



## Service Advisor

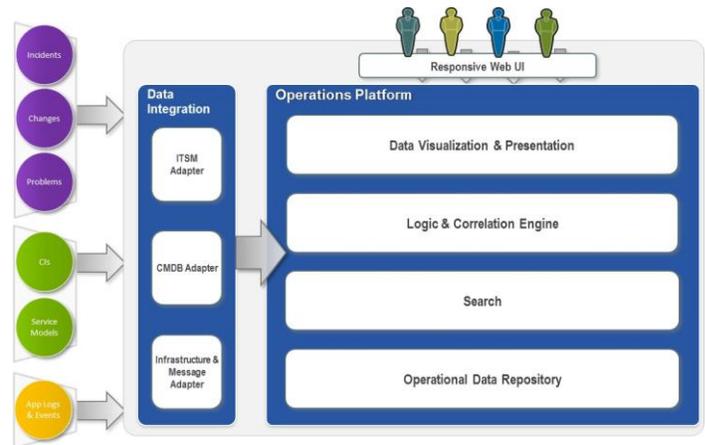
### Big Data Solutions, Not Big Data Problems

For over a decade, large enterprise customers have struggled with the performance and management of terabytes of operations data and millions of infrastructure and software components that can swamp existing tools and configuration management database (CMDB) systems. The PuzzleLogic Operations Platform was developed to solve the scalability issues of these legacy operational systems.

The PuzzleLogic Operations Platform is built on the latest Big Data technology and seamlessly integrates with existing operations tools and data stores. Application linkages and corresponding configuration items can be synchronized and reconciled up to 10x faster than existing methods. Furthermore, ticket data such as incidents, problems, and changes are also processed in near real-time allowing users to search for relevant information faster and more easily.

### Fast, Efficient Support Solutions

The PuzzleLogic Operations Platform offers support solutions via its end user modules. The Service Advisor for Application Support module provides an out-of-the-box unified console for IT application support staff, *reducing* the mean time to Identify, Know and Inform to correct application issues.



### Highlights

With the PuzzleLogic Operations Platform, IT Operations can gain valuable insights from their existing IT data and tools:

- Define rules to see only those messages that are important to a specific user
- View correlated information from multiple data sources in one panel
- View interdependencies between applications and underlying infrastructure (physical and virtual)
- Easily and quickly search through large volumes of data from different sources
- More quickly correlate multiple issues that span disparate applications and infrastructure

### Requirements

- PuzzleLogic Service Advisor version 1.7
- PuzzleLogic Agent version 1.7
- PuzzleLogic Datastore version 1.7
- MongoDB version 3.2.9 and above
- Pentaho version 6.1 and above
- Redhat Linux version 6.5 and above

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