

Totuus:

# Inventory Module

Fixing Monitoring  
in IT Operations



## The Problem

Often when reviewing IT monitoring technologies and looking to select the best product, users start with the front end. Is it easy to understand? Does it look pretty?

Whilst that's important, **the GUI is not what makes monitoring projects a success or a failure.**

**Data integrity is the single most common reason for failure.** The cause of these issues include:



The quality of the data sources feeding the tool



Human error - not on-boarding devices / assets in a consistent way



Bad initial design of data structures



Not mapping monitoring to business outcomes

We believe technical teams will recognise these challenges.

## Impact

The impact of bad or incomplete data in your monitoring technologies includes:



Unreliable reporting



Missed critical events



Inconsistent root cause analysis



Alarm fatigue



Scattered inventory and related data across multiple silos



Increased man time costs for "cleaning" up the system or investigating incidents.

When the above goes wrong, organisations often blame the tool and then look to buy another vendor monitoring technology to fix the problem. **However, the same thing happens again.**

## The Solution:

# Data Driven IT Operations Management

Our key message is:

**You probably don't need to replace your tools,  
just fix your data and processes!**

Whilst this is possible by designing workflows, training your team and regularly performing governance on your systems, the reality for most Teams is that they don't get the time to put the focus into the tool that is required and things get quickly out of hand.

Although AI can assist with some of these challenges the reality for this particular problem is you still need to sort your data out first.

KedronUK have spent 5 years designing a pragmatic software solution to answer these problems and they have integrated this functionality as a module within the TOTUUS product.



## This software

integrates with your existing



Network and  
Infrastructure  
Monitoring  
Technologies



Vendor  
Element  
Managers



ITSM Platform



Flat Data files  
(CSV, xml, .xls)



Provisioning  
and  
Automation  
Systems

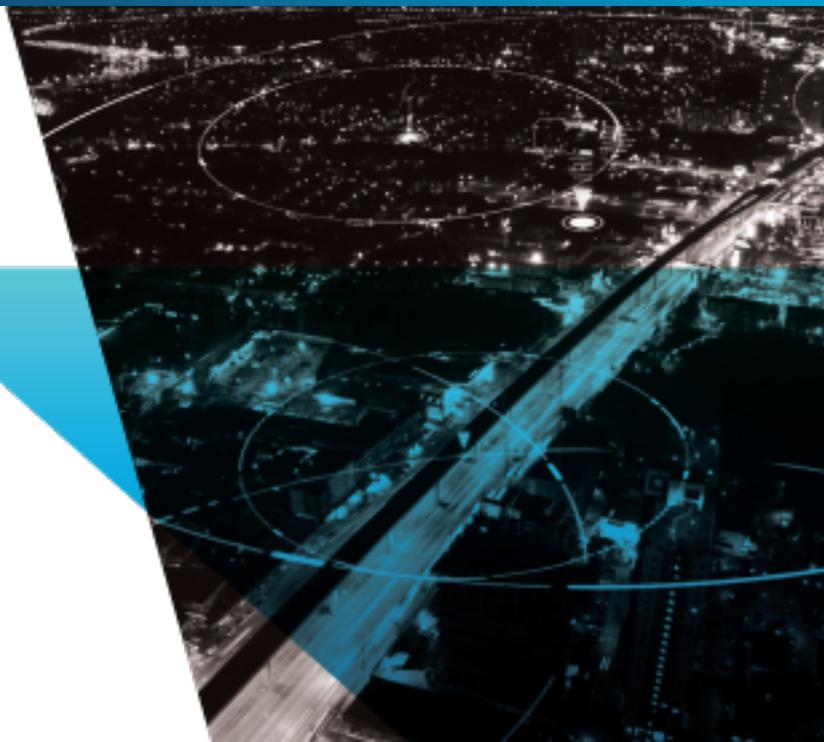
TOTUUS Inventory Module is installed in your environment, or within the Cloud, to provide a framework solution with key features and benefits in data collection and processing.

