

Nimsoft Monitoring Solution for Amazon Web Services

Insights to Boost Trust and Value

FEATURES

- Monitor any number of Amazon Web Services (AWS) instances.
- View AWS performance through sophisticated, intuitive dashboards, portals, and reports.
- Integrate AWS monitoring with monitoring of all business services—whether hosted internally or in other cloud environments.

BENEFITS

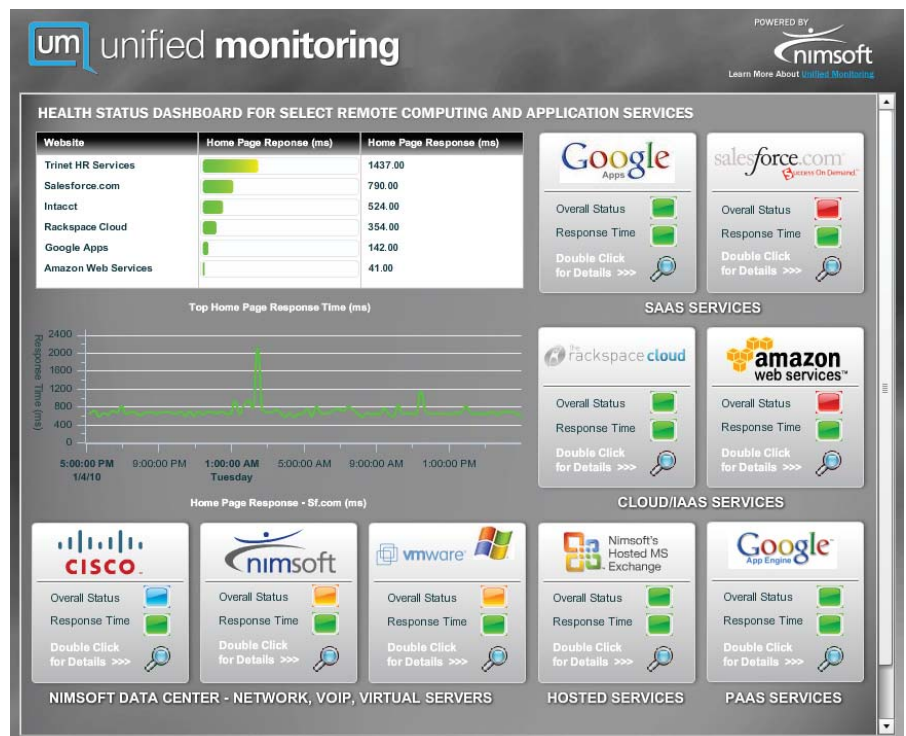
- Add AWS to infrastructure monitoring, with minimal effort and investment.
- Boost implementation reliability through improved visibility.
- Leverage insights into resource usage to maximize value of AWS investment.
- Streamline monitoring reporting and administration.

THE CHALLENGE

Organizations of virtually every type and size are adopting cloud computing as part of their services delivery infrastructure. And more than any other vendor, these companies are going with Amazon Web Services (AWS) as their cloud vendor. Leveraging a global computing infrastructure that powers Amazon.com’s \$15 billion retail business, AWS has established itself as one of the largest, most trusted cloud vendors.

For all the potential benefits promised by services like AWS, customers can’t simply sign up and walk away—these services need to be monitored and managed like any other business service, with proven IT operations and procedures. To fully leverage the benefits of AWS, the customer’s IT team needs to ensure end users and customers enjoy a reliable, optimally performing business experience, while at the same time monitoring internal infrastructures and external services with maximum efficiency and minimal cost.

How can AWS customers gain the visibility they need into these complex, dynamic cloud infrastructures, so they can ensure optimal delivery of vital business services? How can they efficiently, cost effectively weave AWS monitoring into their existing monitoring processes?



NMS provides detailed performance metrics of AWS and all other business services, regardless of their location—from the datacenter to the private or public cloud.

