

HPE IMC SERVICE HEALTH MANAGER SOFTWARE MODULE E-LTU (JG398AAE)

Intelligent Management Software



WHAT'S NEW

- Define key performance indicators and KQIs to measure network quality and maintain service-level agreements.
- Multivendor device management.
- Real-time monitoring, audit, and alarm of NQA instances.
- Comprehensive and periodic service health measurement reports.

OVERVIEW

HPE IMC Service Health Manager (SHM) Software is an Intelligent Management Center (IMC) optional module providing end-to-end service monitoring and service through visualization of infrastructure or network variances in the service path. It leverages data derived from other IMC components to yield critical performance metrics and aggregates key performance indicators to generate key quality indicator metrics.

Data sheet Page 2

Key quality indicators (KQIs) provide a visual representation for network administrators on their defined services and take proactive measures to maintain service level agreements.

FEATURES

Features

The HPE IMC Service Health Manager (SHM) Software allows the network administrator to collect key performance indicators to measure network performance. This information can identify real-time hot spots and maintain optimum system wide performance.

Predefine extensive key quality indicators (KQIs) like device status and link quality to provide and improve client experiences.

Use the visual service modeling to define service-related resources and create evaluation policies to obtain a holistic view of the service.

Monitor the System Real-time and Maintain Network Quality Assurance (NQA)

The HPE IMC Service Health Manager (SHM) Software monitors delay, jitter, packet loss, and throughput of different services, including voice, video, network connectivity, and VPN Routing and Forwarding (VRF) to assist the network administrator in maintaining network quality.

Leverage multi-vendor device management for monitoring across the devices, operating systems, hardware, and types from a single application.

Provides audit alerts in real-time when the configuration cannot collect data normally.

Monitor service health with comprehensive reports delivered daily, weekly, monthly, and annually.

Technical specifications

HPE IMC Service Health Manager Software Module E-LTU

Product Number (SKU)	JG398AAE
Differentiator	Electronic delivery of license for HPE IMC Service Health Manager Software Module E-LTU
Platform required	HPE Intelligent Management Center Enterprise Software HPE Intelligent Management Center Standard Software
Technical notes	See the HPE IMC Standard or Enterprise Platform data sheet for the required software environment.

HPE POINTNEXT SERVICES

Most, if not all IT organizations are on a digital transformation journey — each at a different stage. With over 11,000 IT projects conducted and 1.4 million customer interactions each year, HPE Pointnext Services' 15,000+ experts and its vast ecosystem of solution partners and channel partners are uniquely able to help you at every stage of your digital transformation. We bring together technology and expertise to help you drive your business forward and prepare for whatever is next.

Advisory and Professional Services help you accelerate your digital transformation. Operational Services help you remove complexity and respond rapidly to business demands.

Operational Services from HPE Pointnext Services

<u>HPE Pointnext Tech Care</u> provides fast access to product-specific experts, an Al-driven digital experience, and general technical guidance to help enable constant innovation. We have reimagined IT support from the ground up to deliver faster answers and greater value. By continuously searching for better ways to do things—as opposed to just fixing things that break—HPE Pointnext Tech Care helps you focus on achieving your business goals.

- HPE Datacenter Care helps modernize and simplify IT operations. Partner with an assigned account team, access technical expertise, an enhanced call experience gives you priority access, choose hardware and software support, implement proactive monitoring to help stay ahead of issues, and access HPE IT best practices and IP.
- HPE Proactive Care offers an enhanced call experience and helps reduce problems with personalized proactive reports and advice. This also includes collaborative software support for Independent Software Vendors (ISVs), (Red Hat, VMWare, Microsoft, etc.). Read more
- HPE Foundation Care helps when there is a problem and has a choice of response levels. Collaborative software support is included and provides troubleshooting help for ISVs running on your server. Read more.

Other related services

Defective Media Retention is optional and applies only to Disk or eligible SSD/Flash Drives replaced by HPE due to malfunction.

HPE Service Credits offers a menu of technical services, access additional resources, and specialist skills.

HPE Education Services delivers a comprehensive range of services to support your people as they expand their skills required for a digital transformation.

Consult your HPE Sales Representative or Authorized Channel Partner of choice for any additional questions and support options.

For additional technical information, available models and options, please reference the QuickSpecs

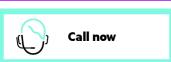
HPE GREENLAKE

<u>HPE Greenlake</u> is HPE's market-leading IT as-a-Service offering that brings the cloud experience to apps and data everywhere – data centers, multi-clouds, and edges – with one unified operating model. HPE GreenLake delivers public cloud services and infrastructure for workloads on premises, fully managed in a pay per use model.

If you are looking for more services, like IT financing solutions, please explore them here.

Make the right purchase decision. Contact our presales specialists.









© Copyright 2021 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

 $Parts \ and \ Materials: HPE \ will \ provide \ HPE-supported \ replacement \ parts \ and \ materials \ required \ to \ maintain \ the \ covered \ hardware.$

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product quick-specs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.