



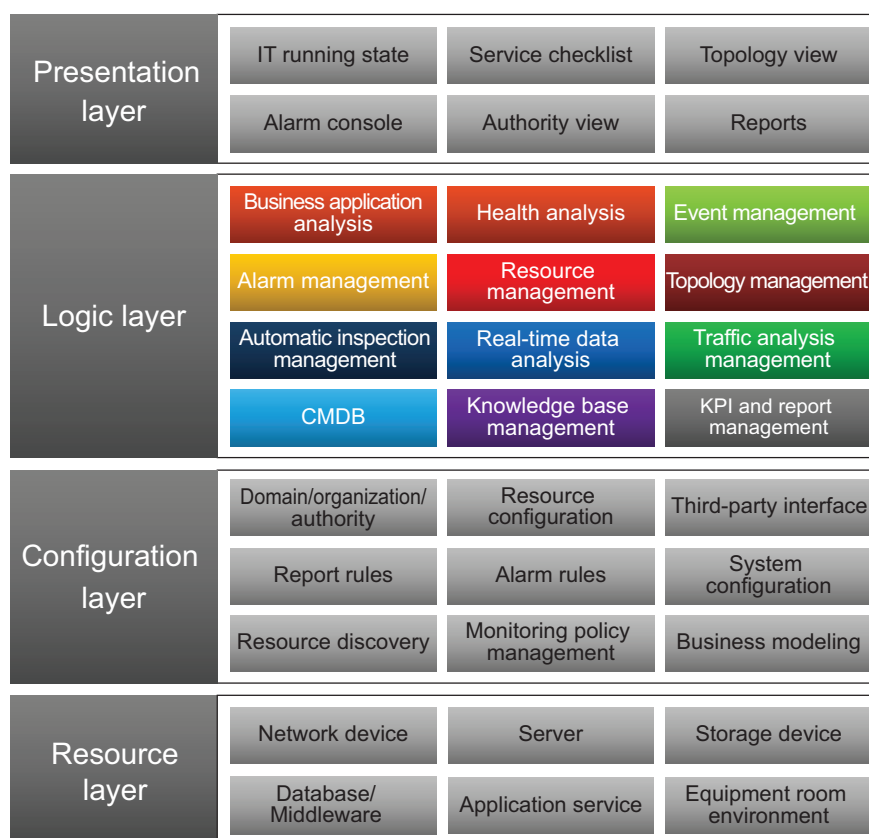
Service

# Ruijie RIIL IT Business Management Solution

## Datasheet

## Product Overview

As an industry-leading network and IT operations management solution provider, Ruijie Networks launches Realtime Intelligent Infrastructure Library (RIIL) IT Business Management Solution to meet the growing market demand. The RIIL product constructs diversified business analysis models to visualize the IT investment and its values to business. By quantifying the performance of the IT infrastructure and applications on the supported business, the RIIL solution presents how the dynamic changes in IT infrastructure affect or even threaten the business. The solution helps Chief Information Officers (CIOs) to implement refined IT management and accurately measure the IT benefits to business, thus providing a strong support to ensure a healthy and stable IT operations.

