



# Transforming your Business with Tibanna Plus for Managed Service Providers

How providing your clients with affordable, real-time System Center-based remote monitoring and proactive IT issue resolution can grow your business and your bottom line.

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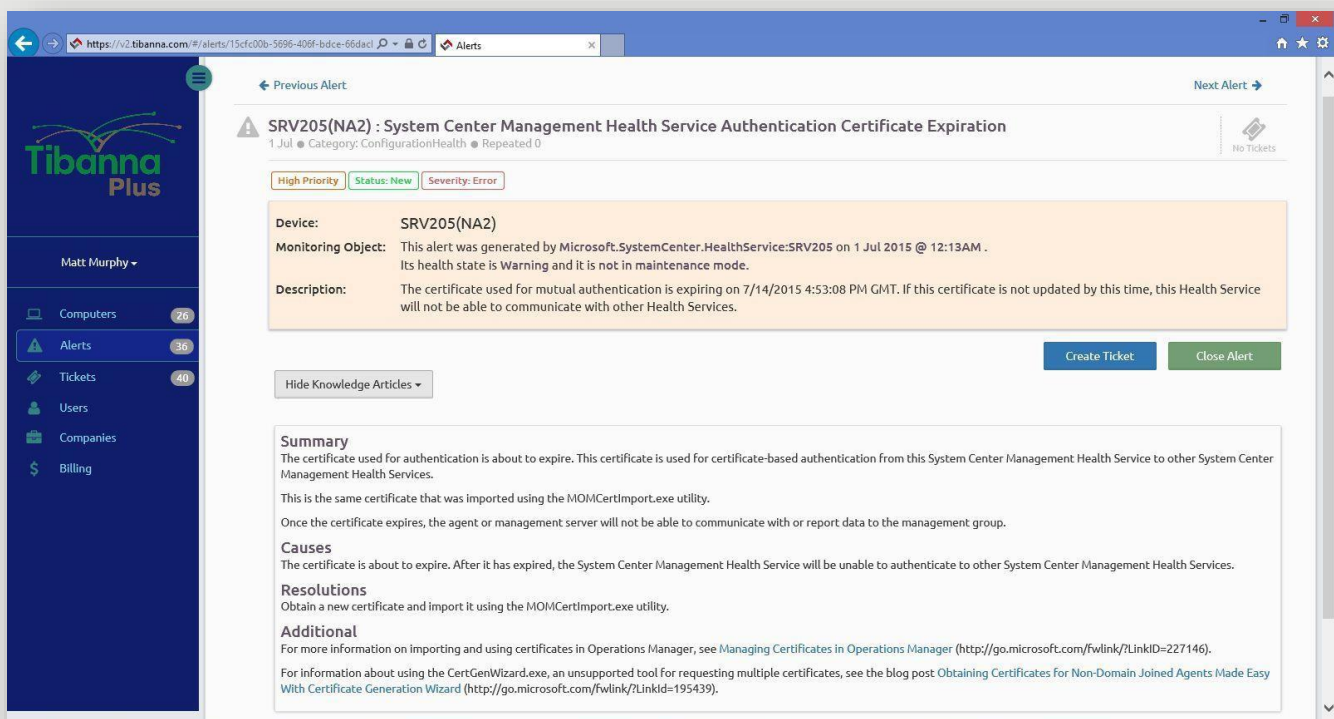
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## So What is Tibanna, Anyway?

Tibanna is a cloud-based monitoring solution that can help you successfully and affordably address many of today's IT challenges for your clients. Monitoring and troubleshooting a client's computer network can be a risky business. Monitoring and troubleshooting all of your client's networks—at the same time—means preventing system downtime and troubleshooting effectively can be crucial to the profitability of your business and to client loyalty.

