Real-time data monitoring

OPSERVICES

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;

amazon web services | Partner Network

SOME CLIENTS THAT TRUST IN OUR SOLUTIONS

Allianz
NeoGrid
Unimed Belo Horizonte
saque e pague
Grendene
Atlas Schindler
EMTU
Banrisul
AES Eletropaulo
Uma Empresa AES Brasil
tng
MITSUBISHI MOTORS
SEBRAE RS
UNIGEL
AES Sul
Zaffari BOURBON
Dell Anno
Tractebel Energia GDF SUEZ
ConectCar
Metalfrio
Unimed Porto Alegre
Unimed Curitiba
AIR LIQUIDE
TOK&STOK
Klabin

PRODUCT PORTFOLIO

OPMON

Solution for IT infrastructure management and business processes.

OPCEM

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

FIVEMETRICS

Empowering decision makers with better data

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.

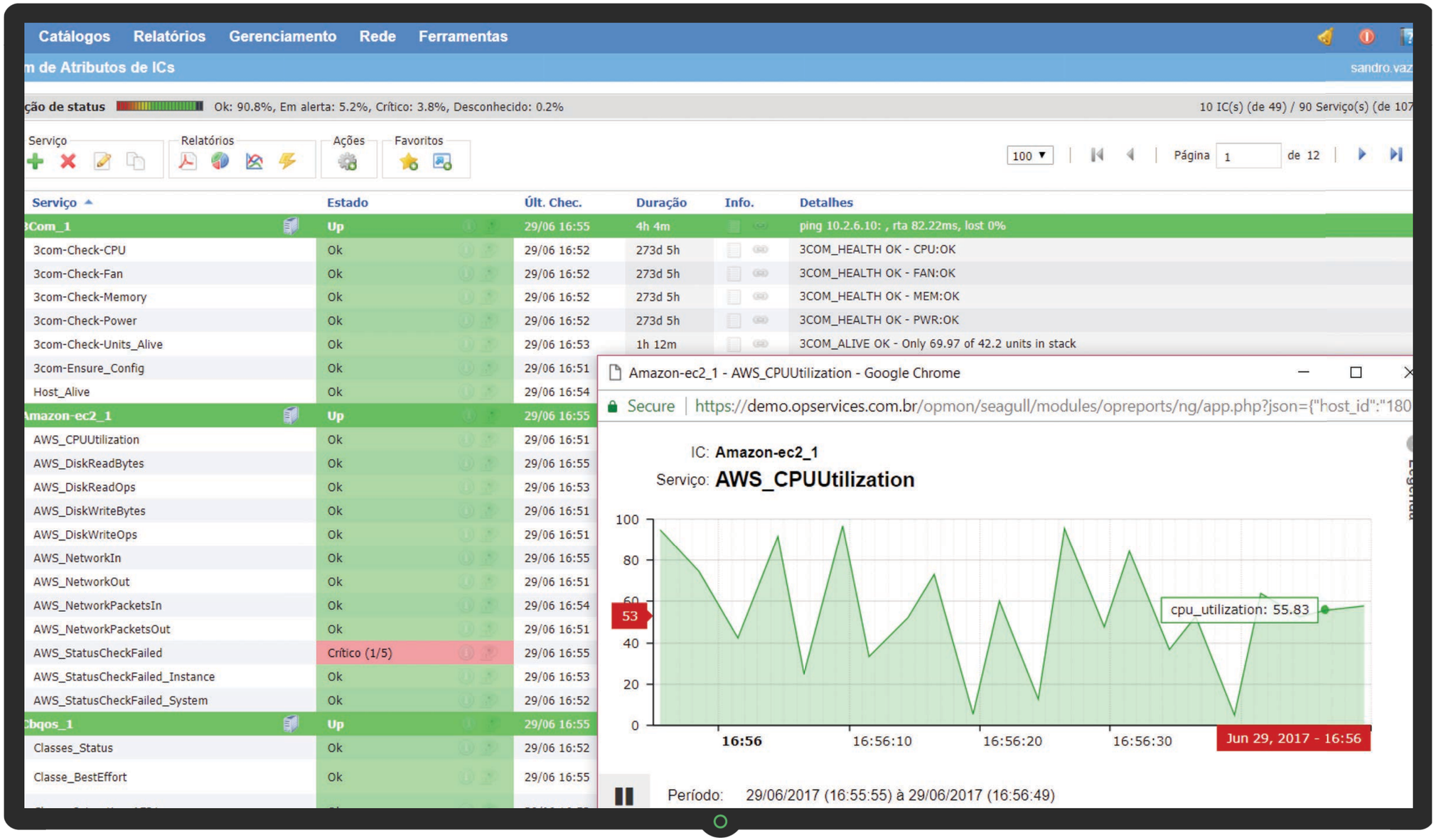
OPMON DASHBOARDS

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

OPMON TRAFFIC ANALYZER

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



REAL-TIME INFRASTRUCTURE MONITORING

OPSERVICES

DISPONIBILIDADE DE INFRAESTRUTURA

ÚLTIMA ATUALIZAÇÃO
11:15:20 | 03/07/2017

HOSTS

GRUPO	%	RECURSOS	PARADA	AÇÃO
KPIS_OPMON	99%	98	0	1
OPMON_OPSERVICES	100%	1	0	0
INFRA_OPSERVICES	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_OPSERVIC	81%	27	0	5

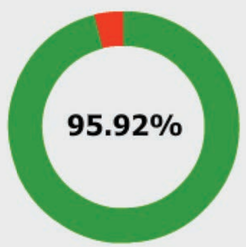
APLICAÇÕES

CATALOGO	DISPONIBILIDADE
INFRA-LINK_GVT_50MB	100.000%
INFRA-LINK_GVT_10MB	100.000%
INFRA-LINK_OI_10MB	100.000%
INFRA-OPSERVICES	100.000%
SERVICO-APRESENTACAO_OPMON	99.250%
SERVICO-CRM	100.000%

