



**Break away fom the  
Monitoring establishment**

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## 1. BREAK THE ESTABLISHMENT

The Big Four management vendors – BMC, CA, HP, and IBM – have a vested interest in maintaining the status quo when it comes to IT monitoring. Once an organization buys into a legacy framework, they often spend years trying to properly implement the solution. This massive investment of time and money is incredibly difficult to break free from, even if it isn't yielding the results you need. With customers chained to a system that provides stable revenue flows for years to come, the Big Four have little incentive to stop perpetuating this burdensome, painful approach.

Unfortunately, in today's dynamic environments, the status quo just doesn't cut it anymore. Costly, complex monitoring that yields mediocre results is not only painful for IT operations teams, it undermines the quality of services driving your business growth. You need a solution that is just as dynamic and flexible as the infrastructure you're monitoring.

Pandora FMS has a decidedly forward-thinking approach on how IT monitoring can provide reliable service delivery. In opposition to the framework paradigm, it uses a single unified platform to provide faster, more precise insights into the availability and performance of your services, keeping cost, complexity, and time-to-value low.

While disentangling legacy framework solutions like BMC ProactiveNet Performance Monitoring (BPPM) from your infrastructure is difficult, the business benefits can be enough to make it worth the effort, in terms of cost, productivity, and business agility.

## CHOOSE PANDORA FMS

The most complete monitoring software for IT infrastructures. Includes network equipment, Windows and Unix servers, virtual infrastructure and all different kinds of applications. Also, Pandora FMS has a lot of features, making it a new generation software which discovers all the monitoring issues that your organization may have.

**The Big Four's main three issues when it comes to infrastructure monitoring are:**



High complexity



High cost



High time to value



## 1.1 The high cost of buying into BMC

Perhaps the most common misconception about any of the Big Four legacy frameworks is that they are each a single, integrated solution. While marketing collateral or sales presentations seem to substantiate this claim, the reality is quite the opposite, and can come with a painfully high cost.

Framework vendors are enormously successful at selling to an organization's executive level. As one former BMC financial services customer explains: "BMC has an excellent pitch and is very good at reaching up high in an organization. They sell upper management, but then we get nickel and dimed all over the place".

### **So why do costs climb so quickly with framework solutions like BMC?**

First, their "solution" is really an enormous package of individual products previously acquired from different companies. BMC will, for example, tell you that BPPM is their solution for IT monitoring. But, as you can see from the list on this page, you actually need an extensive set of acquired products to monitor your entire infrastructure. Each product has its own price tag associated with it, not only for the software licenses, but for maintenance, services, and supporting hardware and software resources.

Secondly, Big Four solutions carry incredibly high implementation costs. Since each of these acquired products has separate, unique source code, they must be stitched together. This requires a lot of effort – and professional services hours – to set up even baseline functionality. Then, every time you upgrade or apply a patch to one of the assorted products, you have to validate and potentially redevelop each connector. Costs will continue to spiral.

With **Pandora FMS**, there are no “bait and switch” tactics in play. You buy a single solution, built on a single code base, at a single price. As one former BMC federal customer says: “ the price for Pandora FMS was significantly lower than for BMC. And the way it’s licensed is easier, with no cost per console licenses, no cost per plugin or per knowledge modules, as opposed to what happens with BMC. ”.

Pandora FMS provides unified monitoring, event management, service impact, network analysis, logs management, web transactional monitoring a hundred more features. All this through a unified platform that operates at scale.

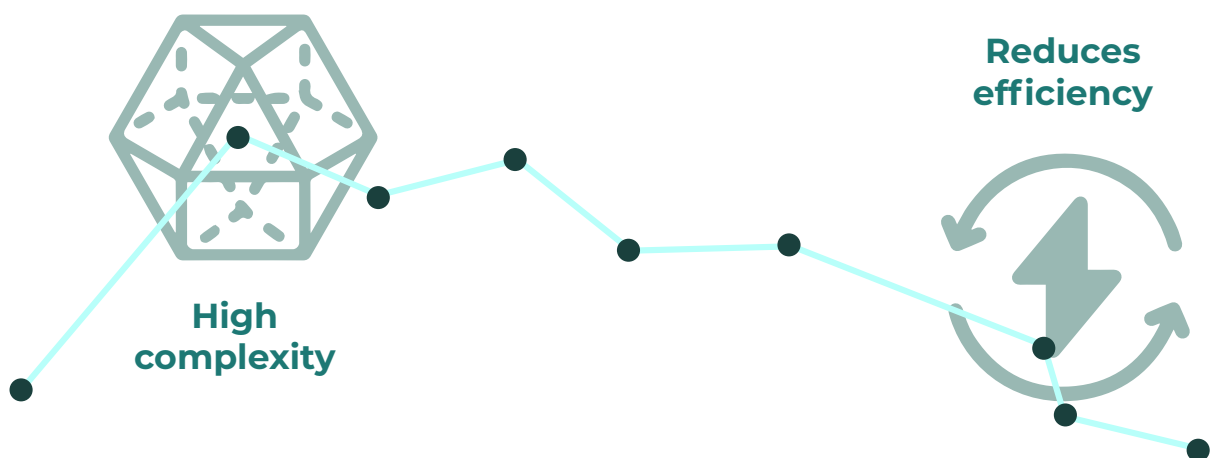
With Pandora FMS, you will know what events are putting your critical services at risk, and you will have the proper context and information to quickly solve the prioritized problems before your services are affected. This will let you stay ahead of the curve by uncovering trends and patterns to help optimize your IT resources and planify to more effectively the critical capacity required to keep your services running.



