

RELIANCE v 3.0

Application Service Governance: The Brains of Cloud

ABOUT SERVICE GOVERNANCE

Univa is the only cloud enablement vendor to offer application service governance along with infrastructure management, for an intelligently automated computing environment.

Gartner defines service governance as the “brains” of cloud. If you consider a cloud’s operating system and infrastructure to be essentially the muscles of a distributed environment, the service governor layer provides the brains – making intelligent, informed and automatic decisions about where to allocate pooled computing resources.

An application service governor uses real-time data feeds to assess application performance, and then dynamically optimizes the consumption of real and virtual resources to meet business requirements and service-level agreements (SLAs). It dynamically scales resources up and down as required by the application/user, keeping the environment optimized based on demand.

Univa was named as a “service governor leader” by Gartner in 2008.

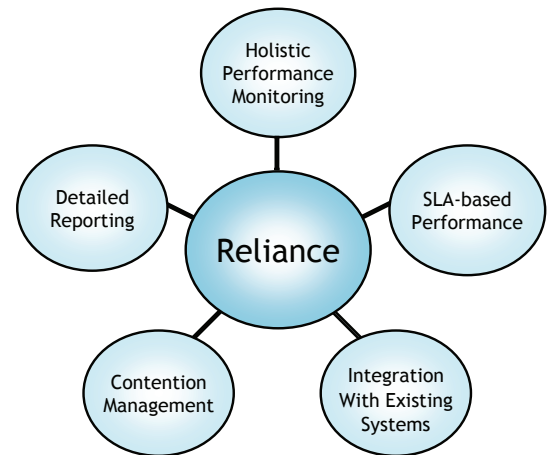
Overview

Reliance is a application service governance product that provides the essential “brains” of a cloud-based infrastructure. This unique technology automates resource allocation based on application requirements to ensure SLA-based application delivery.

With Reliance, companies can run their computing environments as efficiently as cloud providers do – while maintaining control of their own applications and data.

Why Reliance?

Reliance optimizes allocation of physical and virtual computing resources, ensuring these investments are being used as efficiently as possible. With its unique focus on application requirements and SLAs, Reliance ensures performance guarantees are met in a way other infrastructure-focused tools can’t match.



With Reliance, companies can:

- Move from fixed to variable, usage-based pricing for services
- Quickly and easily take advantage of cloud technology in their own data center
- Bring new products and services to market faster
- Eliminate unnecessary expenditures and better utilize existing resources
- Reduce error-prone manual processes
- Reduce risk with a drop-in architecture that leverages existing systems

How Reliance Works

Reliance ties data collection and analysis to intelligent, automated action. Working within an existing infrastructure of monitoring, management and provisioning tools, Reliance plugs into and leverages these systems to analyze performance issues and their root causes – and then automatically provisions physical and virtual resources as needed to protect customer SLAs. Reliance also proactively provisions capacity based on anticipated issues weighed against customer expectations to ensure performance issues are avoided, not just reacted to.

The result is guaranteed performance, reduced costs, increased agility, and optimized resource utilization. Reliance components include:

- Application Management Database (AMDB)
- Drop-in Application and System Managers Integration
- SLA Management Engine
- Scheduling and Resource Allocation
- Reporting and Analytics

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Reliance is lightweight and easy to implement, working within and leveraging your existing environment of virtualization and systems management technologies. The agentless, passive and web-based core technology is lightweight and easy to deploy. The product also supports efforts to implement ITIL standards by streamlining infrastructure management and reducing overhead.

Key Reliance Features

- **Holistic Performance Monitoring:** Through Reliance's holistic approach, the measurement of the application state and performance is built from a comprehensive assessment of metrics and events, from which Reliance is able to proactively drive provisioning or configuration actions.
- **SLA-based Performance:** With Reliance, providers can base performance guarantees on application metrics like application and transaction response times and availability rather than hardware performance criteria – ensuring customer SLAs will always be met.
- **Integration With Existing Systems:** Reliance plugs seamlessly into your infrastructure of existing virtualization, systems management and other technologies and leverages these to ensure application performance.
- **Contention Management:** Reliance manages contention for resources among various customer applications, ensuring that high priority applications and users always receive the resources they need.
- **Detailed Reports:** Because Reliance tracks the application's performance, resource usage, and actions taken to maintain performance, it serves as the source for past analysis and future capacity planning. Using Reliance's AMDB and history database, administrators can trend the application's load on the infrastructure and plan for future application needs.

About Univa UD

Univa UD is a leader and innovator in application and infrastructure enablement software for dynamic IT environments, including cloud computing. Univa understands the challenges and benefits of cloud computing and provides the evolutionary path and comprehensive set of products to get companies there - all without having to 'rip and replace' their legacy IT investments. For over a decade, Univa has delivered proven, award-winning technology to hundreds of market-leading companies. Our lightweight infrastructure products are fast and easy to deploy, ensuring better time to value for our customers, and our leading application service governance product intelligently automates resource provisioning based on application SLAs. With a focus on making business easier for our customers, Univa is advancing the vision and practice of dynamic IT. Visit us at www.univaud.com.

VALUE AND BENEFITS:

With Reliance for service governance, service providers enjoy a range of benefits:

- **Reduce the cost of service delivery**
 - Eliminate over-provisioning or buying for peak periods
 - Lower ratio of CAPEX to OPEX for greater financial agility
 - Reduced OPEX (administrative and support overhead)
- **Move from fixed to variable, usage-based pricing for your services**
 - Achieve greater financial agility
 - Attract customers with a pay-per-use model
- **Reduce risk with a drop-in architecture that leverages existing systems**
 - Reduce time to value
 - Support heterogeneous environments
 - No need to rip and replace
- **Gain competitive advantage**
 - Bring new products and services to market faster
 - Ensure application SLAs are always met
- **Automate resource provisioning according to application data**
 - Eliminate error-prone manual processes
 - Ensure you never violate customer SLAs
- **Achieve a more dynamic environment**
 - Flexible capacity
 - Service-level driven IT management
 - Better utilization of existing data center resources



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