HOSTS 196

188 UP | 8 FORA | 0 INALCANÇÁVEL

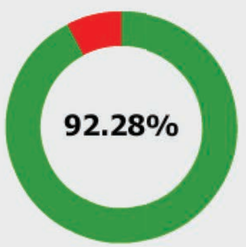
INCIDENTES 8
SEM AÇÃO 4
COM AÇÃO 4



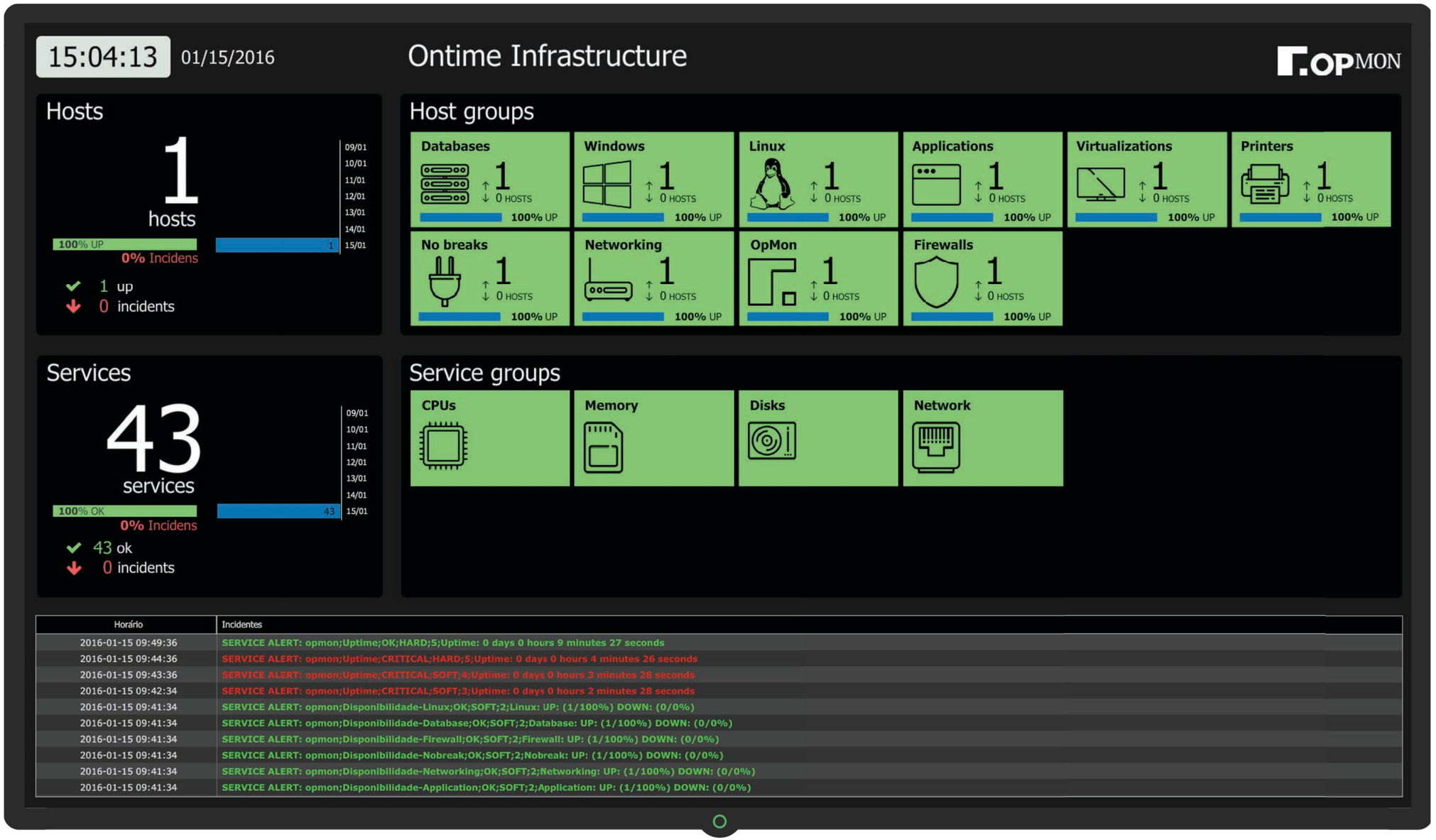
SERVIÇOS 4329

3995 OK | 334 CRÍTICO | 62 ALERTA | 30 DESCONHECIDO

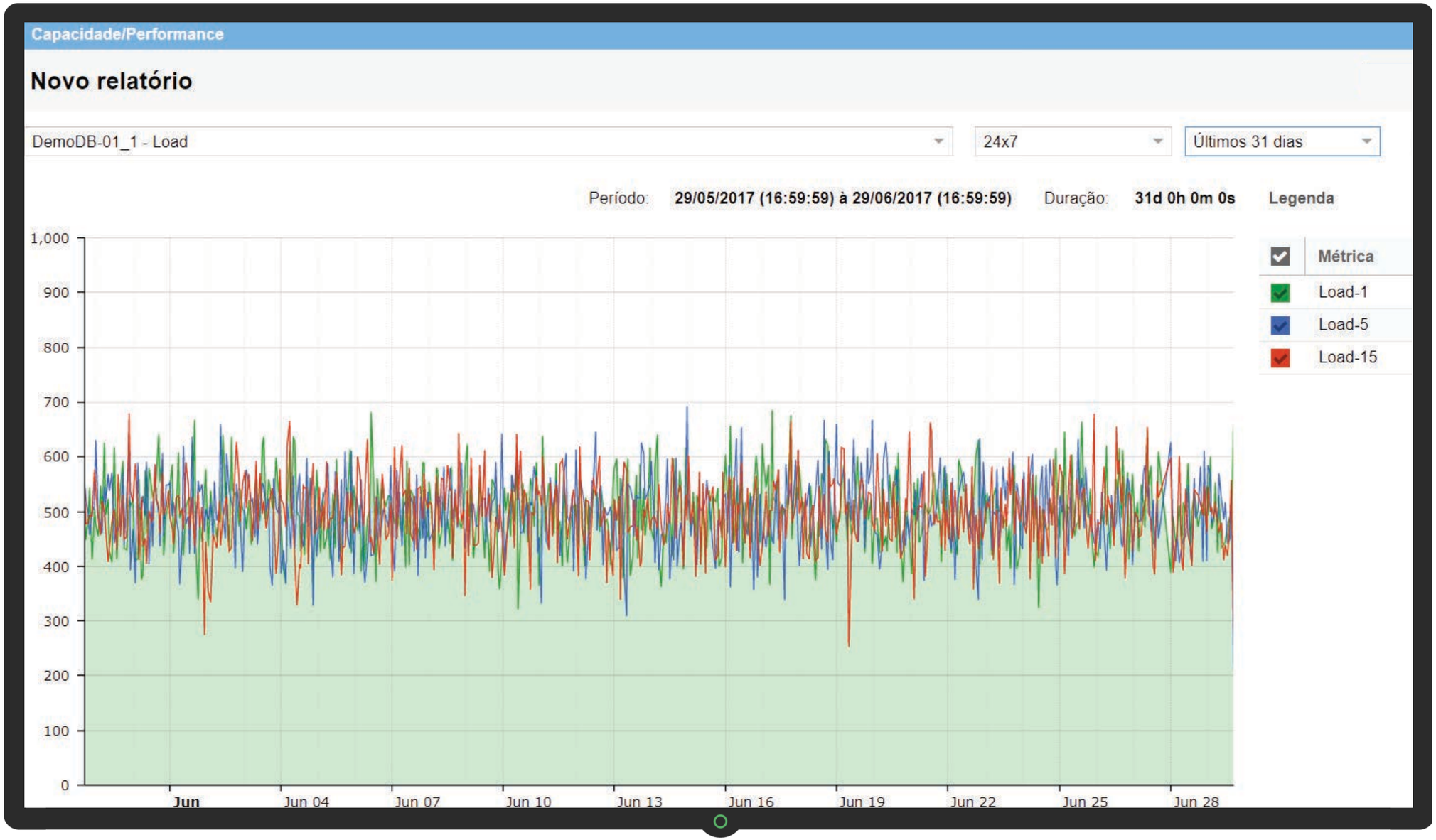
INCIDENTES 324
