

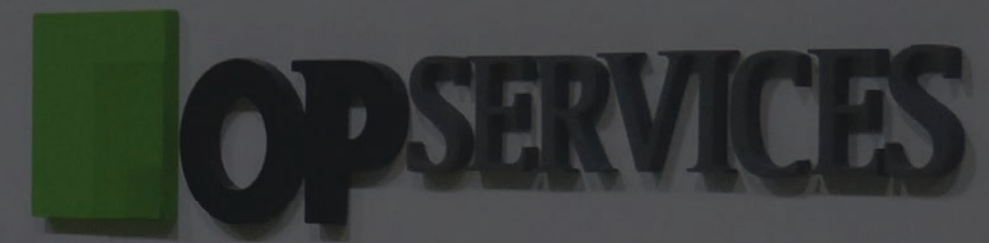
# Real-time data monitoring



# ABOUT OPSERVICES

15 years monitoring real-time data: from the IT infrastructure to our customers' business.

- Operation in Porto Alegre (headquarters) and São Paulo;
- More than **250 thousand managed indicators** of medium and large companies, leaders in their segment of operation;



# SOME CLIENTS THAT TRUST IN OUR SOLUTIONS



# PRODUCT PORTFOLIO



Solution for IT infrastructure management and business processes.



Enables the creation of robots to monitor users' experience when using an application.



Cloud Solution (SAAS) for viewing metrics from different sources. At the moment it is in phase of beta test. Its commercialization is scheduled for early 2018.



OpMon integrated module for building and editing dashboards. Presents data centrally and intuitively through visual dashboards.



Solution dedicated to the monitoring of network traffic. It allows a detailed analysis of the status, type of traffic and who are the main consumers of network resources.



# LISTING OF EQUIPMENT AND MONITORED SYSTEMS WITH REAL-TIME GRAPHICS

Catálogos Relatórios Gerenciamento Rede Ferramentas

Nome de Atributos de ICs sandro.vaz

Legenda de status  Ok: 90.8%, Em alerta: 5.2%, Crítico: 3.8%, Desconhecido: 0.2% 10 IC(s) (de 49) / 90 Serviço(s) (de 107)

Serviço Relatórios Ações Favoritos

100 | Página 1 de 12

Serviço	Estado	Últ. Chec.	Duração	Info.	Detalhes
3Com_1	Up	29/06 16:55	4h 4m		ping 10.2.6.10: , rta 82.22ms, lost 0%
3com-Check-CPU	Ok	29/06 16:52	273d 5h		3COM_HEALTH OK - CPU:OK
3com-Check-Fan	Ok	29/06 16:52	273d 5h		3COM_HEALTH OK - FAN:OK
3com-Check-Memory	Ok	29/06 16:52	273d 5h		3COM_HEALTH OK - MEM:OK
3com-Check-Power	Ok	29/06 16:52	273d 5h		3COM_HEALTH OK - PWR:OK
3com-Check-Units_Alive	Ok	29/06 16:53	1h 12m		3COM_ALIVE OK - Only 69.97 of 42.2 units in stack
3com-Ensure_Config	Ok	29/06 16:51			
Host_Alive	Ok	29/06 16:54			
Amazon-ec2_1	Up	29/06 16:55			
AWS_CPUUtilization	Ok	29/06 16:51			
AWS_DiskReadBytes	Ok	29/06 16:55			
AWS_DiskReadOps	Ok	29/06 16:53			
AWS_DiskWriteBytes	Ok	29/06 16:51			
AWS_DiskWriteOps	Ok	29/06 16:51			
AWS_NetworkIn	Ok	29/06 16:55			
AWS_NetworkOut	Ok	29/06 16:51			
AWS_NetworkPacketsIn	Ok	29/06 16:54			
AWS_NetworkPacketsOut	Ok	29/06 16:51			
AWS_StatusCheckFailed	Crítico (1/5)	29/06 16:55			
AWS_StatusCheckFailed_Instance	Ok	29/06 16:53			
AWS_StatusCheckFailed_System	Ok	29/06 16:52			
cbqos_1	Up	29/06 16:55			
Classes_Status	Ok	29/06 16:52			
Classe_BestEffort	Ok	29/06 16:55			

Amazon-ec2\_1 - AWS\_CPUUtilization - Google Chrome

Secure | [https://demo.opservices.com.br/opmon/seagull/modules/opreports/ng/app.php?json={"host\\_id": "180"}](https://demo.opservices.com.br/opmon/seagull/modules/opreports/ng/app.php?json={)

IC: Amazon-ec2\_1  
Serviço: **AWS\_CPUUtilization**

53

cpu\_utilization: 55.83

Jun 29, 2017 - 16:56

Período: 29/06/2017 (16:55:55) à 29/06/2017 (16:56:49)



# REAL-TIME INFRASTRUCTURE MONITORING

HOSTS				
GRUPO	%	RECURSOS	PARADA	AÇÃO
KPIS_OPMON	99%	98	0	1
OPMON_OP SERVICES	100%	1	0	0
INFRA_OP SERVICES	92%	24	0	2
IMPRESSORA	50%	4	0	2
DESENV	75%	16	0	0

SERVIÇOS				
GRUPO	%	RECURSOS	PARADA	AÇÃO
DISCO	96%	221	0	5
MIGRAR_CENTOS6	83%	18	0	3
MYSQL	81%	188	0	1
LOAD-OPMONS	94%	48	0	0
HARDWARE_OP SERVIC	81%	27	0	5

APLICAÇÕES	
CATALOGO	DISPONIBILIDADE
INFRA-LINK_GVT_50MB	100.000%
INFRA-LINK_GVT_10MB	100.000%
INFRA-LINK_OI_10MB	100.000%
INFRA-OP SERVICES	100.000%
SERVICO-APRESENTACAO_OPMON	99.250%
SERVICO-CRM	100.000%

**HOSTS** 196

188

UP

8

FORA

0

INALCANÇÁVEL

**INCIDENTES** 8

SEM AÇÃO 4

COM AÇÃO 4

95.92%

**SERVIÇOS** 4329

3995

OK

334

CRÍTICO

62

ALERTA

30

DESCONECIDO

**INCIDENTES** 324

SEM AÇÃO 232

COM AÇÃO 92

92.28%

# ON TIME DASHBOARDS

15:04:13 01/15/2016

## Ontime Infrastructure



### Hosts

**1** hosts

100% UP  
0% Incidents

✓ 1 up  
↓ 0 incidents

### Host groups

<b>Databases</b>  1 ↑ 0 HOSTS ↓ 100% UP	<b>Windows</b>  1 ↑ 0 HOSTS ↓ 100% UP	<b>Linux</b>  1 ↑ 0 HOSTS ↓ 100% UP	<b>Applications</b>  1 ↑ 0 HOSTS ↓ 100% UP	<b>Virtualizations</b>  1 ↑ 0 HOSTS ↓ 100% UP	<b>Printers</b>  1 ↑ 0 HOSTS ↓ 100% UP
<b>No breaks</b>  1 ↑ 0 HOSTS ↓ 100% UP	<b>Networking</b>  1 ↑ 0 HOSTS ↓ 100% UP	<b>OpMon</b>  1 ↑ 0 HOSTS ↓ 100% UP	<b>Firewalls</b>  1 ↑ 0 HOSTS ↓ 100% UP		

### Services

**43** services

100% OK  
0% Incidents

✓ 43 ok  
↓ 0 incidents

### Service groups

<b>CPUs</b> 	<b>Memory</b> 	<b>Disks</b> 	<b>Network</b> 
-----------------	-------------------	------------------	--------------------

