Unified Monitoring - with NetEye

The holistic, transparent, comprehensive view on your IT
TRANSPARENTLY MONITOR ALL BUSINESS SERVICES
...it’s more than just IT

400
companies that monitor their business processes with NetEye

30,000
service checks performed daily by NetEye

1,125
active contract agreements

25%
growth for the IT System Management Division

8.5
customer satisfaction on a scale of 1 to 10

45
appliances implemented in 2017

YOUR BENEFITS

› Save time
Faster problem identification and eradication due to a holistic view of services instead of individual components.

› Service quality
Proactive problem eradication, before users really notice it and productivity drops.

› Business focus
The end-to-end view of IT services from the business perspective turns your IT department into a valuable business enabler.

› More knowledge
Greater overview of the actual state with precisely prepared information via configurable dashboards.

› Cooperation
Replacement of monitoring silos by a transparent, service-based IT Management.

› Reliable
New statistical analysis methods and machine learning allow NetEye to preventatively identify when systems are behaving irregularly.

NetEye goes far beyond traditional monitoring - with innovative methods, extensive functions and the long-standing experience of Würth Phoenix in IT System Management.

All systems, components and data at a glance: That’s unified monitoring with NetEye.

Extensive and scalable, NetEye will redefine the perspective on your IT.

Unified monitoring with NetEye is a strategic pillar to smooth your path into digital transformation.

NetEye forms the basis for fewer unplanned downtimes. No more false alarms due to predictive monitoring ease the burden on your employees.

NetEye is independent of any operating systems, components and cloud infrastructures.

You measure your IT and business service performance from the user’s standpoint.

NetEye monitors IT services On-Premise, in the cloud or from your hosting partner.

YOUR ADDED VALUES

UNIFIED MONITORING
System Management with NetEye is your answer to the challenges of digital transformation.

BUSINESS FOCUS
Business services, systems, applications and cloud services are holistically and transparently monitored.

CLOUD AND IOT
Flexible, intelligent monitoring by NetEye creates the paradigm shift in monitoring by cloud and IoT.

COMPLIANCE
A new management and monitoring form in terms of ISO27001 and GDPR is becoming a central asset for modern corporate IT departments.

YOUR IT BECOMING A SERVICE CENTER

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FACTS & FIGURES

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UNIFIED MONITORING

How well users are able to work is always evident in the server log files. NetEye thus allows IT to be observed from a different perspective. How is the user really doing?

END-TO-END MONITORING WITHIN A UNIFIED APPROACH

› The simulation of user interactions with the integrated end-to-end monitoring of Alyxix measures the performance from the user standpoint.

› Bottlenecks can be identified and eradicated at an early stage, before leaving traces in the server log files.

› External cloud applications can be monitored just as well as services in your own computer center or hybrid services.

› Proof of compliance with the agreed service level can be furnished at any time.

› NetEye dispenses technological silos in IT by the end-to-end approach within a unified monitoring concept.

„BEST OF BREED,“
... for your System Management

AVAILABILITY & CONTROL
SERVICE LEVEL MANAGEMENT

For a holistic overview of your IT, an integrated monitoring and performance management with all company data at a glance is mandatory.

PERFORMANCE & ANALYTICS

Have an overview of how your users are working and what the performance of your critical applications is through predictive monitoring, real user experience and application performance management.

SECURITY & GDPR

NetEye offers a privacy-compliant information security quality management to ensure confidentiality, integrity, and availability of your company information.

SERVICE AND SUPPORT

Service processes are critical to business success. Our expertise is based on many years of experience in the ITSM, we deliver enterprise-level service processes for all sized companies.
ERP - CRM - IT SYSTEM MANAGEMENT

Würth Phoenix business software – it’s all a matter of the people involved

ABOUT WÜRTH PHOENIX

› As software company of the Würth Group, Würth Phoenix implements and supports industry-specific ERP, CRM and System Management solutions.

› We are solution partners for business processes with distinct core competences in the wholesale distribution, IT Management and service processes. We ensure the competitiveness of market-leading companies by evolving software quality into service excellence.

WHAT WE STAND FOR

CONTINUITY
Our work and offers are oriented towards long-term stability and cooperation with our customers.

QUALITY
To us, quality means always calling things into question and achieving a balance between continuous renewal and extension of the tried-and-tested.

FOCUSING
The major focuses of our market access is a customer-oriented approach, thought and realization that emphasize our strengths.

TRUST
Our customers trust in our actions. Their resulting benefit determines what is innovative, marketable and thus successful for them.

VOICE OF THE CUSTOMER

Enthusiastic users are our best reference

„NetEye and EriZone have a strategic significance for us, allowing us to process customer requests rapidly and effectively and guarantee the work efficiency and motivation within our entire service team.“

Arianna Guidicenci, Head of Sales Processing Microtec GmbH

EXCERPT FROM CURRENT NETEYE PROJECTS
BUSINESS SERVICE MONITORING
Full transparency of your business and IT components with conclusive availability reports for identified malfunction events. Unified monitoring with NetEye forms the perfect basis for your Problem Management.

SERVICE LEVEL MONITORING
Monitor business services for uninterrupted availability. NetEye brings your IT services into permanent line with your corporate expectations – detailed service level requirements provide precise information on your SLA agreements.

SYSTEM MONITORING
Heterogeneous IT landscapes, cloud, external service providers, IoT devices – all IT components and business services need to be found in your System Management. System Monitoring with NetEye is your answer to the digitalization of your corporate landscape.

NETWORK MONITORING & DISCOVERY
Performance, stability and scalability of your network are key factors for a smooth business operation. NetEye guarantees early intervention in the event of irregularities in an extremely dynamic technological environment.

APPLICATION MANAGEMENT
The performance of your applications and business services represents a key indicator of your IT. NetEye pursues a “business first” strategy, in which usability, reliability and flexibility of business-critical applications are of paramount importance.

QUALITY OF REAL USER EXPERIENCE
In the cloud computing era, Real User Experience (RUE) and End-to-End monitoring are gaining new significance. Your users expect a service to be available without any problems, at all times, on every device and from every location.

LOG MANAGEMENT
NetEye captures, indexes, stores, aggregates, filters and analyzes log data sets – for compliance with legal provisions, for warranty of data protection and for preventative troubleshooting.

ASSET MANAGEMENT
The NetEye Asset Management simplifies the administration of your IT inventory, as well as of license and software contracts. NetEye receives the necessary data from the automatic discovery, or by manual input or file import in the event of passive components.

IT OPERATIONS ANALYTICS & MACHINE LEARNING
Identify bottlenecks, behavioral changes in complex IT infrastructures in real-time. NetEye surveys metrics in seconds, which are then hierarchically represented in Business Service Monitoring, taking into account all operational relationships.