

Ayehu eyeShare for System Center Operation Manager 2012

Ayehu eyeShare is a light-weight IT toolbox that lets you automate IT processes and tasks within hours. Using visual workflows and over 500 pre-built activities, eyeShare lets you quickly automate a range of IT tasks related to Active Directory, file systems, database, storage, network, Web and many more.

eyeShare integrates with SCOM 2012 to provide a closed loop of IT management and automation. Automated processes can be triggered based on SCOM alerts. Then, upon successful process completion, notifications are sent back from eyeShare to Operations manager to close the loop.

eyeShare keeps you in full control over automation at all times. 'Decision point' embedded within workflows pause execution and send status notifications via SMS, IM, email, or phone. Based on the remote instructions, the workflow then executes the desired action.

Key Benefits

- Reduce resolution time of incidents & problems
- Free up time by automating repetitive IT tasks
- Empower frontline operators to resolve more incidents more quickly & remotely
- Reduce upper-tier escalations and minimize alert noises
- Capture incident resolution audit trails and create process documentation



Alerts received from SCOM 2012 trigger eyeShare automated processes. Alerts closed by eyeShare return & update SCOM 2012 on the change of status.

Key Technologies Features

- **Rule engine** captures, analyzes, classifies and dynamically learns event sources
- **Workflow engine** automates all IT processes
- **Data warehouse and reporting** platform for BI information
- **Dashboards** for controlling & manage IT operations processes
- **Knowledgebase** captures and shares best practices such as ITIL®
- **Communication engine** for event notification, coordination, escalation and reporting
- **Shift scheduling system** for managing skills, availability & tasks

Top 5 IT tasks that our customers automate

- Active Directory unlock account
- Free up server disk space
- Service restart
- File monitoring and automation
- Event log monitoring

Additional Capabilities

- Central console for Incidents
- Automated IT Process workflows
- Roster, duties and shifts settings
- Built-in notification & escalation
- Remote resolution & execution
- Proactive workflows Scheduler
- Reporting system
- Time-to-repair measurements
- Two-way communication channels

Software Requirements

- Windows 2003/2008 Server
- MS SQL Server 2005 or 2008
- .NET 3.5



About Ayehu

Ayehu Software Technologies Ltd. develops and markets eyeShare™, a lightweight, enterprise-grade IT process automation software. Deployed at major enterprises and supporting thousands of users, Ayehu eyeShare helps IT professionals automate IT tasks, free up scarce resources and improve service levels. For more information please visit www.ayehu.com or email us at info@ayehu.com