Horário	Incidentes
2016-01-15 09:49:36	SERVICE ALERT: opmon;Uptime;OK;HARD;5;Uptime: 0 days 0 hours 9 minutes 27 seconds
2016-01-15 09:44:36	SERVICE ALERT: opmon;Uptime;CRITICAL;HARD;5;Uptime: 0 days 0 hours 4 minutes 26 seconds
2016-01-15 09:43:36	SERVICE ALERT: opmon;Uptime;CRITICAL;SOFT;4;Uptime: 0 days 0 hours 3 minutes 28 seconds
2016-01-15 09:42:34	SERVICE ALERT: opmon;Uptime;CRITICAL;SOFT;3;Uptime: 0 days 0 hours 2 minutes 28 seconds
2016-01-15 09:41:34	SERVICE ALERT: opmon;Disponibilidade-Linux;OK;SOFT;2;Linux: UP: (1/100%) DOWN: (0/0%)
2016-01-15 09:41:34	SERVICE ALERT: opmon;Disponibilidade-Database;OK;SOFT;2;Database: UP: (1/100%) DOWN: (0/0%)
2016-01-15 09:41:34	SERVICE ALERT: opmon;Disponibilidade-Firewall;OK;SOFT;2;Firewall: UP: (1/100%) DOWN: (0/0%)
2016-01-15 09:41:34	SERVICE ALERT: opmon;Disponibilidade-Nobreak;OK;SOFT;2;Nobreak: UP: (1/100%) DOWN: (0/0%)
2016-01-15 09:41:34	SERVICE ALERT: opmon;Disponibilidade-Networking;OK;SOFT;2;Networking: UP: (1/100%) DOWN: (0/0%)
2016-01-15 09:41:34	SERVICE ALERT: opmon;Disponibilidade-Application;OK;SOFT;2;Application: UP: (1/100%) DOWN: (0/0%)



# CAPACITY AND PERFORMANCE REPORT

Capacidade/Performance

## Novo relatório

DemoDB-01\_1 - Load

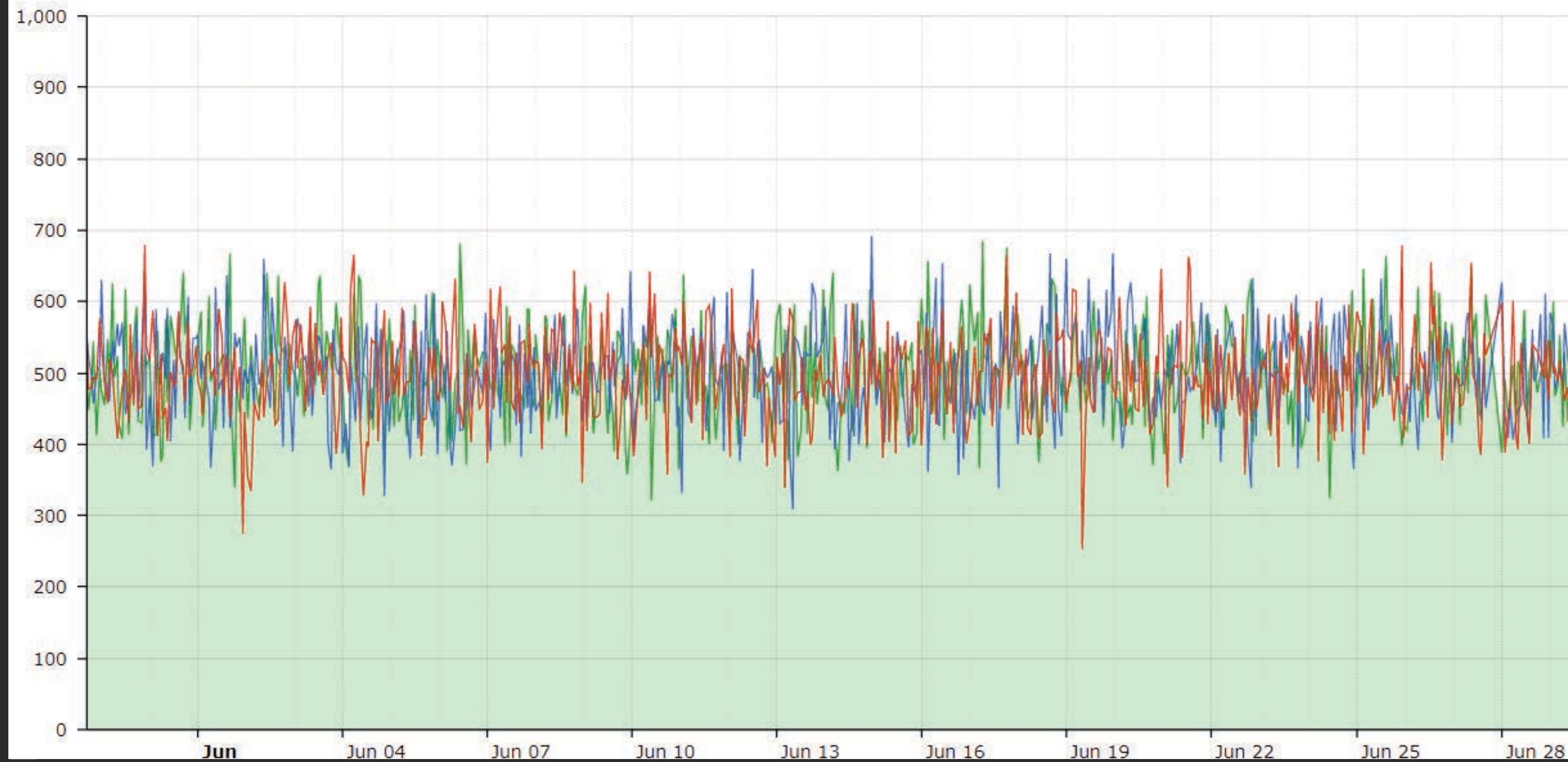
24x7

Últimos 31 dias

Período: 29/05/2017 (16:59:59) à 29/06/2017 (16:59:59)