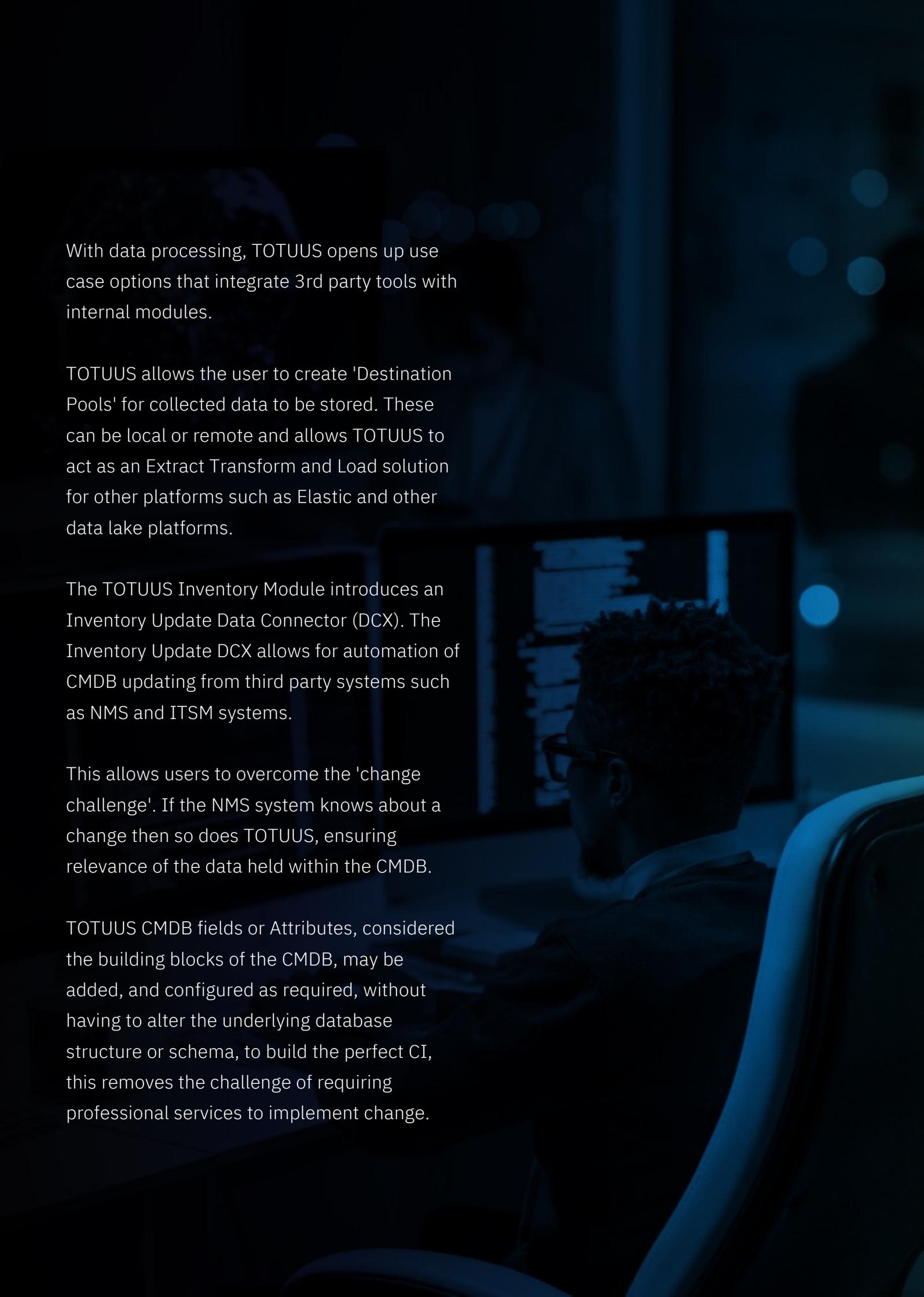
TOTUUS automated Data Processing, with easy configuration, provides more than simple data copying from one location to another.