Tibanna is a web-based portal, which resides on top of a multi-tenant installation of Microsoft® System Center Operations Manager (SCOM), allowing the benefits of SCOM to be available to clients of any size, and managed via multi-tenant capability. This innovative solution for MSPs allows remote monitoring and troubleshooting of multiple computer networks from anywhere and at any time. Whether or not you are currently providing monitoring and troubleshooting services for your clients or if you wish to provide an enhanced monitoring service, Tibanna is a monitoring solution that can help keep your client's network up and running—affordably—for you and your client.

- We raise an alert for every issue arising.
- We offer a solution for every alert we raise.
- We provide an explanation for every solution we offer.



The screenshot shows a web browser window displaying an alert in the Tibanna Plus interface. The browser address bar shows the URL: <https://v2.tibanna.com/#/alerts/15cf00b-5696-406f-bdce-66daci>. The alert title is "SRV205(NA2) : System Center Management Health Service Authentication Certificate Expiration". The alert details include:

- Device:** SRV205(NA2)
- Monitoring Object:** This alert was generated by Microsoft.SystemCenter.HealthService:SRV205 on 1 Jul 2015 @ 12:13AM . Its health state is Warning and it is not in maintenance mode.
- Description:** The certificate used for mutual authentication is expiring on 7/14/2015 4:53:08 PM GMT. If this certificate is not updated by this time, this Health Service will not be able to communicate with other Health Services.

The interface also includes a "Summary" section with the following text:

**Summary**  
The certificate used for authentication is about to expire. This certificate is used for certificate-based authentication from this System Center Management Health Service to other System Center Management Health Services.  
This is the same certificate that was imported using the MOMCertImport.exe utility.  
Once the certificate expires, the agent or management server will not be able to communicate with or report data to the management group.

**Causes**  
The certificate is about to expire. After it has expired, the System Center Management Health Service will be unable to authenticate to other System Center Management Health Services.

**Resolutions**  
Obtain a new certificate and import it using the MOMCertImport.exe utility.

**Additional**  
For more information on importing and using certificates in Operations Manager, see [Managing Certificates in Operations Manager \(http://go.microsoft.com/fwlink/?LinkID=227146\)](http://go.microsoft.com/fwlink/?LinkID=227146).  
For information about using the CertGenWizard.exe, an unsupported tool for requesting multiple certificates, see the blog post [Obtaining Certificates for Non-Domain Joined Agents Made Easy With Certificate Generation Wizard \(http://go.microsoft.com/fwlink/?LinkID=195439\)](http://go.microsoft.com/fwlink/?LinkID=195439).

Example of a Tibanna Plus alert knowledgebase



## Tibanna Plus for Managed Service Providers (MSPs)

Tibanna Plus is a white-labeled version of Tibanna with a higher degree of control for Managed Service Providers, providing the same SCOM-based functionality, but with a higher degree of customization (including the ability to install and create overrides for Management Packs), as well as the benefits of a custom branded portal for your business.

### The Case for Building Your Business on a Solution with Unlimited Multi-Tenant Capability

The Tibanna Plus portal is multi-tenant, meaning there is no limit to the number of end-points and no limit to the number of companies you can monitor within the portal. Each client company and its data is treated as its own entity, but your administrators can monitor all, remotely, from the Tibanna Plus portal. One company can be assigned several administrators, or several companies can be assigned one administrator. Permission-based roles allow you to control which administrators are assigned to which companies and what they can access or do within the Tibanna Plus portal. And clients can be assigned a read-only role. Tibanna Plus gives you maximum flexibility to service your clients efficiently and effectively, and unlimited capacity for the number of clients you can manage.



Tibanna Plus multi-tenant architecture diagram.

### The Benefit of Utilizing the Microsoft® System Center Operations Manager Knowledgebase for Issue Identification and Resolution

No one wants their systems to go down, but there are untold reasons for system failure. It happens. Things go wrong. Sometimes, all at once. But Tibanna Plus can help prevent system failure by alerting administrators to developing issues in your client's network before these issues become critical. Tibanna Plus is powered by Microsoft's enterprise monitoring solution, System Center Operations Manager, and can provide the same enterprise-level monitoring benefits, such as proactive alert-generation, computer health-state monitoring and easy access to an alert-resolution knowledgebase, no matter the size or structure of your client's computer network. Tibanna Plus is scalable and can be individualized to each of your unique client's needs. Clients can have hundreds of workstations or only a few. Some may need VMware monitoring, others Oracle Database Monitoring, while some may need both. Our affordable monthly subscription is priced based on the specific needs of an individual client or company network and as a Software-as-a-Service (SaaS) solution rather than an on-premise solution, Tibanna Plus can grow and evolve alongside you and your clients.