Duração: 31d 0h 0m 0s

Legenda

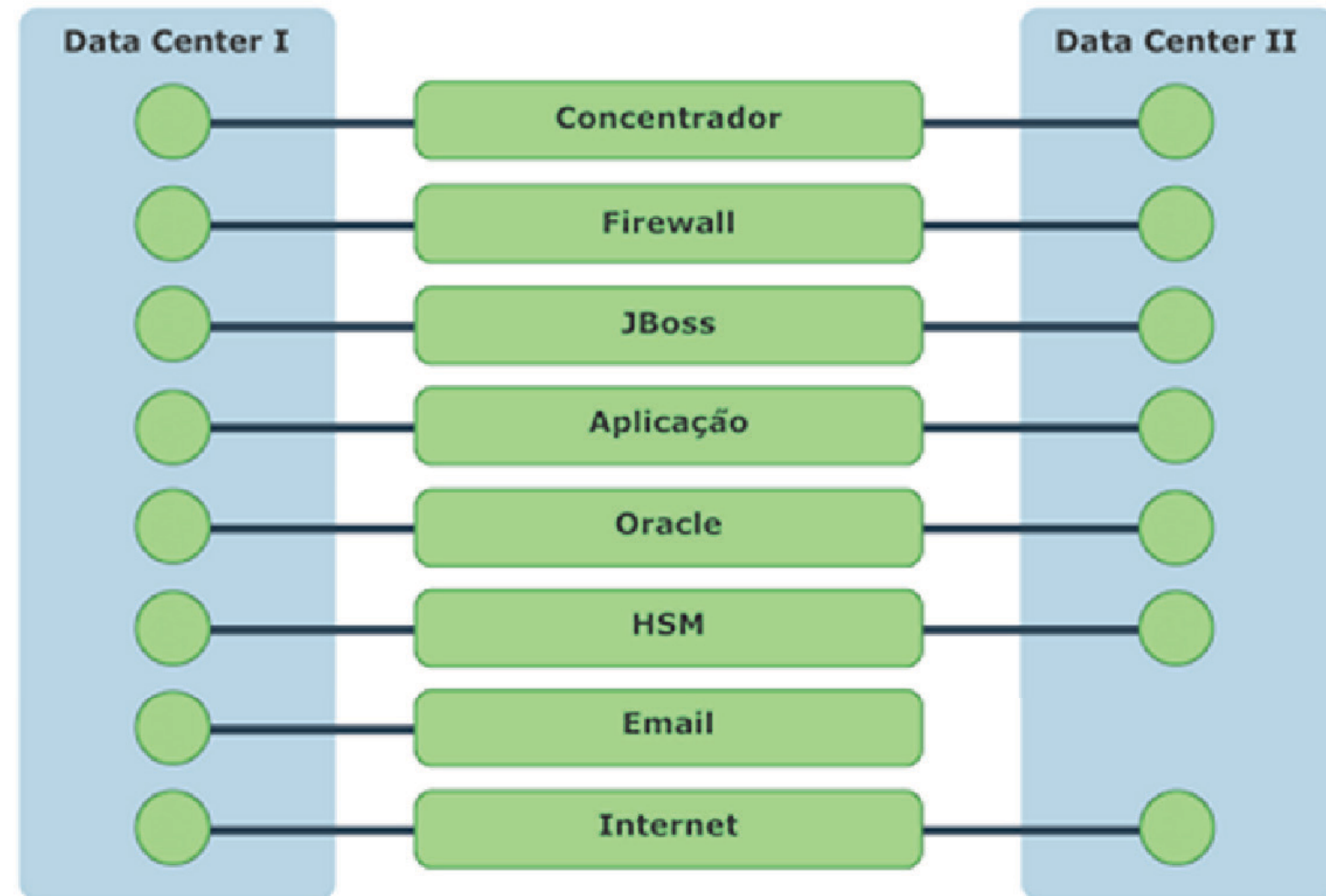


<input checked="" type="checkbox"/>	Métrica
<input checked="" type="checkbox"/>	Load-1
<input checked="" type="checkbox"/>	Load-5
<input checked="" type="checkbox"/>	Load-15





# VAT MONITORING



Sefaz RS ●

Emissão	0.773 s
Recebimento	5.385 s
<b>Total</b>	<b>6.158 s</b>

SLA	
Emissão	99.394%
Recebimento	99.392%

Sefaz SP ●

Emissão	1.011 s
Recebimento	0.302 s
<b>Total</b>	<b>1.313 s</b>

	Rede	Aplicação	Impressão
Loja 02	●	●	●
Loja 03	●	●	●
Loja 05	●	●	●
Loja 06	●	●	●
Loja 08	●	●	●
Loja 09	●	●	●
Loja 10	●	●	●
Loja 11	●	●	●
Loja 12	●	●	●
Loja 14	●	●	●
Loja 15	●	●	●
Loja 16	●	●	●
Loja 17	●	●	●
Loja 18	●	●	●
Loja 19	●	●	●
Loja 20	●	●	●
Loja 21	●	●	●

	Rede	Aplicação	Impressão
Loja 22	●	●	●
Loja 24	●	●	●
Loja 25	●	●	●
Loja 27	●	●	●
Loja 28	●	●	●
Loja 29	●	●	●
Loja 30	●	●	●
Loja 31	●	●	●
Loja 32	●	●	●
Loja 33	●	●	●
Loja 34	●	●	●
Loja 35	●	●	●
Loja 36	●	●	●
Depósito 01	●	●	●
Depósito 02	●	●	●
Depósito 05	●	●	●
Depósito 11	●	●	●