THE SOLUTION

With the Nimsoft Monitoring Solution (NMS) for AWS, customers gain the insights they need to proactively monitor AWS performance, so they can optimize service levels. NMS monitors the availability and performance of AWS' EC2 and S3 systems. NMS offers the scalability organizations require, whether they're looking to manage ten AWS instances or hundreds. With its robust capabilities, seamless AWS integration, and pay-as-you-go pricing, NMS enables organizations to fully leverage their AWS investments.

Plus, built on the Nimsoft Unified Monitoring™ Architecture, NMS represents one solution that enables organizations to monitor and manage all business applications, from the datacenter to the cloud, including SaaS, hosted, and virtualized environments—all with a single product, architecture, and portal. As a result, NMS represents the solution that enables customers to monitor AWS and all business services with the utmost efficiency and the least upfront effort and resource investments.

FAST, EASY CONFIGURATION

Configuring NMS is a simple process. To get started, administrators can double-click the NMS for AWS icon in the NMS console, which brings up the configuration user interface. Then NMS interacts with the Amazon CloudWatch Web service using standard CloudWatch credentials, command line tools, and Web APIs. NMS extracts and aggregates data across Instances, ImageIDs, and InstanceTypes, gathering such resource utilization metrics as CPU, disk, network, and memory.

NMS has a CloudWatcher function that can view and manage cloud instances and its associated CloudWatch services. Typically, each NMS CloudWatcher function corresponds to a single account, managing the acquisition of CloudWatch values, the deployment, and S3 tests. With NMS, multiple CloudWatchers can monitor multiple accounts—all from a single, unified solution.

Each CloudWatcher is configured using these available settings:

- Active
- Name
- Description
- Automatic CloudWatch enable
- Auto Monitoring exclude key name
- Auto Monitoring include key name

The "Automatic CloudWatch enable" function specifies that any EC2 instances that are discovered are automatically enabled. This can be further refined using exclude and include values, which are regular expressions used to match EC2 instances. Discovery of new EC2 instances takes just a few seconds, and starts automatically according to configured interval definitions.

FLEXIBLE REPORTING AND ALARMS YIELD FAST INSIGHTS

NMS can aggregate data by availability zone, auto scaling group, AMI type, or elastic load balancer. Monitoring data is then available via NMS dashboards, through the Nimsoft Service Delivery Portal (SDP). In addition, users can work with the Nimsoft Unified Reporter to develop or customize robust, cross-platform reports that provide real-time statistics as well as historical trending information.

With NMS, administrators can define monitoring templates that specify which metrics and statistics are to be acquired from CloudWatch. Then, using NMS alarm views, administrators can specify when alarms should be triggered based on these measurements. Specifying conditions of "greater than", "less than", and "equal to", administrators can set alarms for the following metrics:

- Active
- Name
- ID
- Description
- Metric
- Statistic
- Severity
- Condition
- Threshold

Comprehensive Metrics

NMS provides customers with visibility into resource utilization, operational issues, and overall demand patterns. NMS can aggregate and report on metrics for CPU utilization, data transfer, and the disk usage and activity for each EC2 instance. It also monitors elastic load balancers for metrics such as request count and request latency.

Following is an overview of the metrics available:

- Overall AWS health
- CloudWatch values:
 - CPUUtilization
 - NetworkIn
 - NetworkOut
 - DiskWriteOps
 - DiskReadOps
 - DiskReadOps
 - DiskReadBytes
- S3 file transfer times
- EC2 instance deployment time

Overall AWS Health

Health views are used to configure settings for reading AWS Health RSS feeds. The following settings are available:

- Active
- URL
- Sampling interval

Administrators can turn on active health monitoring and specify the URL needed to poll AWS and determine whether it is active. They can also receive RSS feeds, according to the sampling interval configured.