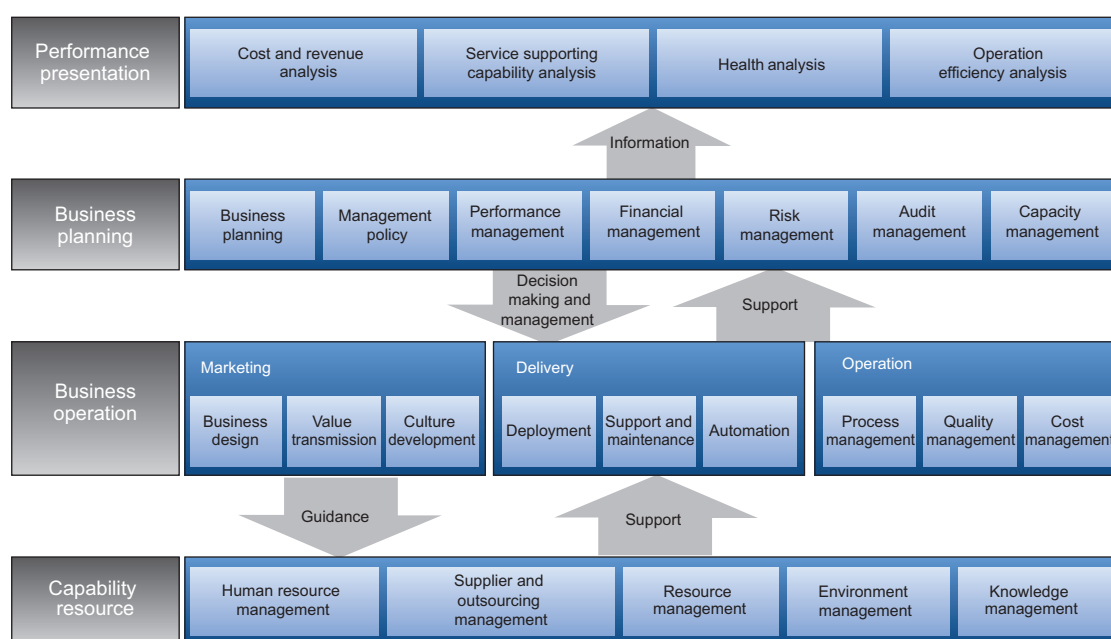


Four Layers Analysis

## Product Concept

Ruijie Networks proposes the innovative concept of IT Is Business (ITIB), which is a new-generation and business-value-oriented solution to the construction of an IT Business Management system. From the business management perspective of an IT department, ITIB focuses on four aspects: capability resource, business operation, business planning, and performance presentation.

- Capability Resource involves management of human resource in IT department, suppliers, resources, environment, and knowledge. This part is the foundation of business operation of the IT department.
- Business Operation stresses the execution management system of each business module, and focuses on its operation, delivery, and marketing. This part ensures an effective implementation of business plan objectives.
- Business Planning points out the direction of business operation, stipulates business policies and performance standards, manages the investment distribution, identifies potential operation risks, and controls the future business development and investment directions.
- Performance Presentation visualizes the business values of an IT department, presents revenue of the IT investment and performance of the organization, and helps to build the IT department into a real value center.



Four Layers Operating Table

## Product Highlights

The RIIL IT Business Management platform has superior advantages in functions, performance, ease of use, scalability, and presentation effect. The details of these characteristics are as follows:

### Functions

- The platform provides rich and practical decision-analysis functions such as business health analysis, business radar, business card, and business association analysis for company CIOs.
- The platform deploys innovative computing models, such as business analysis algorithms, topology algorithms, alarm policies, and authority management, to provide an accurate presentation.

- The platform provides great, all-rounded, and practical functions. Besides routine monitoring , network devices, hosts and applications management, the platform also provides various functions to meet requirements of deep-level operation management. These functions include log monitoring, script monitoring, traffic analysis, automatic inspection, panel management, real-time data analysis, CMDB, knowledge base, and configuration wizard.
- The platform supports diversified and flexible reporting configuration and generation. It provides multi-dimension and multi-view reports to meet complicated and inconsistent requirements of different customers.

### Performance

- Near a hundred monitoring resource models are provided to ensure a high first-time hit rate, greatly reduce the customized development in a project, shorten the project cycle, and reduce the project risks.
- The RIIL enterprise edition adopts a brand-new distributed deployment architecture to support monitoring of an indefinite number of nodes and deployment in a large scale IT environment.
- The platform implements separated deployment of the portal service, service processing service, and collection service to achieve outstanding Web access, data processing, and collection performance.
- The platform supports automatic system monitoring to ensure reliable system operation.

### Ease of Use

- The platform follows the user-centered design (UCD) to implement an optimum user operation path. The interface layout, ease of operation, and operation association are designed to meet the users' habits.
- The platform provides configuration wizard to facilitate fast construction of the system running platform upon initial installation of the platform.
- The platform is equipped with the excellent man-machine interface and provides friendly, accurate and prompt information.
- The platform provides assistance and emergency alert for major operations to prevent mal-operations.
- The platform supports the time saving operation mode. The operation path is short, simple, and user-friendly.