SEM AÇÃO 232
COM AÇÃO 92



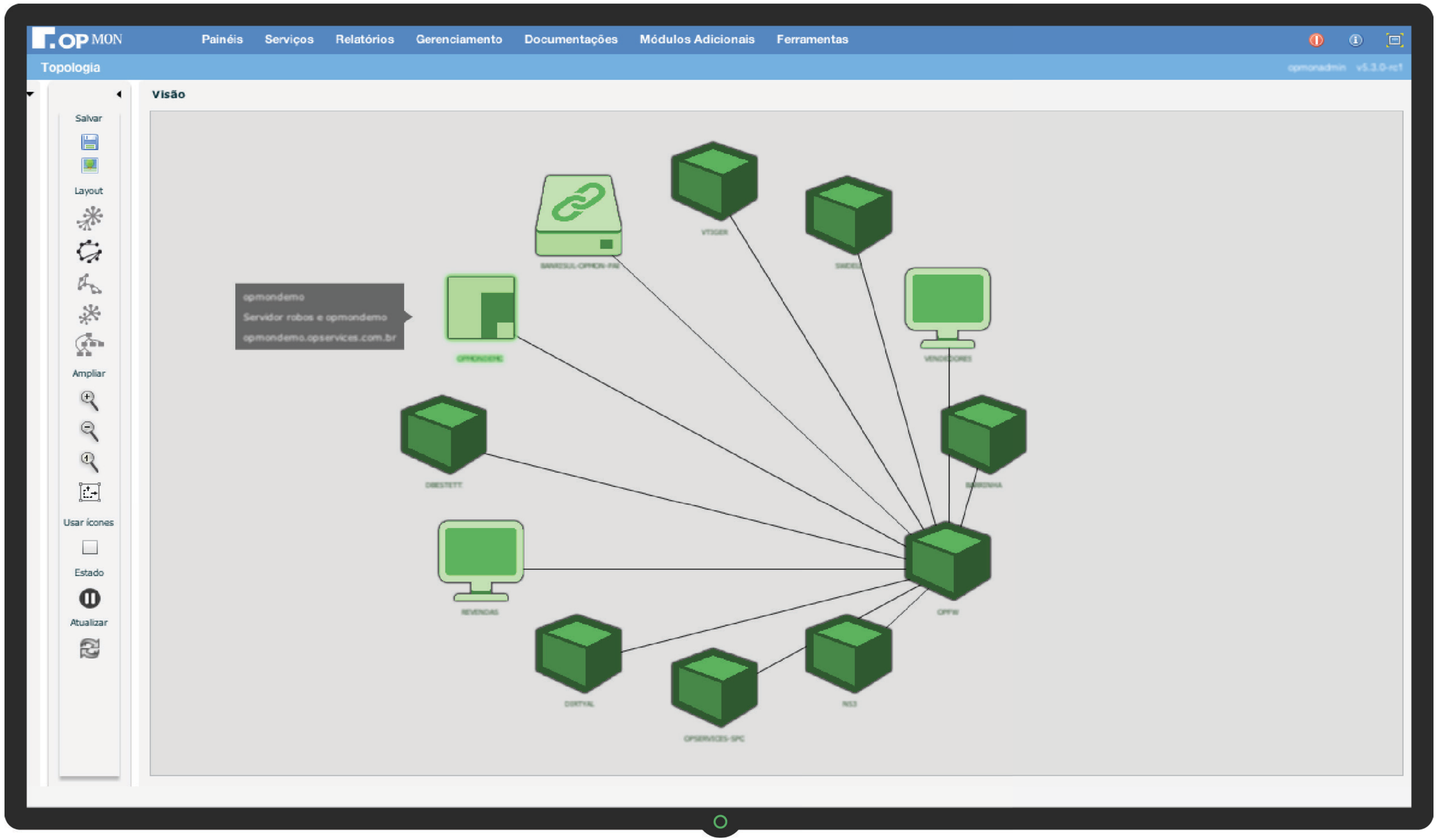
ON TIME DASHBOARDS



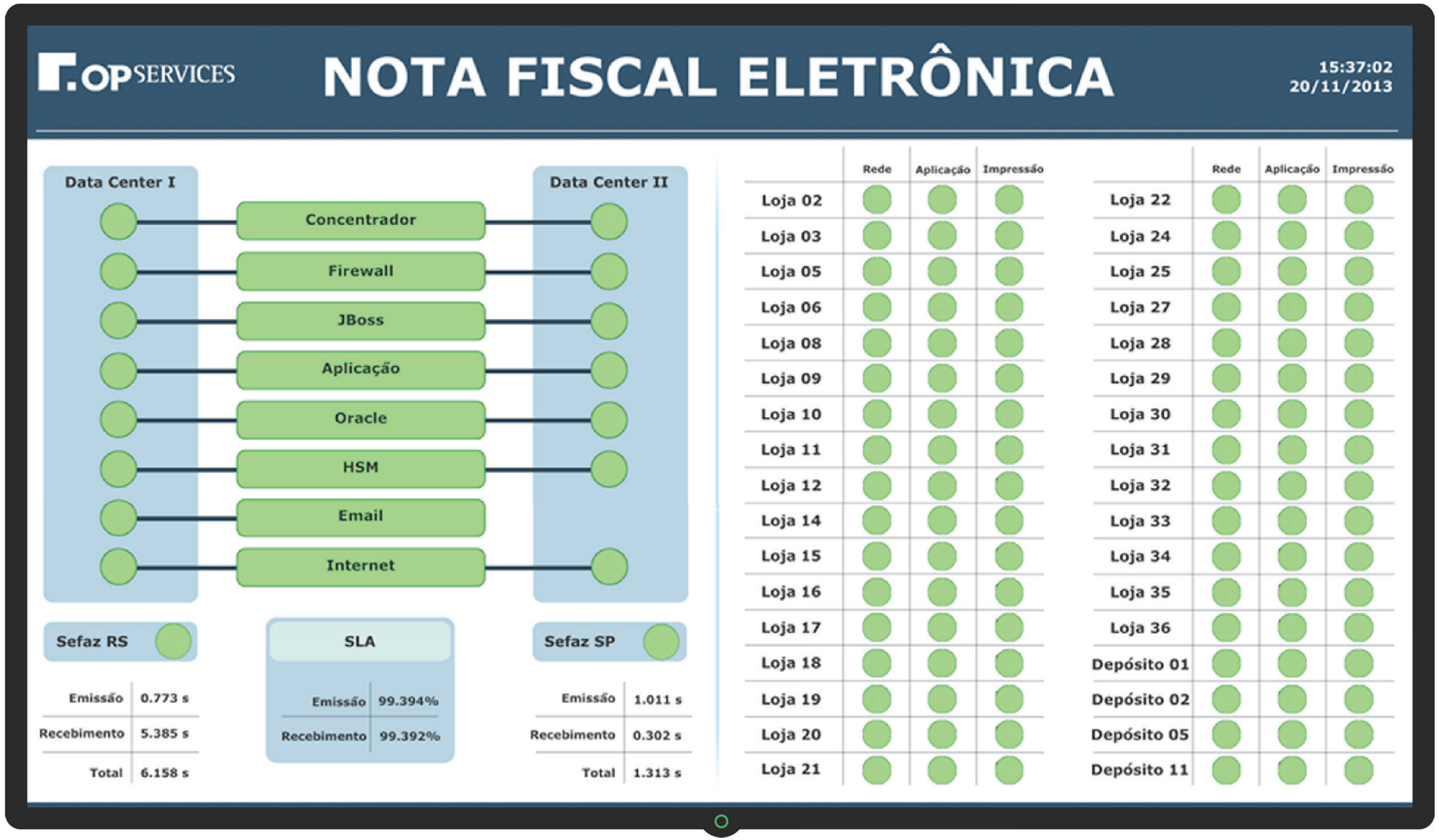
CAPACITY AND PERFORMANCE REPORT



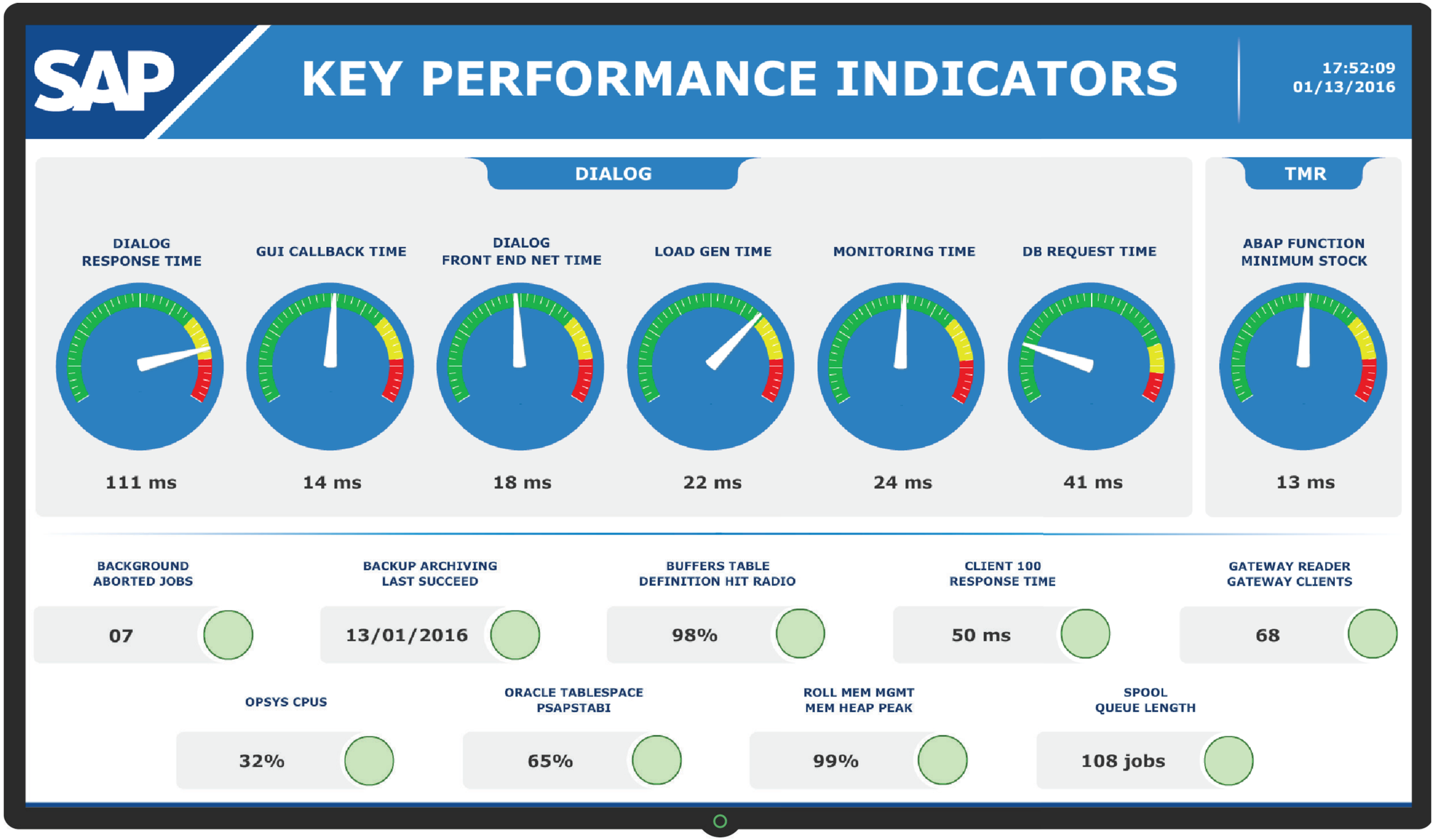
NETWORK TOPOLOGY



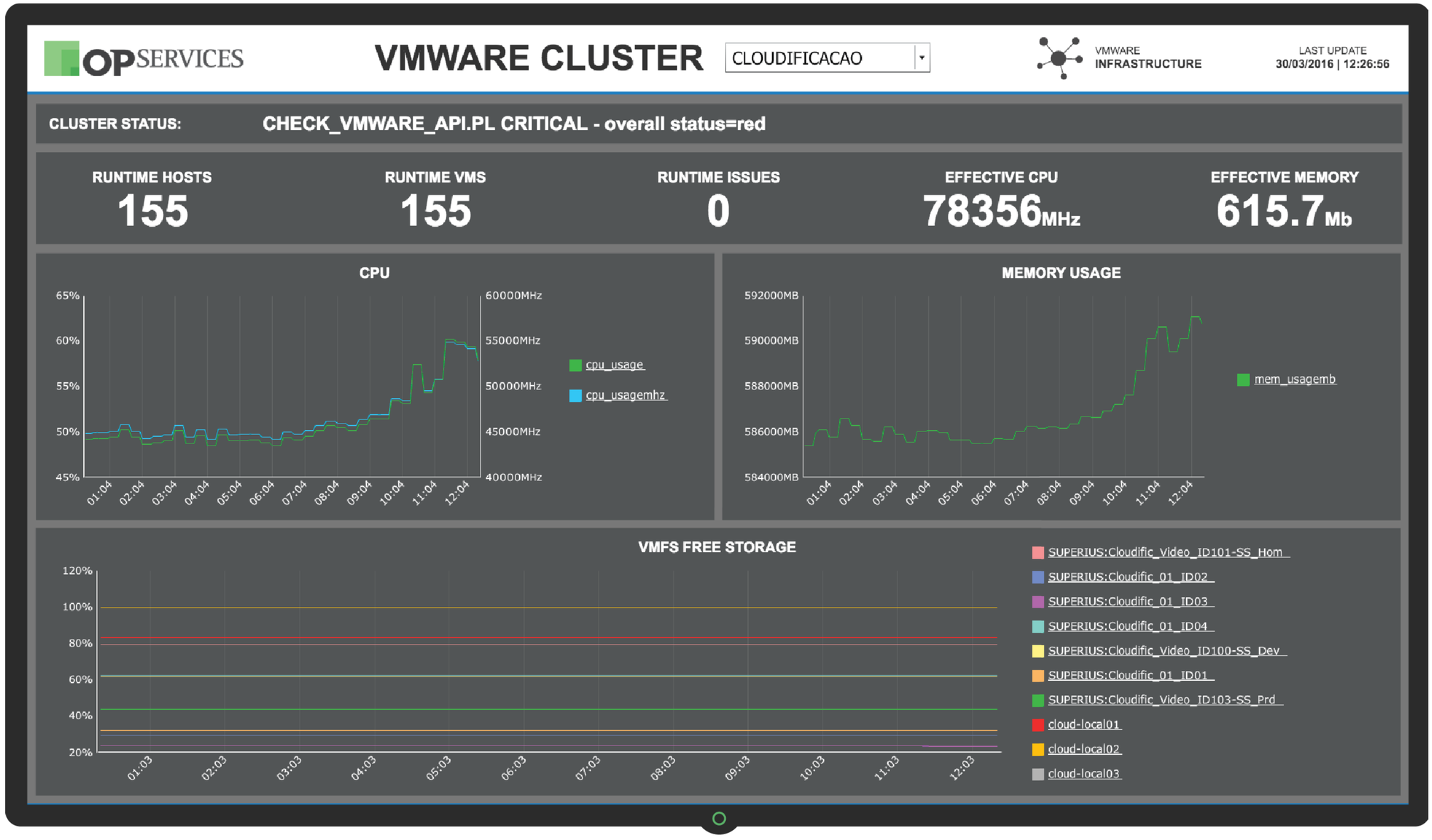
VAT MONITORING



