

FRONT OFFICE



TECHNOLOGIES

GET ALERTED ABOUT A T24 ERROR ?
BEFORE IT OCCURS ?

PROACTIVE T24
MONITORING ?

| TAMAM

YOU NEED INFORMATION ?
AND NOT MEASURED DATA ?

SOLUTIONS FOR YOUR NEEDS

WHAT IS TAMAM?

TAMAM is a proactive monitoring solution developed for Temenos T24.

TAMAM is a monitoring solution specialized for the Globus and T24 banking systems. It checks system specific features, services, daemons, malfunctions, slow-downs and reasons for failures. TAMAM incorporates advanced logic to analyze data from different sources, predict behavior of the system and to provide high quality information to operational personnel and management.

WHAT DOES TAMAM STAND FOR?

TAMAM is an acronym of:
Tool for Application Monitoring and Availability Measurement

WHAT BENEFITS DO I GET?

TAMAM's main goal is to reduce operational cost of Globus / T24 environments and to increase the availability.

Business benefits:

- / With automated monitoring the number of operational staff can be reduced
- / Proactive and detailed error reports reduce error correction time and therefore increases efficiency of operational staff
- / Proactive error detection can help with eliminating system failures before they affect business operation
- / Measurement of availability enables SLA based services from IT

Technical benefits:

- / Off-the-shelf integration into many 3rd party monitoring/service desk applications
- / Integration into TAMAM Dashboard (it works in parallel to the other integration with different message content and alerting thresholds)
- / Self monitoring capabilities
- / Fault tolerant architecture, high availability
- / Single, profile based configuration file for each server
- / Runtime intervention into operation
- / Local history of measurement data, for data security in any case
- / Measurement data evaluation

WHAT IS THE MAIN DIFFERENCE BETWEEN TAMAM AND GENERAL PURPOSE MONITORING TOOLS?

Focus. TAMAM is focused on Temenos T24 only and can be used instantly without any scripting.

General purpose monitoring tools are built with the goal to be universal, being able to monitor all kind of applications. The vendors are usually just software developers, not service providers. Due to these factors they have a fully distributed focus and no interest in the success of a single customer or adaptation to a particular application. FOT developed TAMAM with a narrow focus; monitoring and SLA measurement of Temenos Globus and T24. The result is that TAMAM is a highly efficient, specialized software solution, finely-tuned and enhanced by the best practice developed over successful Temenos Globus and T24 projects.

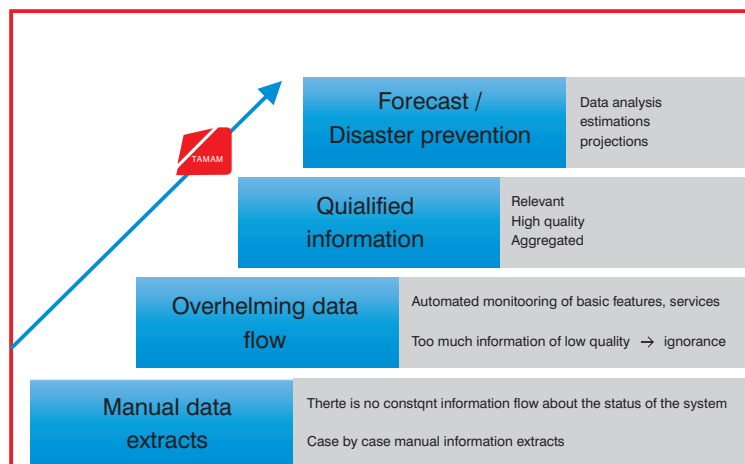
TAMAM – even by its easy-to-integrate architecture - is not a competitor for other general purpose monitoring tools but much more a complementary solution.

MORE MEASUREMENT - MORE DATA - MORE CHAOS?

No. TAMAM aggregates data into meaningful, quality information!

TAMAM goes further in monitoring system evolution. It collects data, evaluates based on data set – thresholds – and based on earlier measurement results – knowledge base – and even predicts in some cases – like expected length of COB - the future behavior of the system.

This means, that TAMAM will need your attention only when it is really necessary!



I HAVE SOME MONITORING SCRIPTS ALREADY. WHAT WILL HAPPEN WITH THESE?

You can use your scripts further with TAMAM's added functionality.

A metric – we use the term: Observer - is developed for monitoring one aspect of the system, or to compute an aggregate value from measurement results of other observers.

FOT delivers with TAMAM readymade observers or we can develop new ones based on the requirements of the users, but FOT also gives users the possibility to develop and use their own metrics represented in observers as well. This development process is highly supported by FOT's TAMAM SDK (Software Development Kit) and consultancy services.

BUT I COULD DEVELOP SOMETHING SIMILAR!

Buying it is cheaper and more efficient compared to an in-house development.

An in-house development project has many hidden costs. It is usually a long, iterative process with vexed functionality as the usual outcome, whilst a TAMAM implementation project is of known cost and provides immediate results based on a proven technology.

HOW CAN I START USING IT?