### Scalability

- The platform features an outstanding customization capability. The logo, version information, homepage, and resource window can be customized.
- The resource models are developed as tools, which substantially improve support for unknown equipment and achieve continual accumulation.
- The platform supports the refined policy configuration function. Default policies, including built-in resource policies, alarm policies, log policies, and script policies, support even jitter identification and alarm-based dynamic study. This greatly improves the intelligence level of the system.
- The platform provides standard WebService interface and is highly scalable.

### Presentation

- The platform provides excellent presentation effects and rich graphical interfaces to display IT investment values and management performance on a large size screen with high-resolution.



- The platform adopts dynamic presentation technology, including 3D multi-page switching, topology auto-layout, and portal window drag and drop features to improve the interactive experience.
- The platform integrates Flex with JSP to increase response rates of web pages while ensuring a good presentation effect.

## Function Description

### Business Status Management and Analysis

Helps CIOs to master overall business operation status.

The RIIL IT Business Management platform provides a set of simple, visual, and effective methods for CIOs to master overall business operating status and health condition, learn the dynamic development trend, quickly locate the source of problems, and reduce operation risks.

Functions of business status management and analysis are as follows:

- **Business Health Analysis** visually reflects the trend and health condition of global business. The RIIL IT Business Management platform provides an innovative business health analysis and an evaluation model to quantify the effects of IT supports to the business. In this way, values of IT to the business can be more effectively, visually, and accurately displayed.
- **Business Radar** allows CIOs to learn business health condition any time, monitor the business operation status in real time, and quickly locate the source of problems.
- **Business Card** reflects the availability, health condition, busyness, and trend of any business, to build a basis for business capability analysis.
- **Business Application Analysis** provides horizontal analysis of various businesses, including analysis of health condition, busyness, availability, system downtime, and duration.



RIIL IT Business Management Platform Display

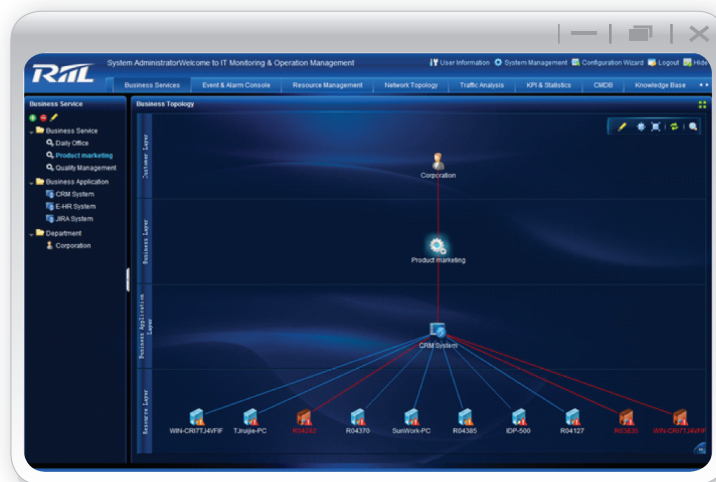
## Business Association Analysis

Helps CIOs to learn the mutual impacts among: users, business services, service applications, and IT resources.

The RIIL IT Business Management platform uses graphical interface to present the association relationship among users, business services, service applications, and IT resources. The platform helps CIOs to learn the impact of any business on users. Besides, it effectively locates fault sources that cause business interruption based on the impact-transferred chain, thus engineers can recognize and resolve problems on time.

**Functions of business association analysis are as follows:**

- **Business Service Checklist** rapidly constructs the business impact model and displays in graphical interface the mutual impacts between users, business services, and business applications. It supports function that convert business viewing angle, indicate both how IT resources support the business and how the business systems rely on the IT resources.
- **Business Topology** accurately reflects existing treat and impacts on diagram especially when IT resources become abnormal In addition, faults can be located in a timely manner through the analysis of associated events and alarm information.