SAP DASHBOARD



VMWARE DASHBOARD



SERVICE DESK DASHBOARD

OPMON | **Operação -** Equipe de Atendimento

30/06/2016
13:50:13

Hoje

Responder	065
Pendente	040
Em andamento	023
Total	**128**
SLA	**99,68%**

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

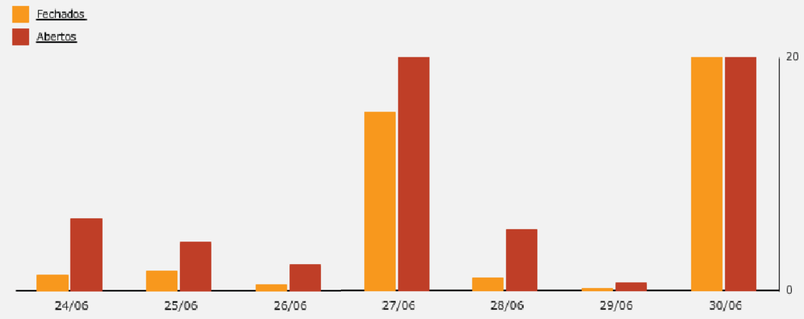
Ticket Fechados
3840
Meta

Fechados no dia (via telefone)
2986
Meta

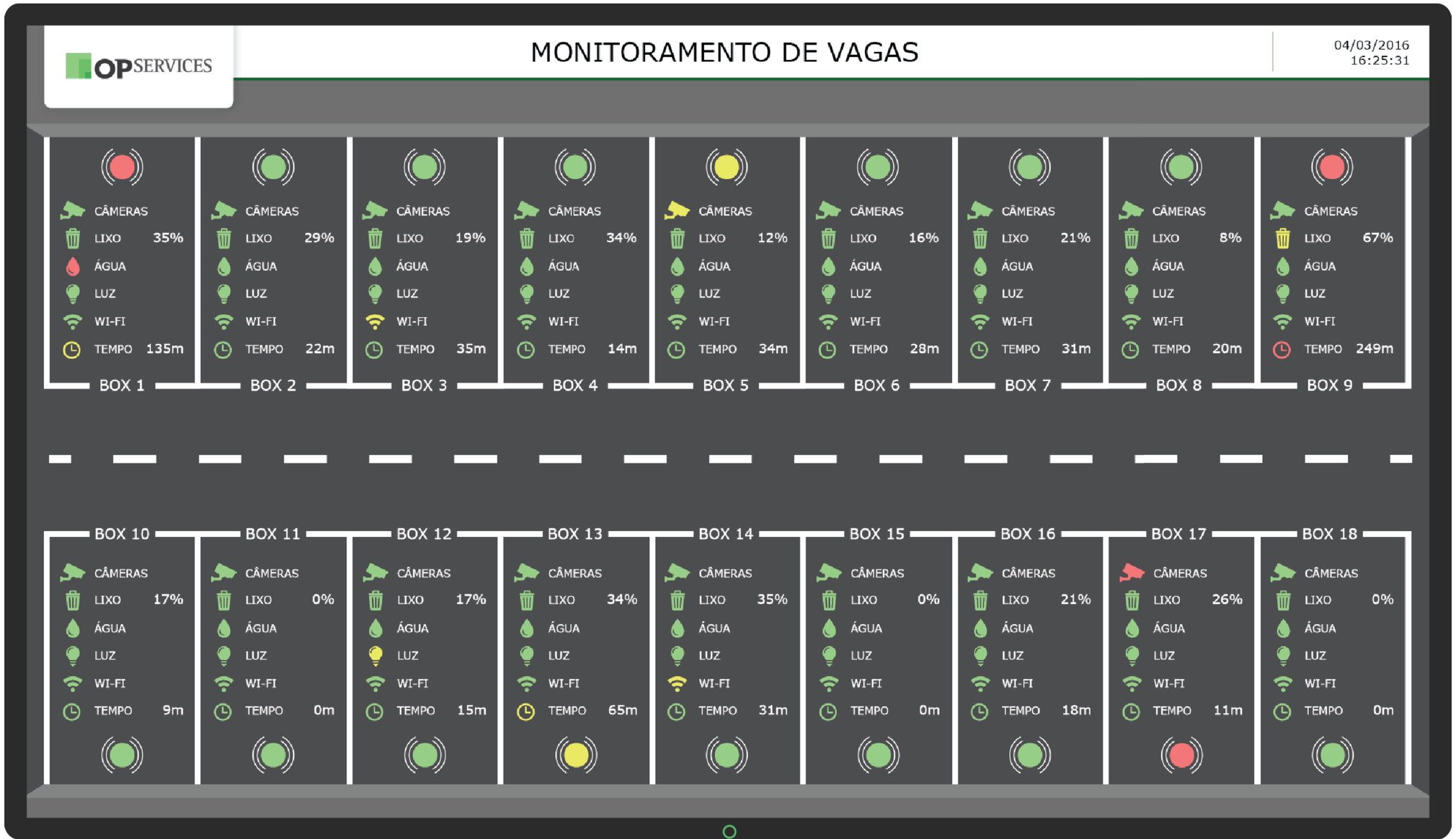
Tempo médio de espera
186min
Meta

Fechados no dia (outros meios)
0832
Meta

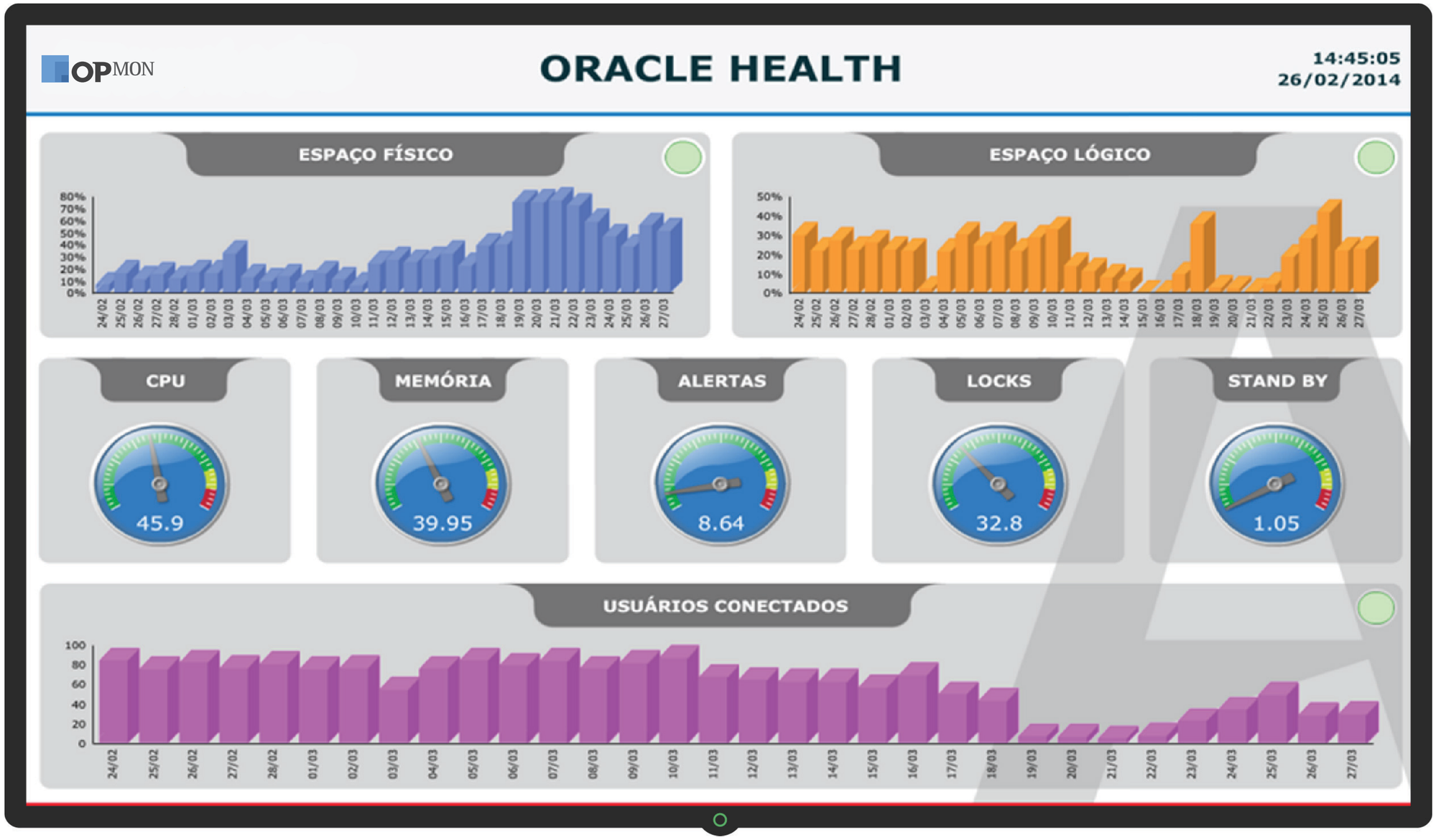
Abertos x Fechados



IOT DASHBOARD - INTELIGENT PARKING

