

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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