RIIL IT Business Topology Diagram

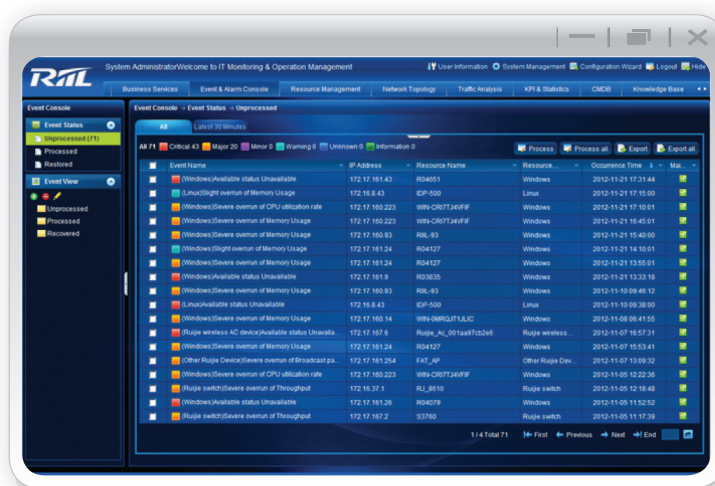
## Event and Alarm Management

Helps CIOs to learn exceptions and locate root causes of exceptions.

The RIIL IT Business Management platform helps CIOs to detect the exceptions related to the IT infrastructure periodically. Six levels are used to indicate different severities of events. This refined rule definition gives an intelligent parsing and ensures the accuracy of events and alarms. Multiple alarm modes, such as email and short messages are used so that in-charged technical engineers can be informed on time and rapidly take measures to rectify faults before the faults bring fatal impacts to the business. This ensures a smooth business operation.

**Functions of events and alarms management are as follows:**

- Separating events and alarms successfully prevents alarm flooding issue. The event console and alarm console enable users to view events and alarms in different states and of various types.
- Customization of events and alarms display can be made accordingly to users preference. By organizing the sequence of displayed diagram, users speed up the query time.
- The platform supports registration of event maintenance records and query of the knowledge base.
- The platform allows users to define the service maintenance period during which related service components un-monitored. In addition, it provides mechanisms, such as alarm upgrade, filtering, and root cause analysis.
- Events and alarms templates which allows users to flexibly set event and alarm generation rules, fields in each event or alarm, and the notification methods.
- The platform supports dynamic baseline function. The recommended thresholds generated from the system's self-learning function will provide a reference for manually setting thresholds.



RIIL Events and Alarms Console

## Resource Management

Helps CIOs to learn the performance and condition of overall resources and values of IT investment.

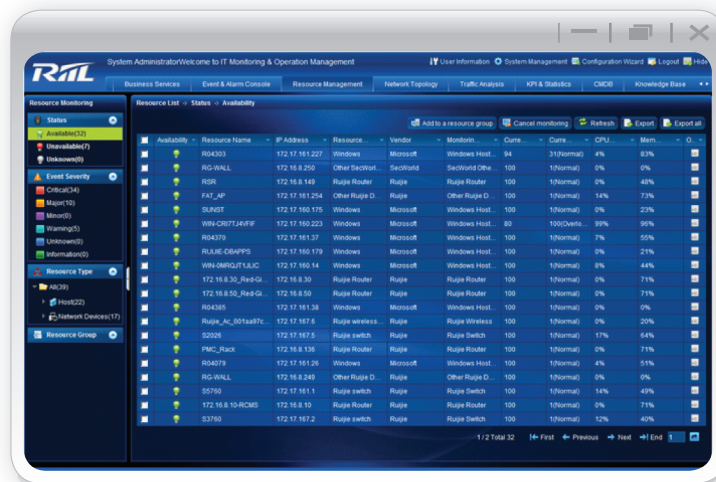
The RIIL IT Business Management platform provides CIOs with a series of resource management suggestions and operation tools, including IT resource monitoring management, network topology, script monitoring, log monitoring, and automatic inspection. In addition, the platform provides functions, such as real-time data analysis, KPI & report management, and Top N management to generate graphical reports for statistical analysis that assist CIOs on making a wise decision.

**Functions of resource management are as follows:**

### IT resource monitoring management

- The platform provides all-dimensional monitoring management on multiple IT resources, such as network devices, security devices, hosts, database, middleware, and application systems.