## 2. HIGH COMPLEXITY UNDERMINES EFFICIENCY

The software and initial implementation associated with BMC monitoring is just the tip of the iceberg when it comes to the real-world cost of using BPPM and its companion products. The everyday productivity costs associated with this solution can become a much larger financial drain on your organization.

As you can see from the architectural diagram below, the complexity of multiple products with separate user interfaces, running on separate code bases, and each with separate data stores, makes not only implementing, but maintaining the solution, exceedingly difficult. In most cases, lengthy professional service engagements are required every time the solution is customized to your specific environment – something that customers find increasingly burdensome given the speed with which infrastructures change today.



## 2.1 No common platform

The complexity of the BMC solution, similar to the HP OpenView, or IBM Tivoli IBM is due to its architecture: Administrators may have to manage from as many as five separate consoles to gain any visibility into service operations. Most BMC products became part of their brand through acquisition, meaning that each product not only has its own console, but often requires its own database.

Moreover, monitoring depends on third-party products (Business Objects) and network monitoring (Entuity). All these products separately lead to a fragmentation of data maintenance services. Because data is collected in different formats for different resources, bringing it together into a meaningful picture is difficult.

**As one former BMC customer says:** *“With BMC, we had to use one application to discover our environment, then another to normalize the data, and a third to view and manage. By the time you got to the modeler, the data was so chopped up it was useless.”*

## 2.2 Agent-Based data collection

For server monitoring, the BMC solution requires agents – either remote or installed on the hardware itself. Pandora FMS is built from the ground up to monitor through physical, virtual and cloud technologies, with or without agents, so it quickly fits to accommodate any kind of network, storage, server or application of resources in your environment.

Unlike other solutions that require agents or do not have, the architecture of Pandora FMS is extremely flexible and fits your environment. All their components communicate seamlessly with one another, which provides administrators with an uninterrupted, single, real-time view into service reliability across your entire infrastructure.

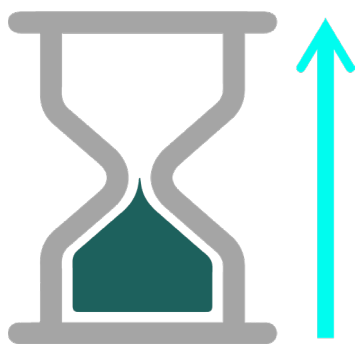
No screen hopping, no disjointed data means more efficient, more productive operations teams.



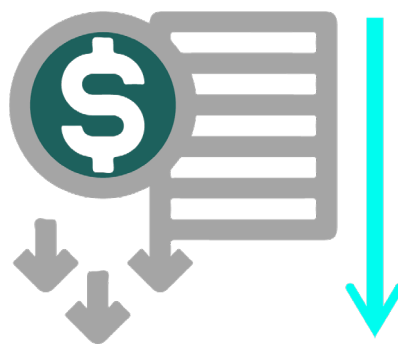
## 2.3 High time-to-value lowers profitability

Sticking with fragmented, complex Big Four monitoring can also be costly in terms of productivity, directly impacting how quickly new services can be delivered. The issue here is not just the architecture's complexity, but its inability to rapidly adapt to the new resources required to support the delivery of new services. BMC products simply lack built-in flexibility, and flexibility isn't something that can be retrofitted. It's like pulling out your mobile phone from 2001 and expecting to find a way to download and run Angry Birds – it just doesn't work.

The BPPM product does have agent-based extensions, but they provide limited coverage and integration capabilities for incorporating new resources. Even BMC's well-known PATROL Knowledge Modules are difficult to integrate into the BPPM solution as you must create a specific adaptor for each.



**Long time  
evaluation**



**Reduces  
benefits**

While these adaptors periodically synchronize the performance data collected by the PATROL components of the current BPPM product, they don't come close to providing real-time information of the status of the resources being monitored. Again, this means lots of time and effort for a less-than ideal return.