# SAP DASHBOARD

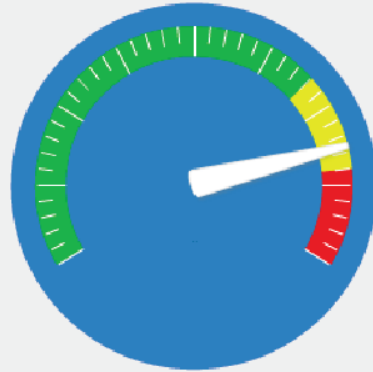


## KEY PERFORMANCE INDICATORS

17:52:09  
01/13/2016

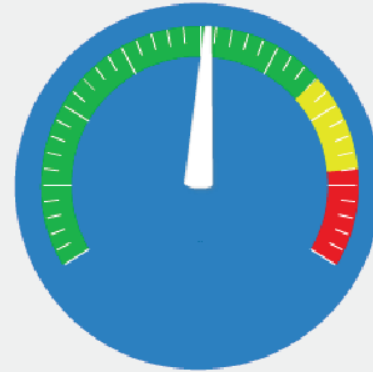
### DIALOG

DIALOG  
RESPONSE TIME



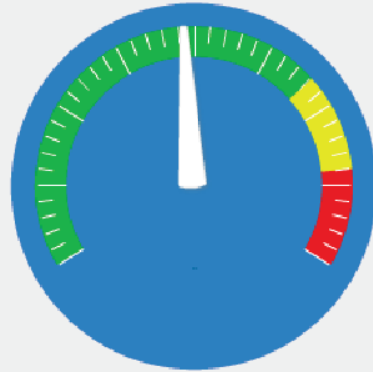
111 ms

GUI CALLBACK TIME



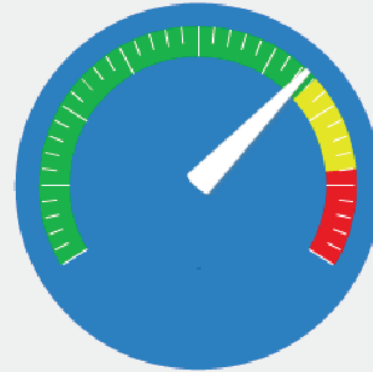
14 ms

DIALOG  
FRONT END NET TIME



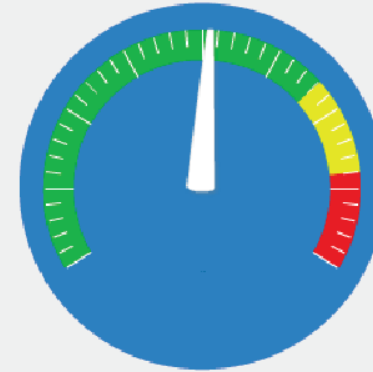
18 ms

LOAD GEN TIME



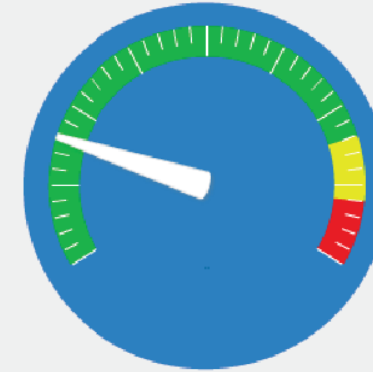
22 ms

MONITORING TIME



24 ms

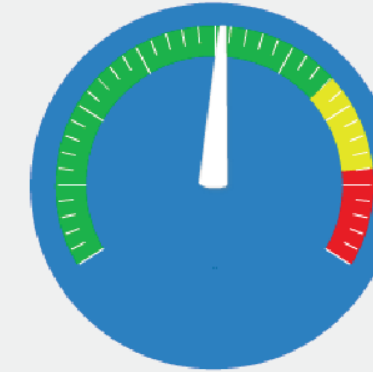
DB REQUEST TIME



41 ms

### TMR

ABAP FUNCTION  
MINIMUM STOCK



13 ms

BACKGROUND  
ABORTED JOBS

07



BACKUP ARCHIVING  
LAST SUCCEED

13/01/2016



BUFFERS TABLE  
DEFINITION HIT RADIO

98%



CLIENT 100  
RESPONSE TIME

50 ms



GATEWAY READER  
GATEWAY CLIENTS

68



OPSYS CPUS

32%



ORACLE TABLESPACE  
PSAPSTABI

65%



ROLL MEM MGMT  
MEM HEAP PEAK

99%



SPOOL  
QUEUE LENGTH

108 jobs



# VMWARE DASHBOARD



## VMWARE CLUSTER

CLLOUDIFICACAO



LAST UPDATE  
30/03/2016 | 12:26:56

CLUSTER STATUS: CHECK\_VMWARE\_API.PL CRITICAL - overall status=red

RUNTIME HOSTS

155

RUNTIME VMS

155

RUNTIME ISSUES

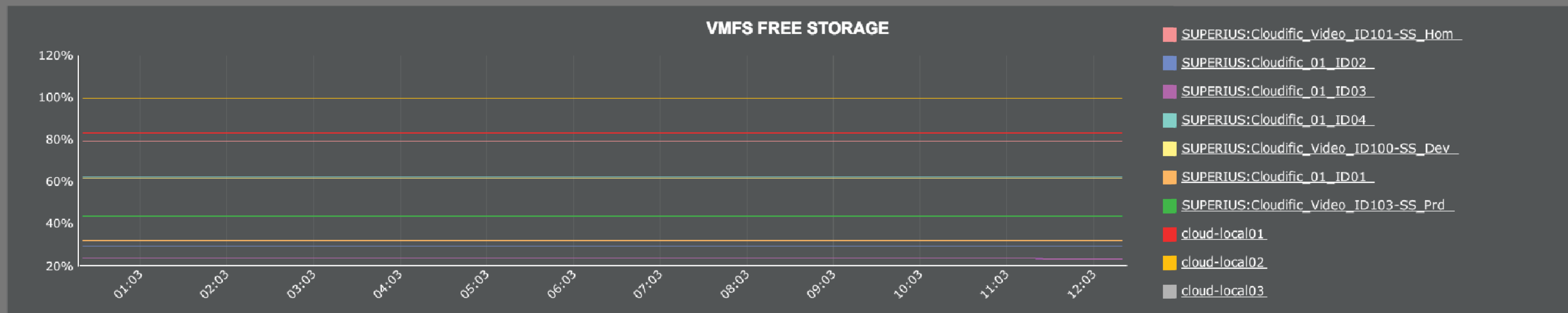
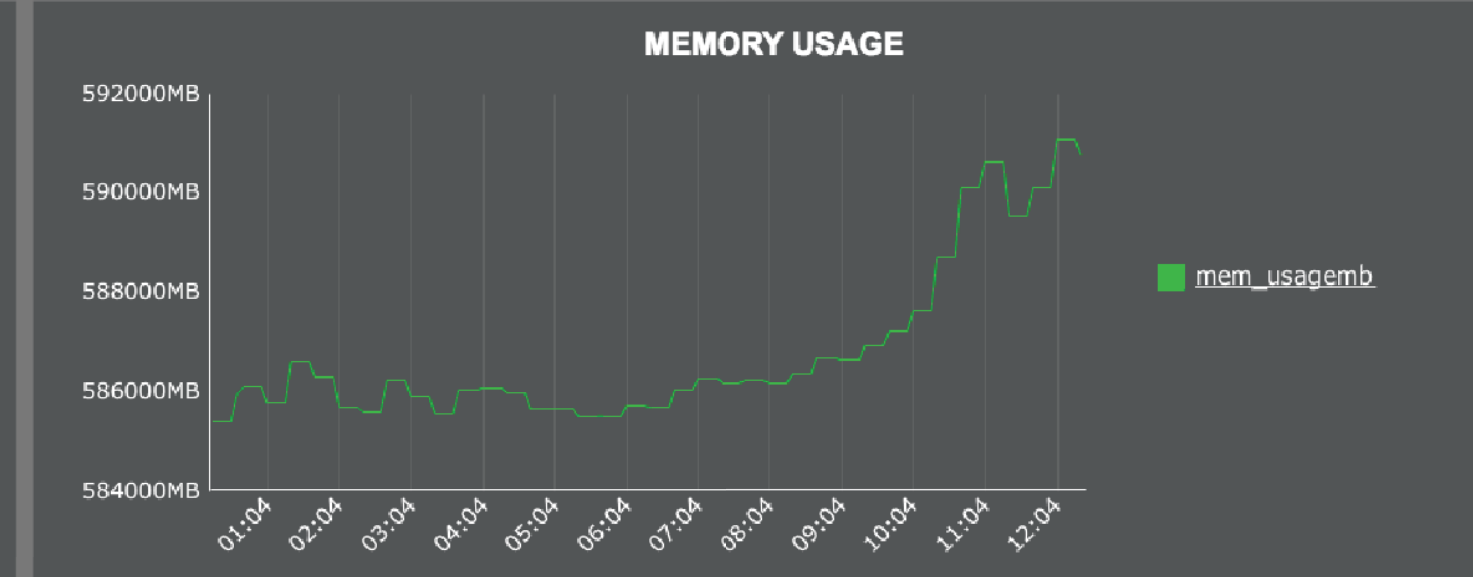
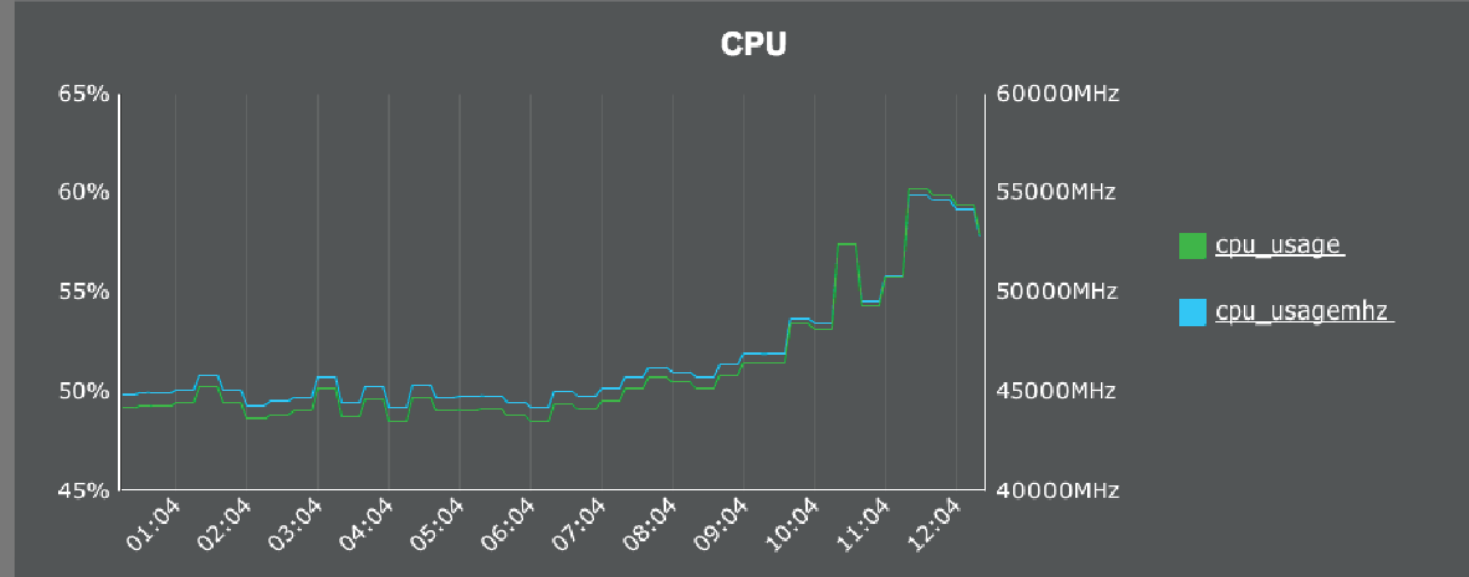
0