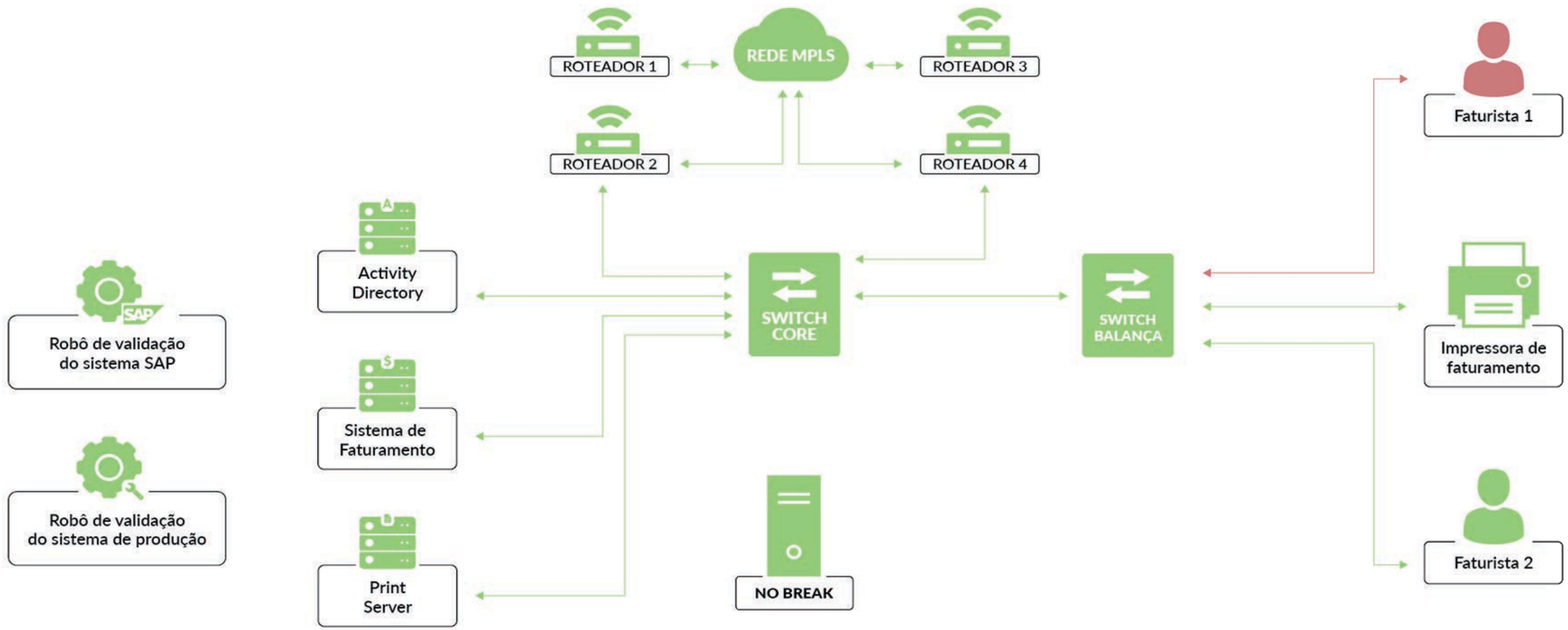


ORACLE DASHBOARD



IOBVD - INFRAESTRUCTURE AND OPERATIONS BUSINESS VALUE DASHBOARD

OPMON | **SERVIÇO DE TI** - FATURAMENTO | 05/02/2017 | 16:21

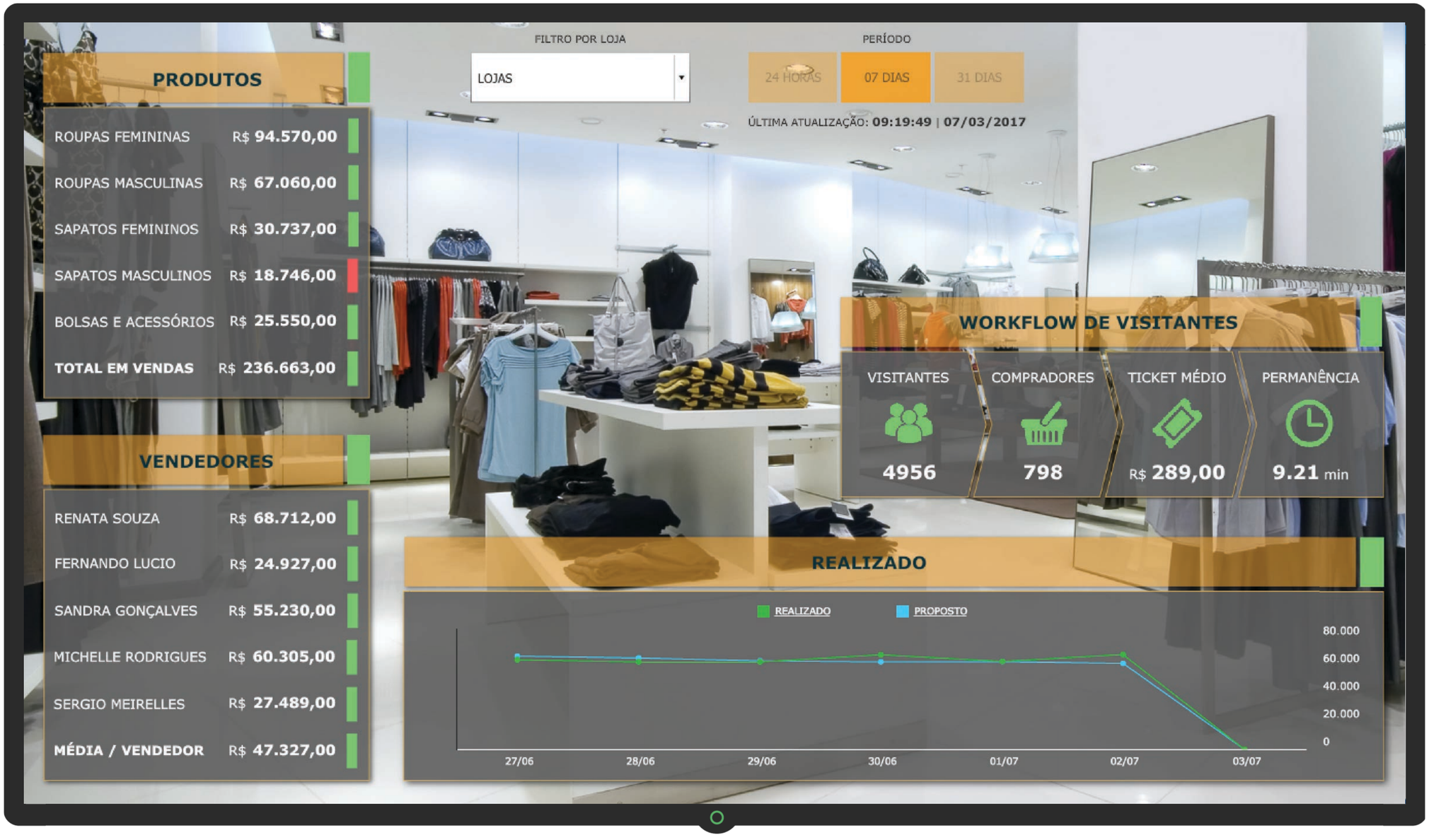


FATURAMENTO ACUMULADO	R$
	17,854,568,23