- The multi-dimensional IT resource management allows users to access information about the resource status, event severity, resource type, and customized resource group.
- Supports tools such as Ping, Telnet, SSH, and MIB Browser that facilitate routine O&M operations.
- Provides resource operation console that allow users to rapidly view the IT resource information, such as KPIs, events, alarms, and maintenance records. In addition, the platform supports real-time IT resource analysis, associated knowledge query, and topology-based positioning.
- Adopts the Portal technology that allows users to customize the display and layout of multiple resource details windows.
- Supports configuration of planned offline time to prevent the system from generating false alarms.



RIIL IT Resources Monitoring (1)



RIIL IT Resources Monitoring (2)

## Network topology

1. Provides automatic topology layout function so that the topology layout is changeable to tree, star, or single circle shape in one click. This greatly reduces the workload of manual layout and facilitates attractive presentation.
2. Provides topology operation console and supports functions such as topology configuration, topology discovery, authority configuration, script tool, background library, panel management, inspection, address book, and traffic analysis.
3. Supports function tree and topological view switching as well as manual adding or query of events.



RIIL Network Topology Diagram Display

## Script monitoring

1. Supports scheduled script monitoring and return value alarms.
2. Supports the Action scripts to implement automatic operations.
3. Configurable script policies and customize KPIs.

## Log monitoring

The platform supports Syslog and Windows log analysis as well as event alarms.

## Automatic inspection

1. Customizable configuration for automatic inspection scope, indexes, frequencies, and inspection report sheet.
2. The device running state can be inspected either automatically or manually.
3. Automatically generates inspection reports.
4. Supports automatic delivery of inspection reports.





RIIL Panel Management Interface

### IP address management

1. Supports IP address, MAC address, and port binding.
2. Supports querying information based on IP address, MAC address, or upper-layer devices.
3. Supports benchmark configuration based on IP address, MAC address, or port.
4. Alarm mechanism based on changing benchmark setting.

### Panel management

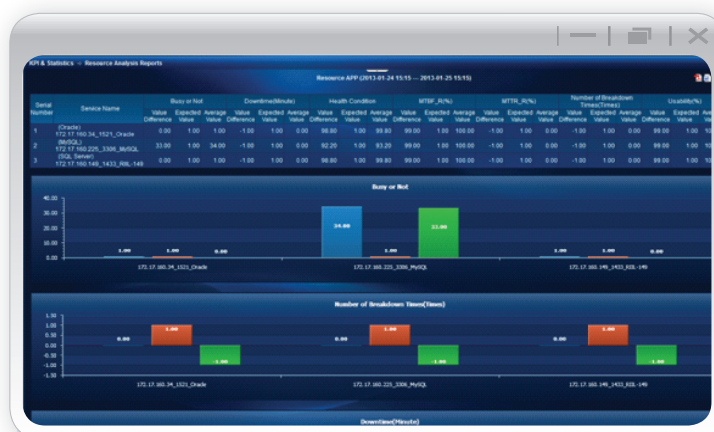
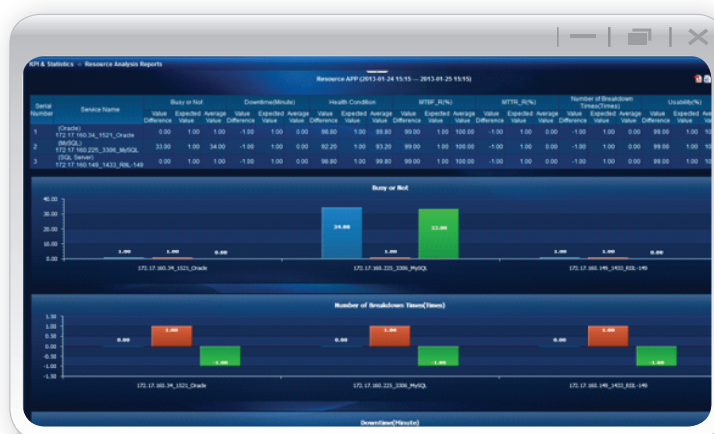
1. The panel is displayed in graphical interface. In addition, the association between ports is configurable.
2. To enable or disable a port on the panel.
3. The panel diagram can be uploaded and customized.
4. The device, status, and traffic information can be visually displayed on the panel.



