# Product Guide

Systems Management & Security Compliance Software

**halcyon**software

The Experts in Systems Management

# Internationally
## **proven** solutions

Billabong

SunGard Public Sector

Quiksilver

AFLAC

ComputaCenter

MasterBrand

Parker Hannifin

Chesapeake Energy

Tesco Bank

Capgemini

Meridian IT

EVRY

Avon Cosmetics

Logica

Infor

Mizuno

Costco Wholesale

SAS$^{IT}$

Fujitsu

# Halcyon Software

## Accreditations

Halcyon Software is an IBM Advanced Business Partner.

This is a prestigious accreditation and is in recognition of our commitment to producing products of the highest quality which are used by hundreds of customers worldwide on IBM computers. Halcyon Software is also a member of the ISV Council in Rochester.

Halcyon Software is a Member of IBM's PartnerWorld for Developers. Being a Member allows us to receive early releases of operating software so that we can test our software products for compatibility against the latest release before it becomes generally available.

It also helps us to keep fully informed of all the latest technological advancements and allows us direct access to IBM for technical support should it be required.

## Partnerships

Halcyon Software are delighted to announce that the Halcyon Network Server Suite management tools are 100% certified to run natively on Oracle Linux. With predefined "out of the box" templates we can monitor and automate tasks and actions on the Oracle Linux operating system. Halcyon are proud of their partnership with Oracle and ability to embrace the technology.

At Halcyon Software we are committed to the continuous development of best of breed solutions to ensure the most cost-effective ways of managing Windows® servers. Our partnership with Microsoft® allows us to achieve that aim.

SkyView Partners Inc specializes in security consulting, remediation services and assessment software. Halcyon Software works collaboratively with SkyView Partners Inc as Resellers for SkyView products in the USA and Australasia and as Master Distributors in EMEA.

Multi-Platform Systems Management

# Local and Remote Monitoring in Today's Enterprise

Platforms supported

Enterprise management

Mobile alerting

**SLA** REPORTING

IBM i i5/OS®

WINDOWS®

AIX®

LINUX®

**DATA CENTER ENTERPRISE CONSOLE**

iPhone

iPad

**EMAIL & SMS ALERTING**

Android

Multi-Platform Systems Management

# Enterprise Console

View messages and alerts generated by IBM i®, AIX®, Linux® and Windows® servers on a centralized graphical PC console to give a dashboard view of your entire enterprise.

The hub of Halcyon's systems management is the Enterprise Console.  The Enterprise Console is supplied free of charge with all of our major multi-platform software suites.

Replies can be given to messages and alerts closed from the central console while color-coded options help identify different servers and/or different types of alerts. Comprehensive filters can escalate actions, change severity and forward alerts.

Ideal for monitoring and controlling multiple servers from a single location.

## Features

- Centralized color-coded monitoring to identify different servers and types of alert
- SMS and Email alert notification
- Full escalation based on the time taken to respond to an open alert
- Be notified if something does or, more importantly, does not happen
- Full Help Desk integration
- Full audit trail of all alerts
- Manage servers remotely without the need for permanent connectivity
- Halcyon's solutions interface with recognized open source  systems such as Security Information Event Managers (SIEM), Log Amalgamators, IBM Tivoli, HP OpenView, CA Unicenter, BMC Patrol and any Syslog or SNMP compliant system

## Benefits

- Easy to install and easy to use - you can be up and running within minutes
- The Enterprise Console provides a real-time focal point for all your cross-platform monitoring, irrespective of host operating system and location. It can also manage alerts from other key agent-less hardware such as hubs, switches and routers
- Reduce the number of monitoring tools with a cost-effective, centralized "dashboard" view of your entire enterprise - for all servers
- Automate responses to common issues, eliminating the risk of human error to ensure continued server availability
- Multiple Enterprise Console clients can be installed to ensure a common view of outstanding issues is provided to all interested parties

View Video Overview:
http://www.halcyonsoftware.com/tv/enterprise-console/index.html

## Did you know?

Halcyon's Enterprise Console now gives Halcyon customers a portable dashboard view of your entire enterprise on your Apple® or Android® device.

Learn More:
www.halcyonsoftware.com/ec

# Enterprise Management & Mobility

Real-time mobile apps allow you to see what's going on now, even when not at your desk.

## Enterprise Console App

Halcyon Enterprise Console offers Halcyon customers a remote view of the status of your managed servers from the convenience of your mobile device.

View messages and alerts generated by IBM i, AIX®, Linux® and Windows® servers on a centralized graphical console to give a dashboard view of your entire enterprise.

## Performance Analyzer App

Halcyon's Performance Analyzer now offers Halcyon customers a portable view of your IBM i (System i, iSeries, AS/400) system performance. The Halcyon Performance Analyzer product has the added bonus feature of viewing your performance data on your iPhone/iPod Touch/iPad.

This is the mobile alternative to viewing your performance information on your desktop or 'green screen' sessions.