## Business Productivity Scenario: Client Troubleshooting at Multiple Sites

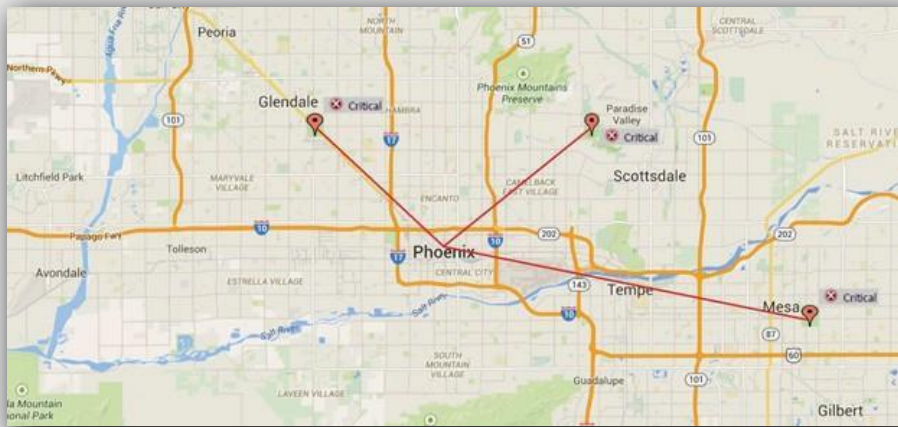
Imagine a scenario in which a Phoenix-based MSPs IT Administrator staff are responding to three critical client alerts, where servers are offline:

### Critical Client Alerts

1. The first is located in Glendale, a 25 to 30 minute drive from their downtown office, and pertains to a VMware configuration error that has taken a virtual server offline, discovered during the initial visit and IT situation triage, requiring Tier2 support. Server downtime will continue until that afternoon when a Tier2 technician can be dispatched to fix the configuration error.
2. The second is in Paradise Valley, a 20 minute drive in a different direction and once the error is researched, is discovered to be a simple Windows Server error, requiring Tier1 support to partition a hard drive and can be handled onsite and on the same visit.
3. The third critical alert is another Windows Server, this time a hardware issue that requires Tier1 support and a return visit with the necessary hardware. This time the affected client is 30 minutes away in Mesa, and their servers will remain down until the following day when the Tier1 technician can return with the hardware.

So, in dealing with the alerts of 3 clients with on-premise monitoring, the time is broken out as follows:

- Travel time spent to/from client sites over 2 days – 4 hours, 40 minutes.
- Time spent researching/triaging IT issues – 3 hours.
- Technician man-hours required – Tier1 – 1.5 days; Tier2 – .5 days.
- Client Server Downtime – 1.5 days (2 clients).
- Clients Served – 3.



Scenario A: Depiction of a Phoenix-based MSPs responding to geographically disparate IT alert (three servers down) notifications from a client base.