RIIL Panel Management Interface

## KPI report and Top N management

1. The platform provides multi-dimensional reports in terms of resources, analysis, trend, Top N information, and faults.
2. Customizable report view and generation conditions.
3. Supports trend reports to intelligently analyze future trends and provide key reference for policy analysis.
4. Configurable graphic format and sequencing rules even the statistical objects and indexes in the Top N reports are customizable.
5. Supports push subscription.
6. Supports real-time data analysis and flexible configuration of monitoring objects, frequency, and conditions.



RIIL KPI Report

Traffic Analysis

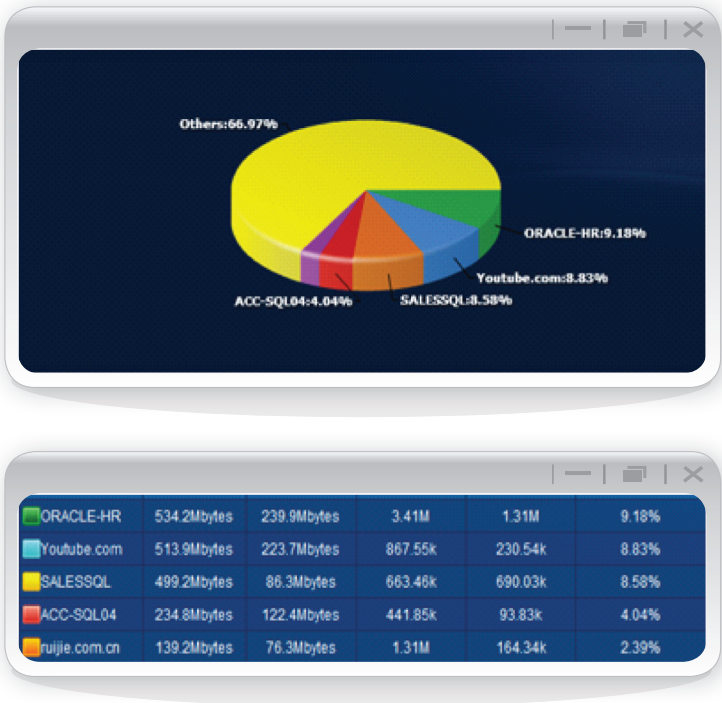
Helps CIOs to learn the network load and ensure smooth business operation.

Transmission and switching of business data require unblocked high-speed channels to ensure smooth business operation and good user experience. CIOs are concerned with bandwidth utilization to analyze the operating efficiency of the network and such that they are able to improve the resource usage and optimize bandwidth aggregation.

The RIIL IT Business Management platform provides CIOs amulti-dimensional traffic analysis and related statistics based on applications, protocols, in-flow, out-flow, and sessions. It assists CIOs to learn the network bandwidth usage in real time.

Functions of traffic analysis are as follows:

- Supports multiple traffic analysis protocols, such as NetFlow, NetStream, and IPFIX.
- Supports multi-dimensional traffic analysis based on applications, protocols, in-flow, out-flow, and sessions. In addition, the platform lists the Top N traffic.
- Adopts Portal technology that allows users freely drag and arrange different windows.



RIIL with Portal Technology

CMDB Management

Helps CIOs to learn all configuration information in the IT environment and manage the entire life cycle of assets.

The RIIL IT Business Management platform supports rapid construction of the Configuration Management Database ( CMDB ) by batch import or automatic discovery. In addition, it allows users to further enrich attributes of



configuration items and define the relationship between them. The platform provides CIOs the accurate and complete asset configuration information. Therefore, the CMDB management view is the core view of the platform.

## Functions of CMDB management are as follows:

- Allows users to complete a series of CMDB construction tasks, such as configuration import, automatic discovery, authority configuration, and configuration of the association relationship.
- Customizable and extendable attributes of configuration items.
- The relationship between configuration items is configured and displayed in graphical interface.
- Configuration item audit tasks can be defined and automatic audit can be implemented to generate audit reports.
- The bidirectional association between the CMDB and resource management is implemented.