CloudWatch Values

NMS can be efficiently integrated with existing AWS deployments, using standard AWS terminology and definitions. Through NMS samplers, administrators can determine the timing of values acquisition, and which CloudWatch dimensions and keys are to be used. Each dimension is configured using the following settings:

- Name
- Description
- Dimension
- Dimension keys

The name and description are used to aid in configuration. Administrators can select from one of the three CloudWatch dimensions available: InstanceId, InstanceType, and ImageId.

CloudWatcher S3

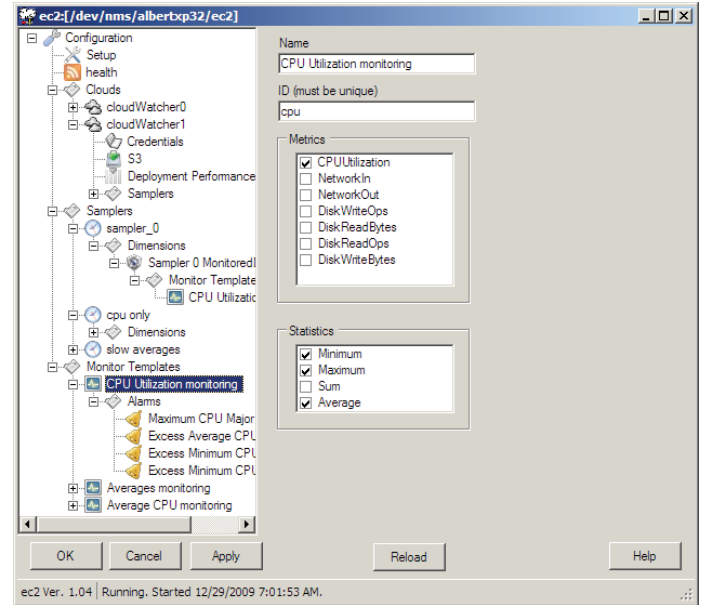
Once active, NMS can perform a number of AWS checks, including response time. NMS uses a unique file transfer process to perform tests, copying a file to the specified S3 location, and then copying the same file back to the original location. The following settings are available:

- Active
- URL
- Test bucket
- Test file name
- Sampling interval

CloudWatcher Deployment Performance

NMS can perform EC2 deployment performance tests. The AWS probe starts an instance on EC2 and measures the time until the instance is running. Once the test instance is logged as running, it is then immediately terminated. Following are the settings available:

- Active
- Image name
- Instance type
- Key
- Sampling interval



With NMS, administrators can work with an intuitive, point-and-click interface to define monitoring templates that specify which metrics and statistics are to be collected.

NMS FOR AWS REQUIREMENTS

One or more AWS accounts:

- Java 1.6 or greater (on the robot machine, where the probe runs)

The configuration user interface requires:

- Windows XP
- .Net 3.5 sp1

ABOUT NIMSOFT

Nimsoft is the first provider of Unified Monitoring™ solutions for virtualized data centers, hosted and managed services, cloud platforms, and SaaS resources. With a proven time to value measured in weeks, the Nimsoft Monitoring Solution™ (NMS) reduces an enterprise's total cost of ownership by up to 80 percent compared to legacy systems management vendors, while scaling and extending to places they just cannot go. The Nimsoft Unified Monitoring architecture eliminates the need to deploy a new monitoring solution for outsourced services, public or private clouds, or SaaS implementations. Nearly 1,000 customers use Nimsoft Unified Monitoring solutions, including both mid-market and global organizations such as Amway Corporation, Barclays Capital, Casual Male, European Medicines Agency (EMA), Ladbrokes, TriNet, and hundreds of leading hosting, cloud, and managed service providers such as 1&1 Internet, CDW, Hitachi, and Rackspace. For more information, visit www.nimsoft.com. To see the Nimsoft Unified Monitoring architecture in action, visit the Nimsoft public portal at www.unifiedmonitoring.com.

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