



# Next-Gen Service Assurance for the Big Data Layer



Partner Brief



Enterprise-Class IT & BSM Monitoring Solutions

“Business Analytics on the Hortonworks Data Platform (HDP) for Apache Hadoop is both time and mission critical. Through our certified integration HDP and technical cooperation with Hortonworks, together we can give clients the confidence they need that these applications, platforms and supporting infrastructure are all performing optimally at service levels determined by the client. Knowing what service levels are in real-time, how these are tending and why is paramount to the success of every organization in this hyper-competitive business climate. Only Centerity tightly integrated with Hortonworks, can deliver the highest levels of service assurance possible.”

Marty Pejko  
COO  
Centerity Systems Inc.

With the momentum behind Big Data and use of the Apache Hadoop architecture increasing, the need to simplify operational complexity, reduce MTTR and OPEX has never been greater. Centerity can be that business intelligence layer across the entire environment (physical, virtual, application and cloud) to give both management and administrators real-time actionable intelligence regarding the status and performance of its key business processes.

Centerity can, through its Business Service Management (BSM) capabilities, correlate performance across technology domains to show the status of critical business processes as well as provide impact, trend and root cause analytics for comprehensive service assurance.

Centerity can significantly increase customer satisfaction leading to quicker Hadoop rollouts and larger expansion opportunities. Centerity's award-winning, unified platform, a *Gartner Cool Vendor* in IT Operations Management (ITOM), has a very short time-to-value (TTV), low Total Cost of Ownership (TCO) and rapid Return on Investment (ROI).

## Business Challenges Solved

### Real-time status

Real-time status of critical business processes is often not available due to visibility gaps caused by tools creating data silos or inflexible platforms that aren't as dynamic as the data centers they monitor. Centerity's unified platform is the extensible and scalable to maintain end-to-end visibility.

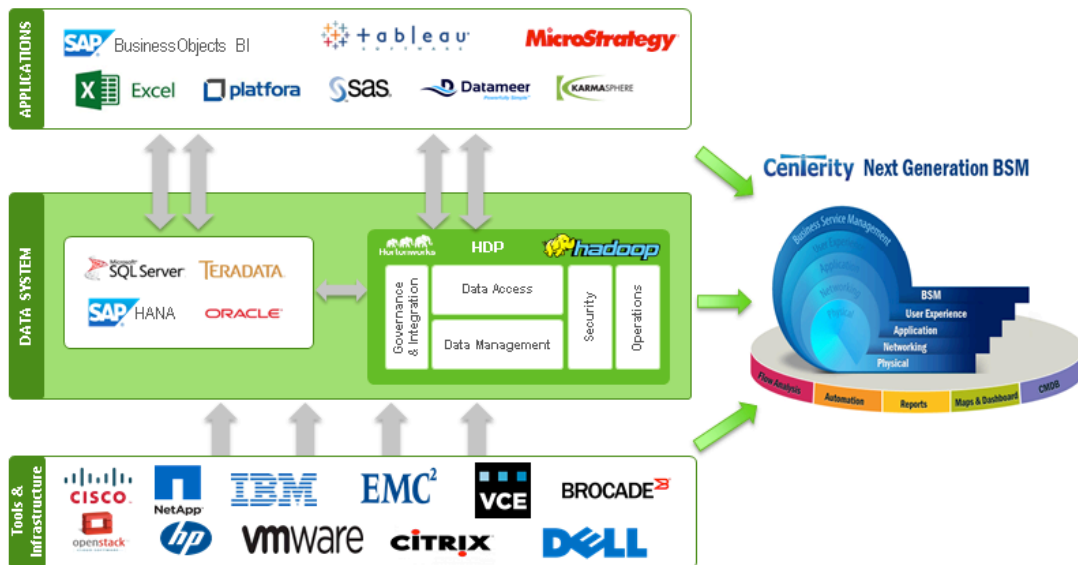
### Service level visibility

Visibility into current service levels at any moment in time or over a specified time period is often difficult to obtain. Centerity's BSM capabilities, via its Executive Dashboard, can display Service Levels so that proactive actions can take place.

### End-user Experience Metrics

Centerity's End-User Experience Robots can provide real-time information about end-user experience to increase customer satisfaction, retention and revenue.

# Centerity in the Modern Data Architecture



## Features and Benefits

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- End-to-end monitoring across application and infrastructure layers
- Business Service Management (BSM) for real-time business process views
- Customizable executive dashboards
- Predictive, trend, impact and root cause analysis across all technical domains
- Comprehensive visualization, automation and discovery tools
- Extensible metric capture methodology makes Centerity future-proof in dynamic, next-gen, data center environments

Centerity can collect all key performance metrics via its agent-less capture (e.g. SNMP, Traps, WMI, SYSLOG, Telnet, REST) or agents-based methodologies, then aggregate and normalize this data to perform real-time predictive, trend, impact and root cause analysis and provide actionable intelligence to every part of the organization.

## Centerity is a Certified Technology Partner

The Hortonworks Certified Technology Program reviews and certifies technologies for architectural best practices, validated against a comprehensive suite of integration test cases, benchmarked for scale under varied workloads and comprehensively documented.



## Hortonworks. We do Hadoop.

Hortonworks is the leader in emerging Open Enterprise Hadoop and develops, distributes and supports the only 100% open source Apache Hadoop data platform. Our team comprises the largest contingent of builders and architects within the Hadoop ecosystem who represent and lead the broader enterprise requirements within these communities. Hortonworks has deep relationships with the key strategic data center partners that enable our customers to unlock the broadest opportunities from Hadoop.

Hortonworks is the trusted source for information on Hadoop, and together with the Apache community, Hortonworks is making Hadoop an enterprise data platform. Hortonworks provides unmatched technical support, training and certification programs for enterprises, systems integrators and technology vendors.

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