

# **Product Presentation**





## What are the benefits?



All-in-one

console



Operational simplification



Reduction of the alarm quantity



**Relevant display** 

of alarms



Global vision with indicators

### How does it work?

#### Aggregate

**Multisource event centralization** Monitoring solutions, logs, ticketing tools, EUE scenario results, repositories, ITSM, CMDB, business applications...

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#### Process

Triggering of automatic, semi-automatic and user actions

Event filtering, enrichment, correlation, remediation, ticket creation...

#### Restitute



Fully customizable monitoring tools and dashboards in real and delayed time

Alarm lists and counters, maps, metrology, KPIs, statistics...

# 2 Canopsis editions

	Community Edition	Pro Edition
Aggregate		
Technical and application monitoring	$\checkmark$	$\checkmark$
Business data		$\checkmark$
Infrastructure (logs, databases, metrology)	$\checkmark$	$\checkmark$
API	$\checkmark$	$\checkmark$
Repositories drivers / ITSM		$\checkmark$
Process		
Scheduled actions	$\checkmark$	$\checkmark$
Enrichment		$\checkmark$
Event filter (compliance checking, firewall and deduplication)	A	$\checkmark$
Correlation / Meta alarm		$\checkmark$
Ticketing		$\checkmark$
Remediation / Auto-remediation		$\checkmark$
Restitute		
Pilot view		
Alarm list (acknowledgement, ticket and alarm management, timeline, escalation, notifications)	$\checkmark$	$\checkmark$
Planning / Periodic behaviors		$\checkmark$
Dependency trees	$\checkmark$	$\checkmark$
Remediation		$\checkmark$
Administrator view		
Entity SLI	$\checkmark$	$\checkmark$
Dependency trees	$\checkmark$	$\checkmark$
Management rules (filtering, enrichment, inactivity)		$\checkmark$
Use of APIs (planning, webhooks, enrichments)		$\checkmark$
Healthcheck		$\checkmark$
Application manager view		
Service weather	$\checkmark$	$\checkmark$
Alarm counters	$\checkmark$	$\checkmark$
Metrology	$\checkmark$	$\checkmark$
Entity SLI		$\checkmark$
Dependency trees	$\checkmark$	$\checkmark$
Statistics / KPIs		$\checkmark$
SLA calculation		$\checkmark$
Maps		$\checkmark$
View by technical domain (business, functional)		$\checkmark$
Platform performance and availabi	lity	
Platform high availability		$\checkmark$
Smartfeeder		$\checkmark$
Data bus redundancy (high-performance event processing)		$\checkmark$
Traffic replication from sources (Y connector)		$\checkmark$

Available featureLimited featureNot available feature



**Pro Edition** 

	WH-10	WH-20	7/5	24/7
Perimeter: 1 Canopsis platform (Production)	~	$\checkmark$	$\checkmark$	$\checkmark$
Hotline	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
Number of incidents over the period	10	20	Unlimited	Unlimited
Support availability	7 x 5	7 x 5	7 x 5	24 x 7
Response time	4 hours	4 hours	2 hours	2 hours
Remote troubleshooting	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
Update provision (excluding installation) and maintenance	~	$\checkmark$	~	~
L1 support	×	×	×	×
L2 support	~	~	~	~
L3 support	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
Number of client accounts	4	4	Contractual	Contractual
Interface for reporting and incident management	~	~	$\checkmark$	~
Answer in French	~	$\checkmark$	$\checkmark$	$\checkmark$
Answer in English	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
Dedicated technical manager	×	×	$\checkmark$	$\checkmark$





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