RIIL with CMDB Management

## Knowledge Base Management

Helps CIOs to store technical knowledge and improve the staff's technical skills.

The RIIL IT Business Management platform provides tools for knowledge management. When operation engineer are handling events, maintenance records and event resolutions will be accumulated into the knowledge base. These records will be reviewed to ensure the quality of the knowledge base. When a similar event occurs, the platform can automatically associate the event with the assistance of knowledge base that provide reference for event handling, thus substantially improve the event handling efficiency. Employees can also improve their skill-set by sharing and studying the experience in the knowledge base.

## Functions of knowledge base management are as follows:

- Knowledge (Data/Information) is accumulated when engineers are handling events and added to the knowledge base in one click.
- The platform implements knowledge life cycle management, including creating, reviewing, and releasing the knowledge.
- Customized the knowledge query view based on user requirements.
- Supports the knowledge grading management.



RIIL with Knowledge Base Management

Ordering Information

Product Model	Product Description
RIIL6.X Standard Realtime Intelligent IT Infrastructure Library	
RG-RIIL6.X-WIN Standard Platform	<p><b>Standard Windows-based Platform</b></p> <p>The Windows-based RIIL standard software platform is compatible with all official editions of Windows Server 2003/2008. Includes automatic network topology discovery component, topology management component, performance management component, alarm management component, and report management component.</p> <p>By default, the 50-node license is available for network device monitoring.</p>
RIIL6.X Enterprise Realtime Intelligent IT Infrastructure Library	
RG-RIIL6.X-WIN Enterprise Platform	<p><b>Enterprise Windows-based Platform</b></p> <p>The Windows-based RIIL enterprise software platform is compatible with all official editions of Windows Server 2003/2008. Includes automatic network topology discovery component, topology management component, performance management component, alarm management component, and report management component.</p> <p>Implements distributed deployment and domain-based management.</p>

Product Model	Product Description
RG-RIIL6.X-WIN Enterprise Platform	Supports super-scale networks. By default, the 50-node license is available for network device monitoring.
RG-RIIL6.X-DCS Distributed Collection Component	<b>Distributed Collection Component</b> Selected when more than one collection server is deployed on the Windows-based RIIL enterprise software platform. Adds the number of monitoring indicators; Monitors internal networks isolated by firewalls; Manages the central monitoring of distributed collection at multiple branches.
RIIL Hierarchical Deployment Components	
RG-RIIL6.X-MAIN-COMP	<b>Central Control Component for Hierarchical Deployment</b> The RIIL6.X hierarchical deployment component--central control component is the core of hierarchical deployment.
RG-RIIL6.X-SUB-COMP	<b>Branch Node Component for Hierarchical Deployment</b> The RIIL6.X hierarchical deployment component--branch node component is a branch of hierarchical deployment.
RIIL6.X-IMC Realtime Infrastructure Management Center	
RG-RIIL6.X-IMC-LIC-5 5-Node Network Device	<b>5-node License</b> A maximum of five more objects can be monitored after one such license is issued. The IP network devices that can be monitored include switches, routers, and firewalls.
RG-RIIL6.X-IMC-LIC-50 50-Node Network Device	<b>50-node License</b> A maximum of 50 more objects can be monitored after one such license is issued. The IP network devices that can be monitored include switches, routers, and firewalls.
RG-RIIL6.X-IMC-LIC-100 100-Node Network Device	<b>100-node License</b> A maximum of 100 more objects can be monitored after one such license is issued. The IP network devices that can be monitored include switches, routers, and firewalls.
RG-RIIL6.X-IMC-LIC-200 200-Node Network Device	<b>200-node License</b> A maximum of 200 more objects can be monitored after one such license is issued. The IP network devices that can be monitored include switches, routers, and firewalls.
RG-RIIL6.X-IMC-LIC-500 500-Node Network Device	<b>500-node License</b> A maximum of 500 more objects can be monitored after one such license is issued. The IP network devices that can be monitored include switches, routers, and firewalls.