The Performance Analyzer App is available as a free download from the Apple iTunes store and can be used with the following products:

The Performance Analyzer App is available as a free download from the Apple iTunes store and can be used with the following products:

- Level 3: Advanced Automation Suite
- Level 4: Operations Center Suite
- Individual Products: Performance Analyzer

Learn More:
www.halcyonsoftware.com/apps/enterpriseconsole/index.asp
www.halcyonsoftware.com/apps/performance

*Compatible with Apple and Android Smartphones and Tablets*

# Task Supervisor

## Halcyon Task Supervisor

Actions ▾

👥 ADMINISTRATOR ▾

Schedule
Weekly ▸

Schedule Filter
☐ Automated Tasks
☐ Completed Tasks

February 2013

| Mo | Tu | We | Th | Fr | Sa | Su |
|----|----|----|----|----|----|----|
| 28 | 29 | 30 | 31 | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Today

🗓 Scheduled Tasks

🐞 Administration

| Status | Time | Client | Device | Task | Group |
|--------|------|--------|--------|------|-------|
| ⚠ | 06:00 | Smithfields | Main Server | Start Printer to Main Server | Glasgow |
| ✉ | 09:00 | Ranger Cycles | RANGER1 | Ping RANGER01 | Bristol |
| ✉ | 09:00 | Smart Systems | SMARTY01 | Ensure all backups are completed successfully | London |
| ✉ | 09:00 | Smart Systems | SMARTY01 | Check for Job Failures | London |
| ✉ | 09:00 | Smithfields | DR Server | Check Internal Network for Errors | Glasgow |
| ✉ | 09:15 | Smart Systems | SMARTY02 | Check all IBM i subsystems active | London |
| ✉ | 09:20 | Smithfields | Main Server | Check Finance Schedule | Glasgow |
| ✉ | 09:30 | Smithfields | Main Server | External Email Check | Glasgow |
| ✉ | 11:00 | Kilimanjaro Office Supplies | KOS123 | Monitor ERP Active Console | Bristol |
| ✉ | 16:00 | Kilimanjaro Office Supplies | KOS123 | Check for stopped services | Bristol |
| ✉ | 16:00 | Ranger Cycles | Inventory | Check FTP Servers for Errors | Bristol |
| ✉ | 20:00 | Kilimanjaro Office Supplies | KOS123 | ERP Solution Manager Checks | Bristol |
| ✉ | 22:00 | Ranger Cycles | Inventory | Ensure all backups are completed successfully | Bristol |

No Details

🗓 Scheduled Tasks For Tuesday 26/02/2013

📄 Pending Tasks

Multi-Platform Systems Management

# Task Supervisor

Task Supervisor is a unique, simple and cost-effective solution that enables organizations to list, organize and view all essential tasks in one, centralized location, minimizing the risk of business disruption and human error. It replaces the disparate methods used for managing tasks by IT teams such as Sage ACT, Outlook or spreadsheets.

This solution makes it possible to quickly and easily see all manual and automated tasks together, report on how long they take and whether they were completed at the appropriate time.

Task Supervisor is designed for IT teams supporting large data centers and for managed services providers, to increase productivity, save money and make more efficient use of your valuable resources.

## Features

- Can be used in any IT environment, across different platforms including Windows®, AIX®, Linux and IBM® i

- Use one centralized repository to store all tasks, including those reliant on manual checks or processes and those carried out by automated processes, systems or third party software

- View escalation procedures, so that IT administrators can easily identify what action needs to be taken, when and by which individual or automated process

- Web-based browser interface enables individuals or groups to log in, action and view the progress of their tasks no matter where they are located

- Tasks which are dependent on other tasks or processes finishing in the right sequence can be stored in the software

- No limit to the number of users or tasks that can be stored

- Schedules can be created to group all tasks associated with specific processes, companies, data centers, teams and customers

- Visibility of all tasks can be restricted to selected personnel or roles

## Benefits

- Minimizes the risk of missing critical tasks that could affect service levels so that the business is not impacted

- Reduces the reliance on key staff with specialist skills as complex tasks can be documented within the software

- Flags overdue or incomplete tasks so that issues can be quickly identified and rectified

- Easily import tasks from your existing systems, such as Sage ACT, Outlook and spreadsheets, using Halcyon's free service, making the software quick to deploy

- The reporting capability enables IT teams or managed services companies to demonstrate the value of the service they give to the organization, users or customers

- Reduces the amount of time taken to monitor tasks, saving costs and valuable IT resources

- Save costs and eliminate human error by identifying which tasks could be easily automated

- Utilize the web-based, single repository to simplify the sharing of information and knowledge about tasks with authorized staff at different sites or geographic regions

- Improved visibility of all tasks means that staff can take control and provide cover for sickness, absence, vacations or an unexpected event so that business operations are not affected

# Trademarks and Registrations

Halcyon Software is a registered trademark of Halcyon Software Holdings Limited in the United Kingdom and in other countries

IBM®, IBM i, IBM Power Systems, iSeries®, System i® AIX® and i5/OS® are registered trademarks of International Business Machines Corporation in the United States and in other countries

Windows® is a registered trademark of Microsoft Corporation

UNIX® is a registered trademark of The Open Group

Linux® is a registered trademark of Linus Torvalds

Red Hat® is a registered trademark of Red Hat, Inc. in the United States and in other countries

SUSE® is a registered trademark of Novell, Inc. in the United States and other countries

Lawson is a registered trademark of Lawson Software

Infor XA is a registered trademark of Infor

SAP® is the registered trademark of SAP AG in Germany and in several other countries

JD Edwards® is a registered trademark of Oracle

Misys® is a registered trademark of Misys plc

Java™ is a registered trademark of Oracle

Apple® or Apple is a registered trademark of Apple Inc., registered in the U.S. and in other countries

Android™ is a trademark of Google Inc.