With a 'toolset' of data processing options, TOTUUS provides users with the ability to draw conclusions, derive values, calculate additional data, augment information and merge data sets.

Configure all the key locations of data that TOTUUS will gather from, including:

- ▶ REST
- ▶ File
- ▶ Database
- ▶ SNMP
- ▶ SFTP
- ▶ CLI
- ▶ LDAP



A person with glasses is seen from the side, sitting at a desk in a dimly lit office. The scene is bathed in a deep blue light, with the person's face and the desk illuminated by the glow of computer monitors. The background is dark, with some blurred lights suggesting a modern office environment.

With data processing, TOTUUS opens up use case options that integrate 3rd party tools with internal modules.

TOTUUS allows the user to create 'Destination Pools' for collected data to be stored. These can be local or remote and allows TOTUUS to act as an Extract Transform and Load solution for other platforms such as Elastic and other data lake platforms.

The TOTUUS Inventory Module introduces an Inventory Update Data Connector (DCX). The Inventory Update DCX allows for automation of CMDB updating from third party systems such as NMS and ITSM systems.

This allows users to overcome the 'change challenge'. If the NMS system knows about a change then so does TOTUUS, ensuring relevance of the data held within the CMDB.

TOTUUS CMDB fields or Attributes, considered the building blocks of the CMDB, may be added, and configured as required, without having to alter the underlying database structure or schema, to build the perfect CI, this removes the challenge of requiring professional services to implement change.

## Making it Happen

KedronUK understand that sorting out the big data involved with Enterprise IT Operations can be a daunting task. However, we've been doing this for 18 years and by combining the Totuus technology with our practical experience, we have developed the following process which is included within each package we provide to our customers.



### **Data and Systems Review**

Our expert team work with your technology stakeholders to review systems and data and build a clear understanding of the "current state" including current business processes relating to the data. We also build an understanding of the operational challenges you are facing and what is the ideal "target State".



### **High Level Solution Design**

Incorporating the Totuus Inventory software our Solution Architects build a design that meets the requirements of the "target state" utilising your existing technologies. This will include other enhancements where relevant such as including automation, AI and Machine Learning. At this point we will include indicative project pricing.



### **Contract Stage**

Following commercial agreement we produce a detailed Low level design, SoW for approval which provides a detailed description of the deliverables and dependencies. Crucially this includes an acceptance criteria which must be achieved before Customers are billed for the work.



## Project Managed Delivery

We assign one of our engineers and a project manager and we deliver the project in phases (dependent on customer environment) according to the custom Project plan created for the Project.



## Handover Training

Following acceptance we provide detailed handover training to enable your teams to get the most out of the solution from day one.



## Ongoing Support and Development

We provide both user and bug / error support to help make sure your team continues to maximise their use of the technology. We also provide regular Service Reviews to identify possible areas for process improvement or to accommodate new integrated technologies / data sources or changes to the infrastructure.

# Enhanced Service

Sometimes we work with organisations where they have come to the end of the road with their incumbent monitoring technology and whilst they want to take advantage of the features of Totuus inventory, they don't want to integrate it into their old technology.

Where this is the case, KedronUK can add 'Network Management as a Service' where we configure our hosted Network Management Platform (StableNet) to monitor your environment by adding polling agents to your network.

We take responsibility for the Network management implementation to your specification, configure alerts and reports and ensure that the monitoring technology is maintained in an optimal way.

We also provide you with Totuus, which provides all the above mentioned features and becomes your interface to adding new devices / CI's to the management platform.

This allows you to effectively become the consumer of the Network Management system, including intelligent root cause alerts, business relevant reports and dashboards. By letting go of owning the Network Management platform not only makes your operations more efficient, it also can drastically reduce your total cost of ownership and free up the time of the team.