EFFECTIVE CPU

78356MHz

EFFECTIVE MEMORY

615.7Mb



# SERVICE DESK DASHBOARD

### Hoje

Responder	065
Pendente	040
Em andamento	023
<b>Total</b>	<b>128</b>

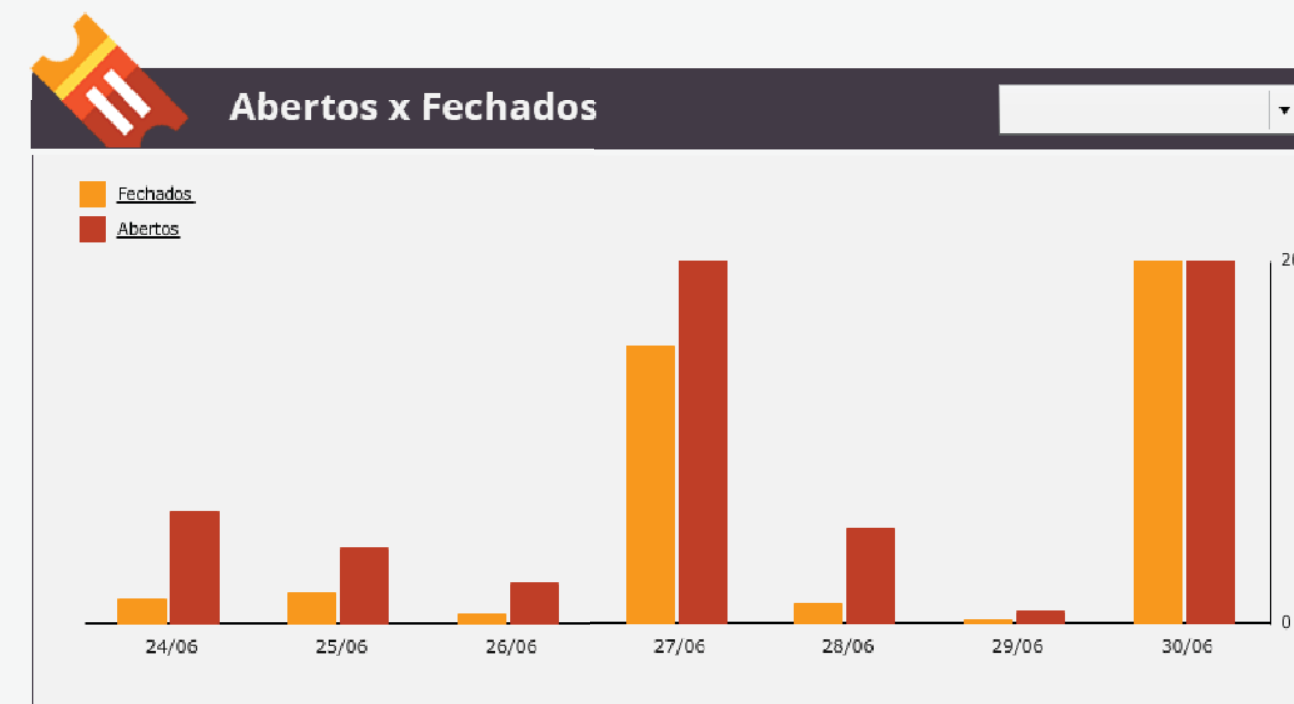
  

<b>SLA</b>	<b>99,68%</b>
------------	---------------

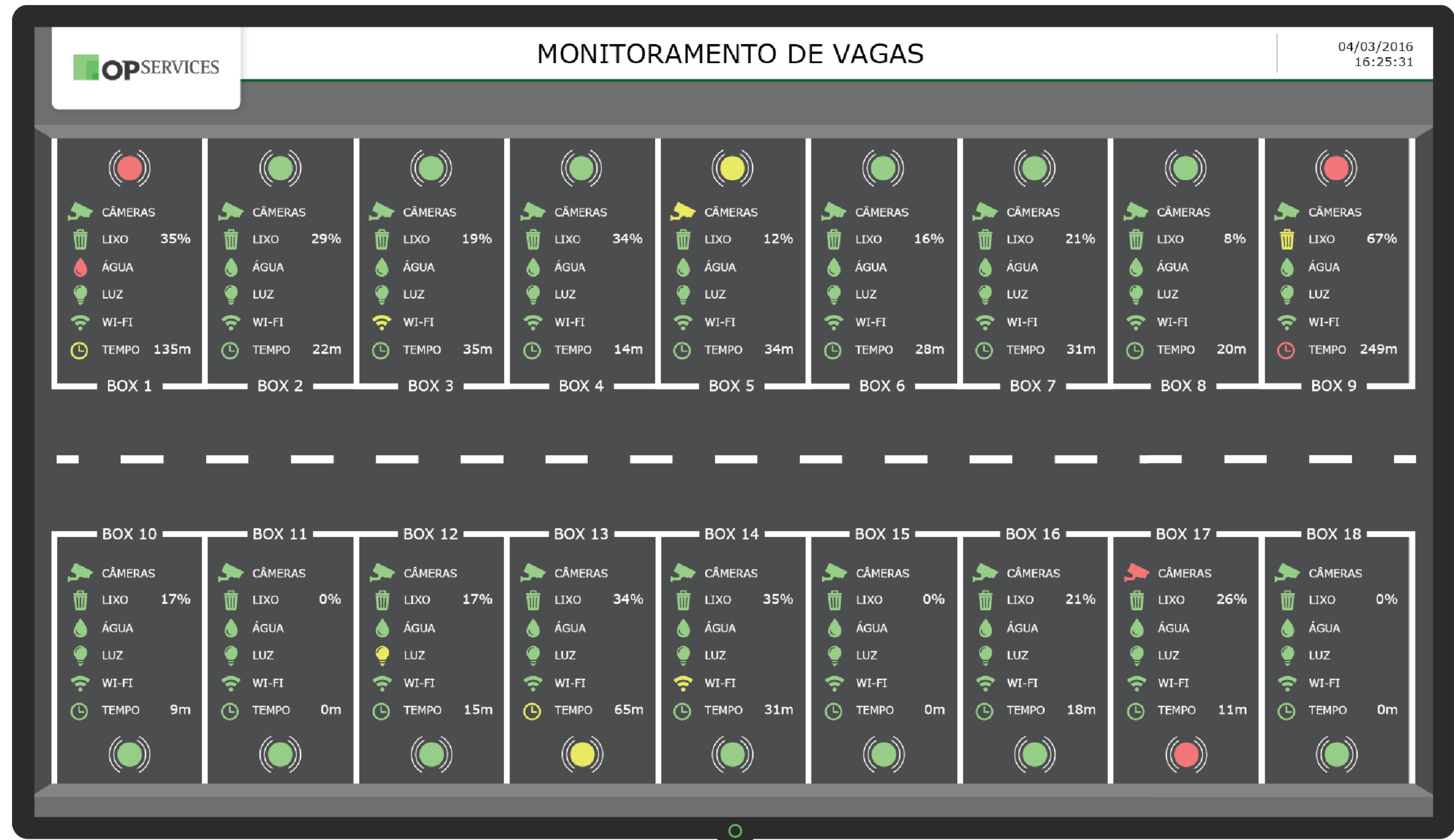
Ticket por atendente	Responder	Pendente	Em andamento
André Woltz	03	04	04
Pedro Luiz	11	09	02
Ricardo Gomes	08	01	04
Rodrigo Berg	10	01	02
Maria Helena	13	04	03
Jackson Rodriguez	07	11	01
Luiza Alves	02	01	02