*"Today's environments are increasingly converged, abstract and fluid, due to infrastructure advancements and virtualization investments, resulting in IT teams needing a larger, broader and dynamic view of infrastructure health than ever before.*

*Gartner client experiences have demonstrated that attempting to apply... traditional practices to managing today's environmental realities is often costly, and rarely provides the breadth and depth of visibility needed"*

**Gartner, October 30, 2013.**

While BMC's bolt-on approach creates difficulties extending to any new resource, the pain is felt most acutely by customers trying to monitor virtual and cloud resources. Because the technologies underlying the BMC stacks were created to address traditional, static client/ server systems, they can't adapt adequately to the dynamic, real-time changes that occur in virtualization and the cloud. Agent-based monitoring simply can't keep up.



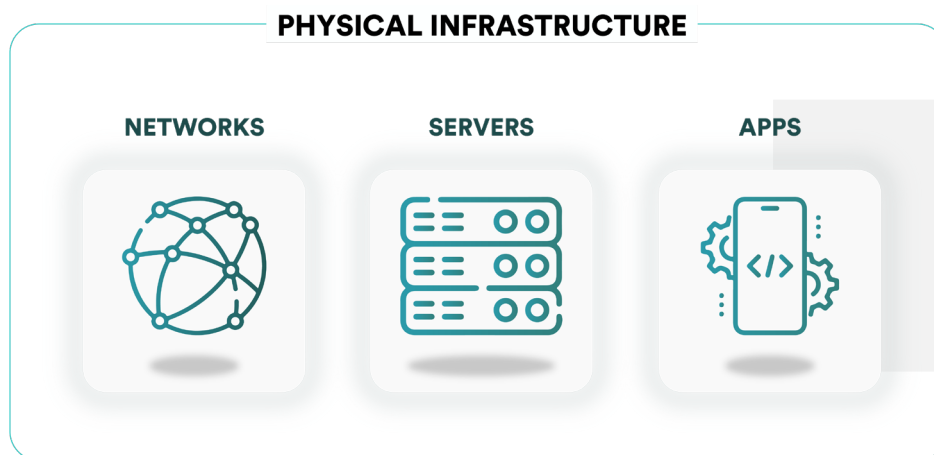
The Pandora FMS VMWare plugin is specifically designed to address the needs of monitoring virtual infrastructures and cloud environments that are highly dynamic, so it's very open and flexible to adapt to every special environment. The same thing happens with our integration with Amazon EC2. One reason for this integrated flexibility is that performance and availability data collection is not tied to agents.

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**One reason for this integrated flexibility is that performance and availability data collection is not tied to agents.**



Resources are discovered and tracked in real time, with data collection handled via standard and custom protocols, meaning that virtual and cloud resources can be accurately monitored, even as they are rapidly provisioned or de-provisioned. A single collection point can gather information from hundreds of resources, regardless of whether they are physical, virtual, or cloud-based. As one of our customers says:

*"Having everything in one product makes it so much easier, the relationships and contextual knowledge that are maintained automatically are extremely useful."*

The background is a solid teal color. A large, intricate web of fine white lines radiates from a central point on the left side, resembling a cracked glass surface. In the top right corner, there is a small cluster of overlapping squares in various shades of teal. In the bottom right corner, there are several overlapping circles and arcs in different shades of teal, creating a layered, abstract effect.

**BREAK**  
**BEGIN**  
**CHANGE**

Customers who use or are considering BMC – or any other Big Four enterprise framework solution – should carefully evaluate what they’re buying. As outlined above, it is not in these vendors’ interest to introduce change into their monitoring approach. Re-engineering existing products so they work better together doesn’t create new revenue streams – and difficult-to-implement solutions make it easy to foster a very healthy professional services business. Locking customers into burdensome, perpetually painful monitoring is simply profitable.

Don’t let legacy technology dictate your IT monitoring approach. Instead, demand monitoring that will help you efficiently and reliably deliver services at a reasonable cost, today and in the future.

### 3. START USING PANDORA FMS

**Pandora FMS** is the monitoring software chosen by several companies all around the world to manage their IT infrastructures. Besides ensuring high performance and maximum flexibility, it has a large amount of features making Pandora FMS the optimal solution for your company.

Pandora FMS provides companies with a powerful tool to redefine what they can expect from this monitoring tool. In addition to reducing cost and complexity in their monitoring operations, it will allow you to quickly extend the monitorization to new resources in each part of your environment, no matter if that place has physical, virtual or cloud resources.



Since Pandora FMS makes the integration easy, we can even reduce your dependence on legacy infrastructure products. Our unified monitoring can collect data from your current BMC products, such as BMC, Remedy IT Service Management or BPPM, to provide a global vision of the resources that are being managed, or spread this management to virtualized or cloud resources. **Sounds good, doesn't it?**



**DON'T BELIEVE IT**



**TRY IT**



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