. In order to meet the challenges of integration and monitoring of its customers (IT services providers - IT managers), Coservit has signed partnerships with some of the leading vendors in IT and ITSM.

At the forefront of new trends and technologies, Coservit works closely with its customers to provide innovative solutions combined with a flexible and agile service. This approach is fundamental to the mutual success of the business and its clients built on rewarding working relationships. The company has offices in France and UK and employs more than 40 people.

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