### Ticket mensal

Ticket Fechados <b>3840</b> Meta	Fechados no dia (via telefone) <b>2986</b> Meta
Tempo médio de espera <b>186min</b> Meta	Fechados no dia (outros meios) <b>0832</b> Meta



# IOT DASHBOARD - INTELLIGENT PARKING



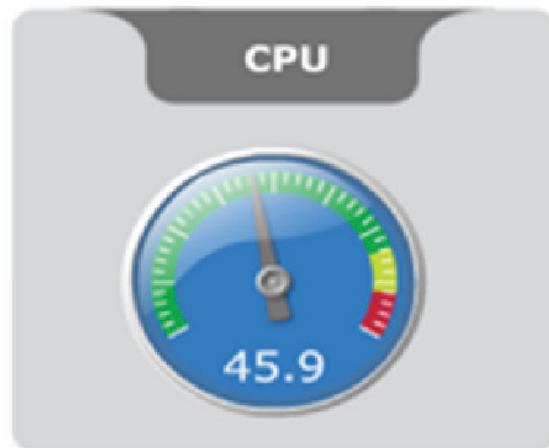
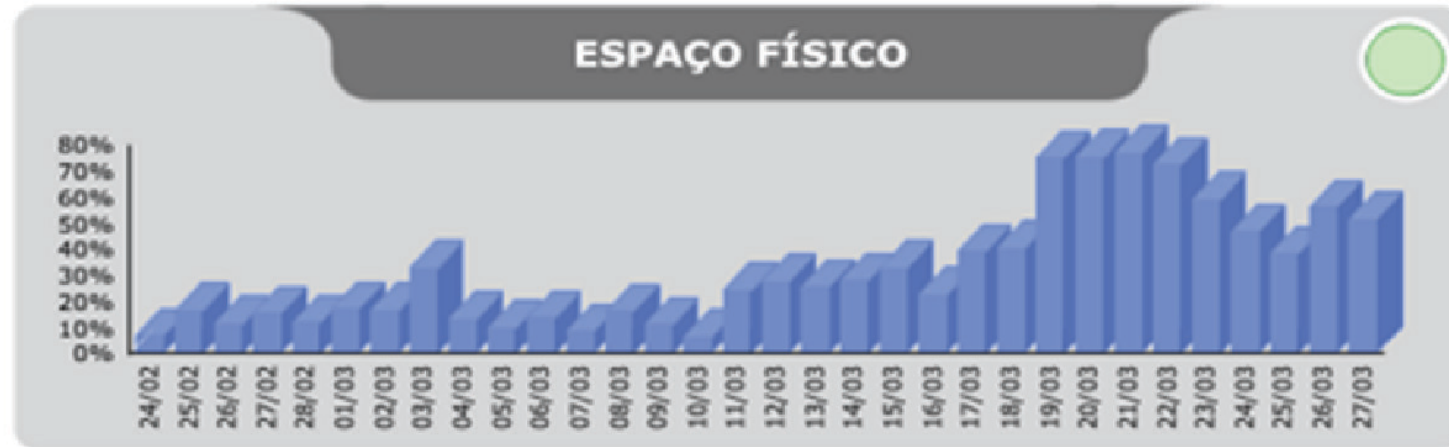