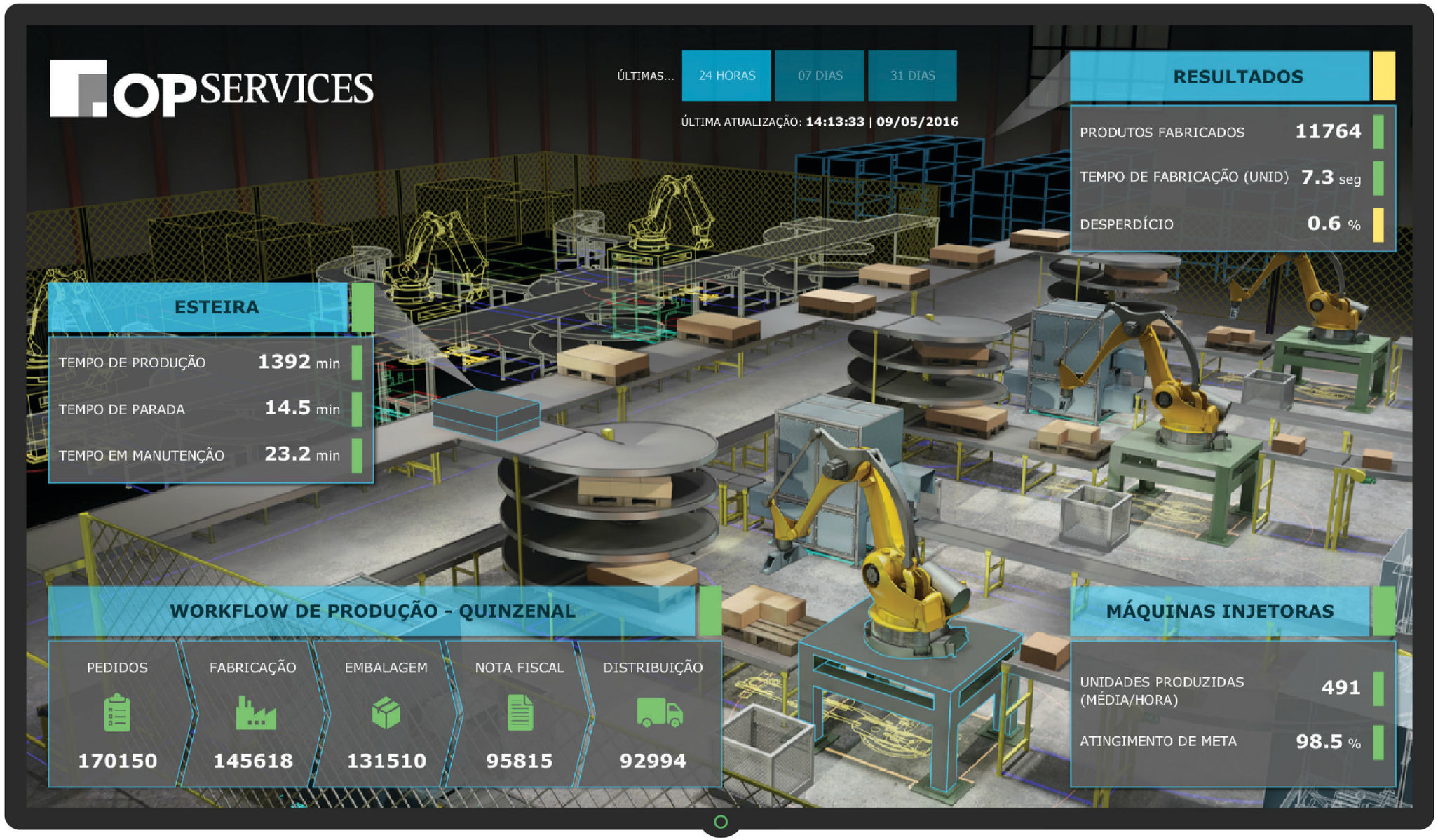
VARIAÇÃO EM RELAÇÃO	
MÊS PASSADO +2,1%	ANO PASSADO +1,5%

SLA
97,5%

BAM - BUSINESS ACTIVITY MONITORING - RETAIL



BAM - BUSINESS ACTIVITY MONITORING - INDUSTRY



BAM - BUSINESS ACTIVITY MONITORING - HEALTH

CUSTOMER EXPERIENCE MONITORING

OPMON TRAFFIC ANALYZER

FiveMetrics

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

The ultimate cloud solution for centralized visualization of the mostimportant metrics;

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

- Multi-conectors
- Agentless
- Beautiful experience