FOT provides:

/ Full range of technical support

/ Consultancy services

FOT offers a full range of services:

/ Turn-key implementation and technical support, on-site or remote.

/ Management consultation, technical training and methodology advice to utilize all capabilities of TAMAM.

/ On and off-site support of daily operations.

HOW CAN I ACCESS THE INFORMATION ABOUT THE MONITORED SYSTEMS?

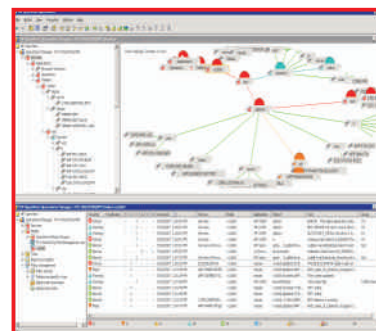
TAMAM has an own presentation logic and readymade integration toolkits for 3rd party monitoring applications.

Dashboard is the presentation component of TAMAM. It displays events and measurements in a browser. Its main goal is to provide an easy to use, Globus / T24 optimized, economical presentation layer for TAMAM including Drill Down functionality. It uses the most advanced technologies to keep all displayed information accurate and up-to-date. The visualization can be tailored in appearance by each user as well as in environments and servers where it is to be displayed.



Readymade integration is available to the following 3rd party system monitoring applications:

- / HP Operations Manager (OVO)
- / IBM Tivoli
- / BMC Patrol
- / CA Unicenter



HOW MUCH EFFORT IS NEEDED TO MANAGE TAMAM?

The effort required to keep TAMAM up-to-date is kept to a minimum.

TAMAM solution has a module called Webmin. It is a web based application to maintain and remotely configure different TAMAM instances in a user-friendly and secure way.

With this centralized and automated configuration of TAMAM, operational efforts can be kept to a minimum whilst profile based configuration can optimize measurements and quality improvement can be achieved.

TAMAM Webmin has the following main feature sets:

- / Central storage of configuration settings for each TAMAM instance
- / Form style editor for TAMAM configurations
- / Central TAMAM configuration deployment and instance status reporting
- / Remote controller for TAMAM instances
- / Login page, for storing all server login data in a secure way
- / Configuration template creation/modification/deployment

The screenshot displays the TAMAM Webmin interface. On the left, there are sections for 'Operational parameters' and 'Server properties'. The main area shows a 'Configuration summary' table with columns for 'Restart', 'Hostname', 'IP', 'Environment name', 'Status', and 'Configuration template currently in use'. Below the table are buttons for 'Select All', 'Deselect All', and 'Download config & Restart'. A log at the bottom shows recent actions like 'TAMAM stopped at sgint.tatra.sk by bgalacz' and 'TAMAM at jupiter.tatra.sk restarted by mmolnar'.

Restart	Hostname	IP	Environment name	Status	Configuration template currently in use
<input checked="" type="checkbox"/>	jupiter.tatra.sk	192.168.10.10	My_environment_1	Running	UAT - User Acceptance Test
			My_environment_2	Running	UAT - User Acceptance Test
			My_environment_2	Running	UAT - User Acceptance Test
<input type="checkbox"/>	sgtblive.tatra.sk	192.168.10.11	Your_environment_1	Disabled	UAT - User Acceptance Test
<input type="checkbox"/>	sgint.tatra.sk	192.168.10.12	Her_environment_1	Stopped	UAT - User Acceptance Test
			Her_environment_2	Paused	UAT - User Acceptance Test
			Her_environment_3	Running	UAT - User Acceptance Test
			Her_environment_4	Running	UAT - User Acceptance Test

Warning!!!
Configuration file was modified manually

18:22:39 - Main Configuration changed by mmolnar
18:23:40 - TAMAM at jupiter.tatra.sk restarted by mmolnar

IS TEAMWORK SUPPORTED IN ANY WAY?

Yes. TAMAM Dashboard provides basic groupware functionality.

TAMAM Dashboard has basic groupware functions:

- / A possibility for each user to add small messages or warnings for the others interested in the given environment.
- / Owner or a responsible person can be defined for each environment and server. This person can be contacted if required.

These simple features eliminate large amounts of internal email spamming while enhancing teamwork.

SHOULD I USE IT FOR PRODUCTION ONLY?

No. In some cases greater benefits also come from monitoring test or development environments.

Because TAMAM is an easy to manage and – compared to 3rd party applications – inexpensive solution, we recommend it to be used for the monitoring of major test and development environments, as well as for back-up. These environments are usually of lower reliability than the production environment but the daily work of an entire IT department is relying on them. Profile based configuration, central management, customizable user interface and basic groupware functionality will increase the efficiency of IT and resource utilization.



FRONT OFFICE TECHNOLOGIES GROUP
FOT-TS Ltd.

Address:
Fehérvári út 89-95.
HU - 1119 Budapest, Hungary

Contact:
info@fotgroup.com
Tel: +36 1 382-21-49
Fax: +36 1 382-21-33

www.fotgroup.com