# ORACLE DASHBOARD

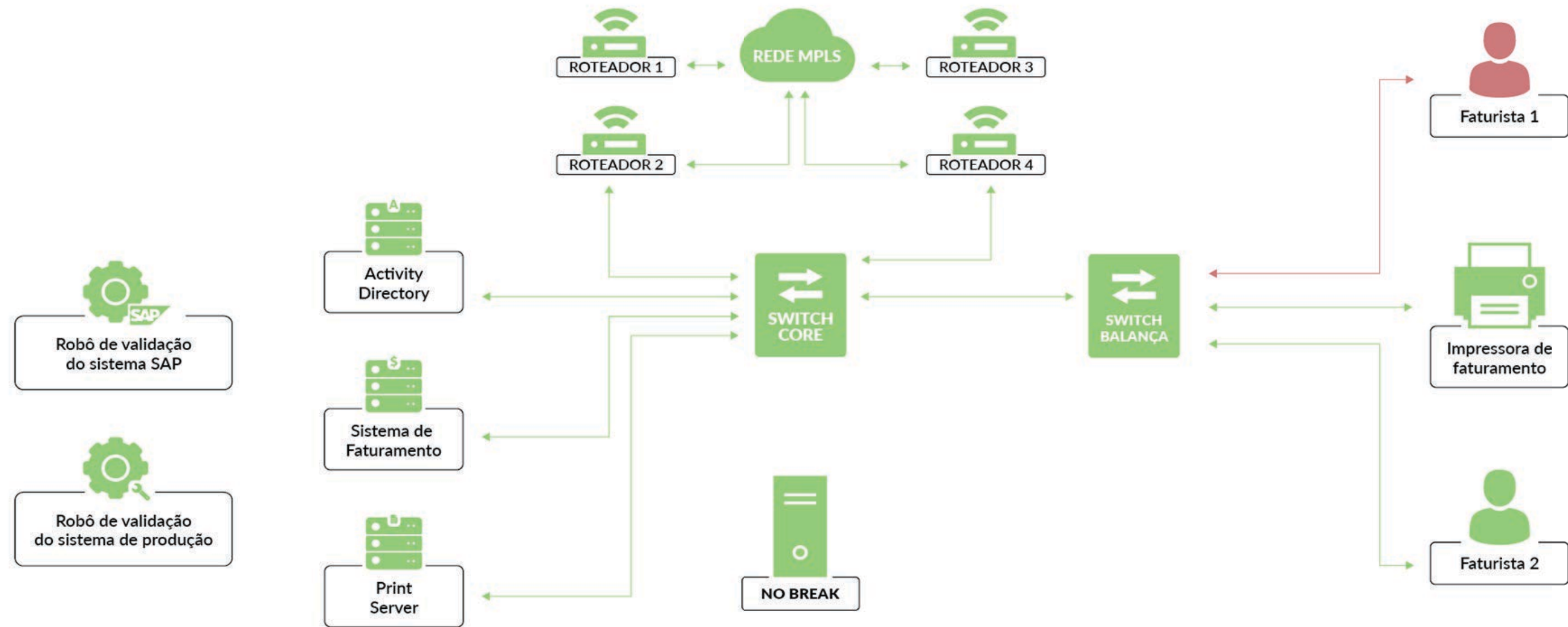
OPMON

## ORACLE HEALTH

14:45:05  
26/02/2014



# IOBVD - INFRAESTRUCTURE AND OPERATIONS BUSINESS VALUE DASHBOARD



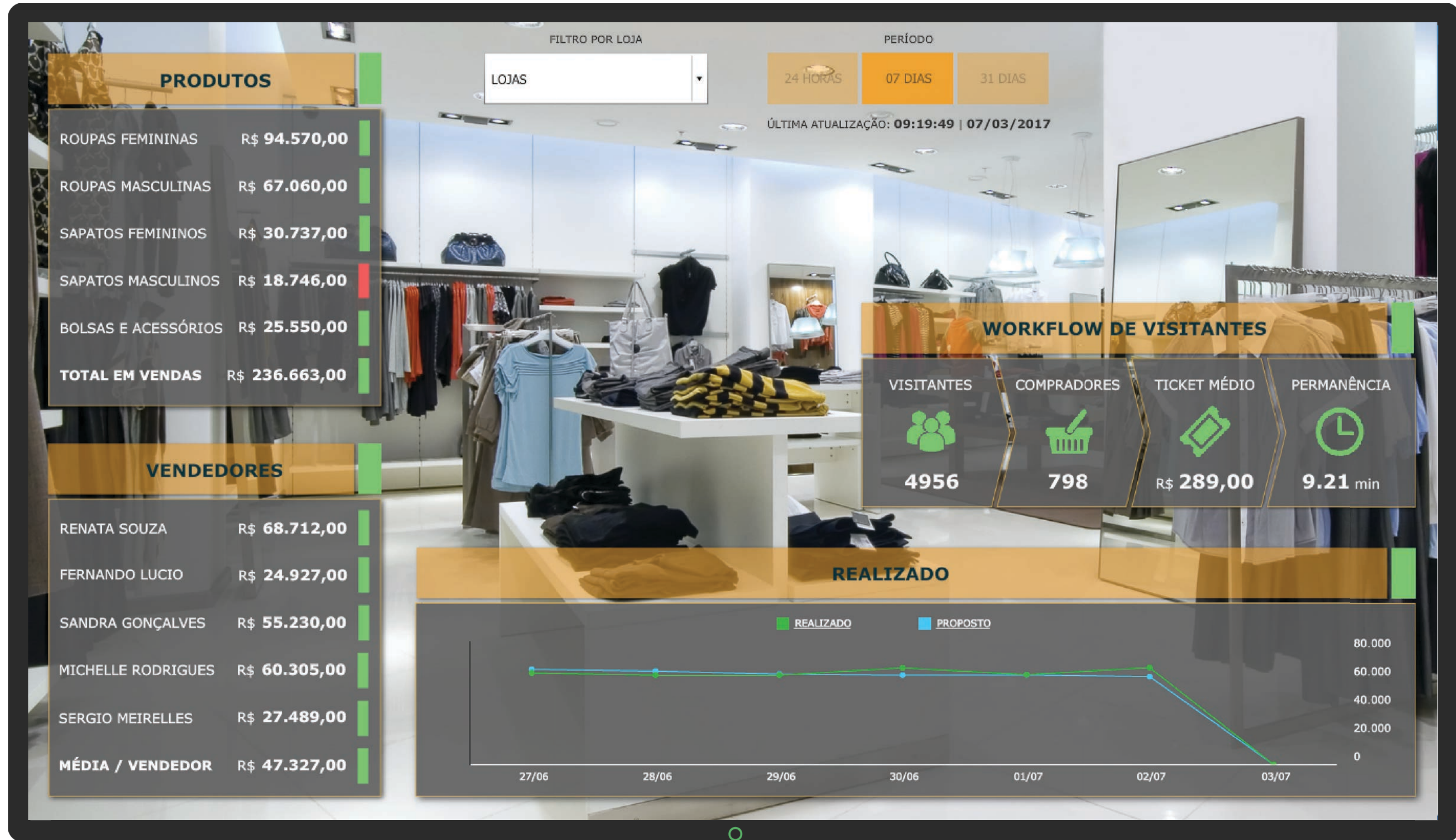
FATURAMENTO ACUMULADO	R\$
	17,854,568,23

VARIAÇÃO EM RELAÇÃO	
MÊS PASSADO	+2,1%
ANO PASSADO	+1,5%

SLA
97,5%



# BAM - BUSINESS ACTIVITY MONITORING - RETAIL





# BAM - BUSINESS ACTIVITY MONITORING - INDUSTRY



ÚLTIMAS... 24 HORAS 07 DIAS 31 DIAS

ÚLTIMA ATUALIZAÇÃO: 14:13:33 | 09/05/2016

## RESULTADOS

PRODUTOS FABRICADOS	11764
TEMPO DE FABRICAÇÃO (UNID)	7.3 seg
DESPERDÍCIO	0.6 %

## ESTEIRA

TEMPO DE PRODUÇÃO	1392 min
TEMPO DE PARADA	14.5 min
TEMPO EM MANUTENÇÃO	23.2 min

## WORKFLOW DE PRODUÇÃO - QUINZENAL

PEDIDOS	FABRICAÇÃO	EMBALAGEM	NOTA FISCAL	DISTRIBUIÇÃO
170150	145618	131510	95815	92994

## MÁQUINAS INJETORAS

UNIDADES PRODUZIDAS (MÉDIA/HORA)	491
ATINGIMENTO DE META	98.5 %



# BAM - BUSINESS ACTIVITY MONITORING - HEALTH



ÚLTIMA ATUALIZAÇÃO:  
14:13:36 | 09/05/2016

PERÍODO

24 HORAS

07 DIAS

31 DIAS

## CONSULTAS

EXAMES	101
LABORATÓRIOS	53
ESPECIALIDADES	34
INTERNAÇÃO	19
CIRURGIAS	8
UTI	9

## GRAVIDADE

MUITO GRAVE	15
GRAVE	23
POUCO GRAVE	47

## TEMPO DE ATENDIMENTO

CLÍNICA GERAL	17 min
PEDIATRIA	29.3 min
ORTOPEDIA	22.1 min
PNEUMOLOGIA	18.4 min
UROLOGIA	20.8 min

## LEITOS

LIVRES	12
OCUPADOS	65
À DESOCUPAR	8

## WORKFLOW DE ATENDIMENTO

ENTRADA

224



23 min

TRIAGEM

57



12 min

ESPERA

81



17 min

ATENDIMENTO

49



19 min

EXAMES

32



13 min



# CUSTOMER EXPERIENCE MONITORING



## 2ª VIA DO BOLETO

ÚLTIMA ATUALIZAÇÃO  
30/10/2015  
16:19



## SLA



# OPMON TRAFFIC ANALYZER



Vel.: 1.5KBps

Total: 463.1KBytes

- Últimos 5 minutos
- Todas Probes
- Top Protocolos
- Todos Protocolos de Aplicação
- Todos IPs
- Não resolver nomes de IPs



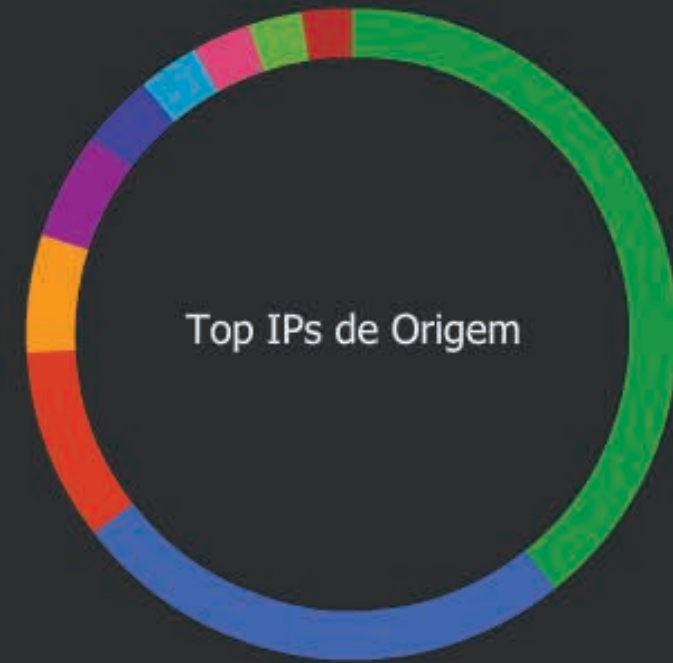
tcp	325.3k
udp	136k
gre	1.2k
icmp	684

[ver todos](#)



https (443)	371k
http (80)	61.9k
snmp (161)	10.8k
nrpe (5666)	10.7k
mysql (3306)	3k
local (0)	1.9k
domain (53)	1.5k
40004	1k
memcached (11211)	312
netbios-ns (137)	192

[ver todos](#)