Product Model	Product Description
RG-RIIL6.X-IMC-LIC-1000 1000-Node Network Device	<b>1000-node License</b> A maximum of 1000 more objects can be monitored after one such license is issued. The IP network devices that can be monitored include switches, routers, and firewalls.
RIIL6.X-BMC Intelligent Business Management Center	
RG-RIIL6.X-BMC-Suit Service Management Component	<b>Key Service Management Suit</b> Includes service component discovery, service visualization management component, service report analysis component, and service modeling management component. Supports monitoring of various application services, such as middleware, database servers, operating systems, and Web servers. By default, the 6-node license is available for application monitoring (3 for applications and 3 for hosts).
RG-RIIL6.X-BMC-LIC 1-Node Application Monitoring	<b>1-Node License for Application Monitoring</b> One more application can be monitored after one such license is issued. The applications that can be monitored include middleware, databases, Web servers, and network services.
RG-RIIL6.X-BMC-LIC-OS 1-Node Host Monitoring	<b>1-Node License for Host Monitoring</b> One more host can be monitored after one such license is issued. The hosts that can be monitored include Windows-based, Linux-based, and Unix-based hosts.
RG-RIIL6.X-BMC-LIC-Stor 1-Node Storage Device Monitoring	<b>1-Node License for Storage Device Monitoring</b> One more storage device can be monitored after one such license is issued. The storage devices that can be monitored include specified storage devices of EMC, IBM, and NetApp.
RIIL6.X-Log Log Monitoring Component	
RG-RIIL6.X-Log Log Monitoring Component	<b>Log Monitoring License</b> Receives and processes system running logs, operation logs, and configuration logs of devices that comply with syslog and windows log protocols.
RIIL6.X-Script Script Monitoring Component	
RG-RIIL6.X-Script Script Monitoring Component	<b>Script Monitoring License</b> Customizes scripts to obtain monitoring information that cannot be obtained by standard protocols or non-standard applications.

Product Model	Product Description
RIIL6.X-NTA Flow Analysis Components	
RG-RIIL6.X-NTA-Suit Flow Analysis Component	<b>Flow Analysis Component</b> Supports flow analysis based on protocols such as IPFIX, NetFlow, and NetStream.
RG-RIIL6.X-NTA-LIC-5 Number of Ports for Flow Analysis-5	<b>5-Port License for Flow Analysis</b> A maximum of 5 more ports can be managed after one such license is added.
RG-RIIL6.X-NTA-LIC-10 Number of Ports for Flow Analysis-10	<b>10-Port License for Flow Analysis</b> A maximum of 10 more ports can be managed after one such license is added.
RG-RIIL6.X-NTA-LIC-20 Number of Ports for Flow Analysis-20	<b>20-Port License for Flow Analysis</b> A maximum of 20 more ports can be managed after one such license is added.
RG-RIIL6.X-NTA-LIC-30 Number of Ports for Flow Analysis-30	<b>30-Port License for Flow Analysis</b> A maximum of 30 more ports can be managed after one such license is added.
RG-RIIL6.X-CMDB CMDB Management Component	
RG-RIIL6.X-CMDB CMDB Management	<b>CMDB Management Component</b> Manages IT resources within the monitored scope, including automatic configuration discovery, customization of management attributes, and customization of CI relationship.
RG-RIIL6.X-KM Knowledge Base Management Component	
RG-RIIL6.X-KM Knowledge Base Management	<b>Knowledge Base Management</b> Implements knowledge lifecycle management, knowledge evaluation, knowledge statistics, and automatic association of knowledge with alarms.
RG-RIIL6.X-INSP Automatic Inspection Component	
RG-RIIL6.X-INSP Automatic Inspection Management	<b>Automatic Inspection Management</b> Customizes inspection scope, inspection indicators, inspection period, inspection report template, and automatic sending of inspection reports.
RG-RIIL6.X-Alarm Alarm Client Component	
RG-RIIL6.X-Alarm Alarm Client Component	<b>Alarm Client</b> One Windows-based alarm client can be connected after one such license is added. The client can send and receive alarms in C/S mode.



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