177.10.112.2	134.4k
201.86.233.207	86.6k
151.101.56.175	32.7k
191.32.55.224	20k
192.16.48.151	18.2k
187.58.138.252	12.5k
192.168.10.163	10.5k
192.168.10.202	9.9k
34.195.77.200	9.1k
192.168.10.137	8.5k

[ver todos](#)



192.168.10.163	134.4k
192.168.10.106	125.2k
192.168.10.120	38.2k
192.168.10.25	14.3k
192.168.10.4	12.4k
192.168.10.111	12.3k
192.168.10.1	11.5k
177.10.112.2	10.3k
192.168.10.183	9.4k
216.58.202.5	8.4k

[ver todos](#)

TEMPO REAL

EC2 ATIVAS



Total

33

instâncias

TEMPO REAL

ECOMMERCE



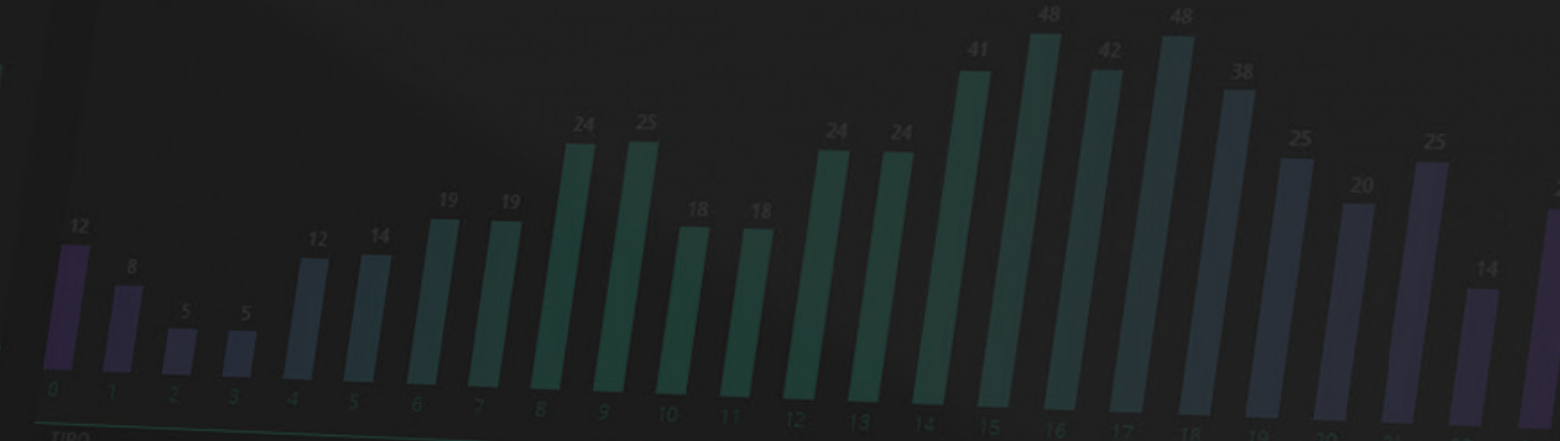
Auto Scaling

3

instâncias / 10

24 HORAS POR TIPO

EC2 ATIVAS POR TIPO



Último resultado

20

Máximo: 48

TEMPO REAL POR REGIÃO

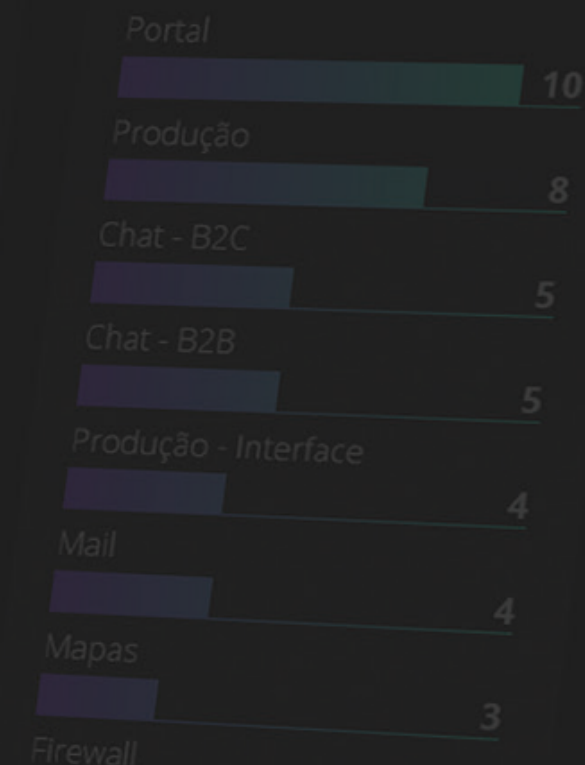
EC2 ATIVAS POR REGIÃO



6 regiões ativas

TEMPO REAL POR TAG

EC2 ATIVAS POR TAG



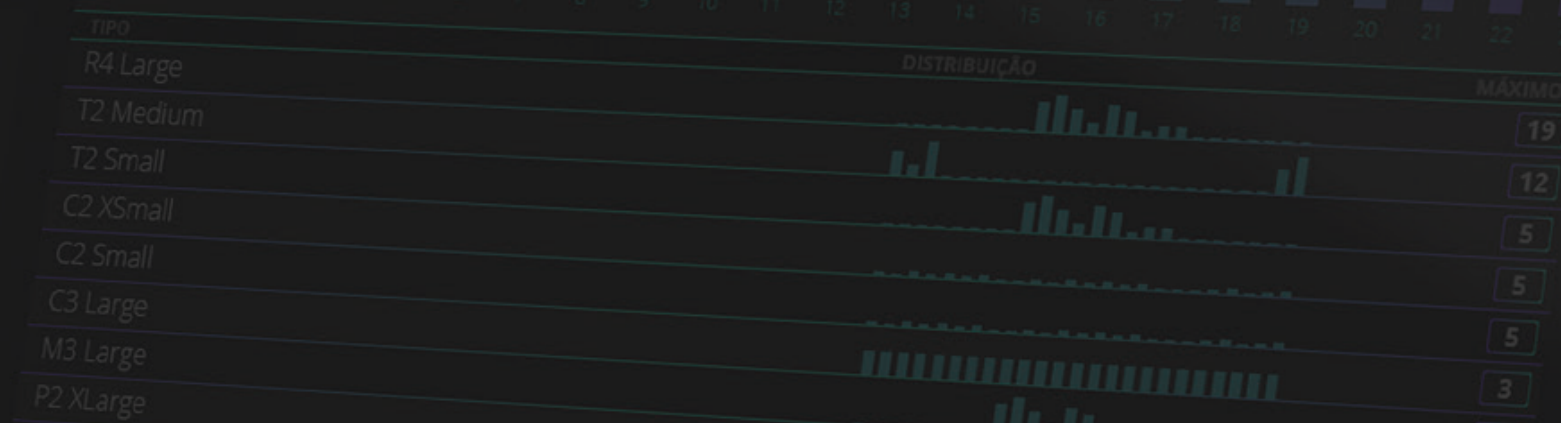
TEMPO REAL

RESERVAS ATIVAS



Total

25



27.27% 9 instâncias  
SOUTH AMERICA (SÃO PAULO)

24.24% 8 instâncias  
US EAST (N. VIRGINIA)

21.21% 7 instâncias  
US WEST (OREGON)

15.15% 5 instâncias

# FiveMetrics

Cloud Solution (SAAS) for viewing metrics from different sources.

The ultimate cloud solution for centralized visualization of the most important metrics;

We are committed to deliver dashboards with visual richness and ease of use at a level that is not offered by any tool available today on the market.

- Multi-conectores
- Agentless
- Beautiful experience