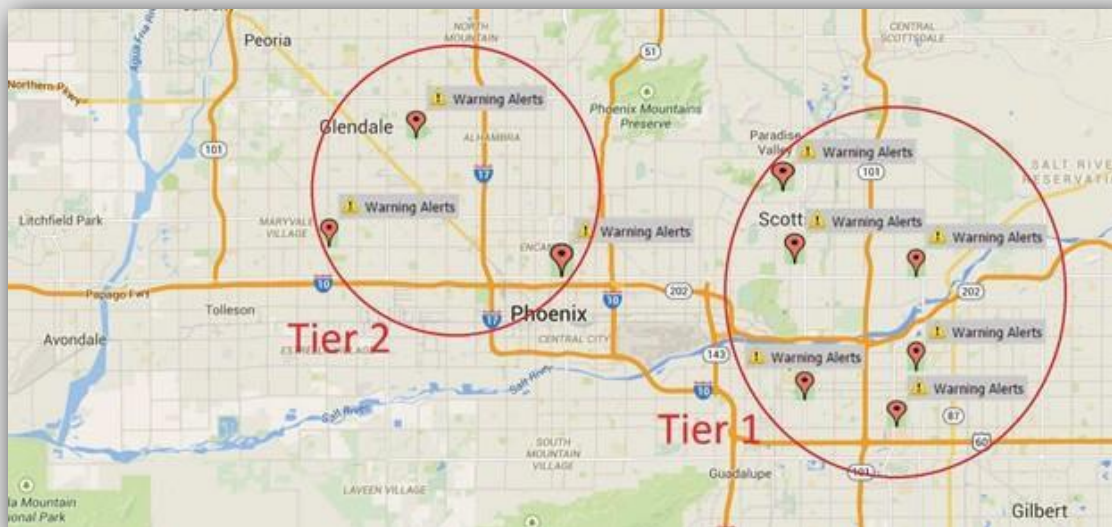


## The Scenario with Tibanna Plus Monitoring

Now, let's look at the scenario with Tibanna Plus. A week prior to the critical errors, the Tier1 technician looks at all warning alerts in the Tibanna Plus console, and is able to ascertain by looking at the knowledgebase article associated with each alert whether each requires a hardware, software, configuration or networking fix, and either Tier1 or Tier2 resolution.

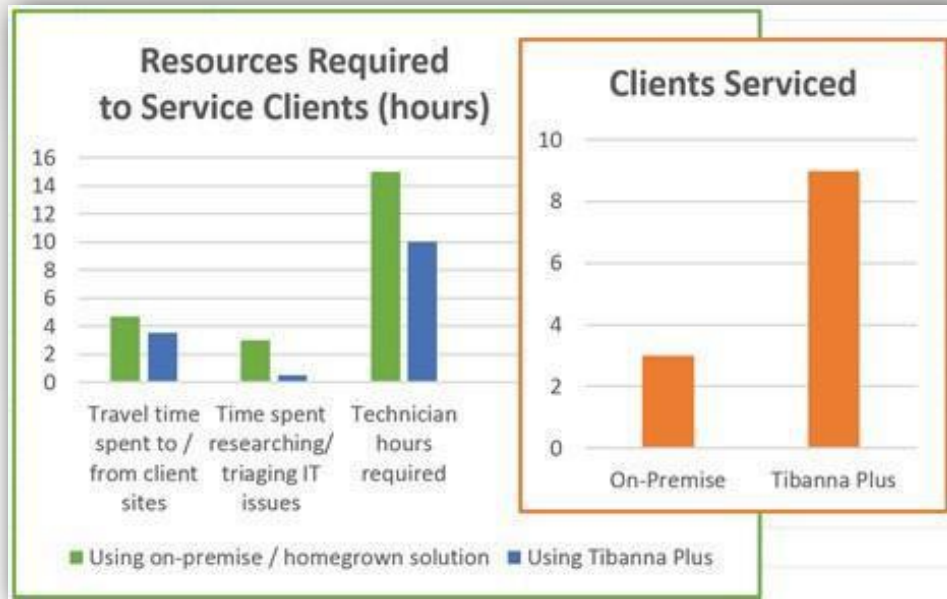
The technician creates tickets for each alert generated, before any server downtime occurs, and schedules the appropriate technical staff, allowing for 15 to 30 minutes travel time and 1 hour resolution time per client site.

- Travel time spent to/from client sites over 2 days – 3 hours, 30 minutes.
- Time spent researching/triaging IT issues – 30 minutes.
- Technician man-hours required – Tier1 – 1 day; Tier2 - .5 days.
- Client Server Downtime – NONE.
- Clients Served - 9.



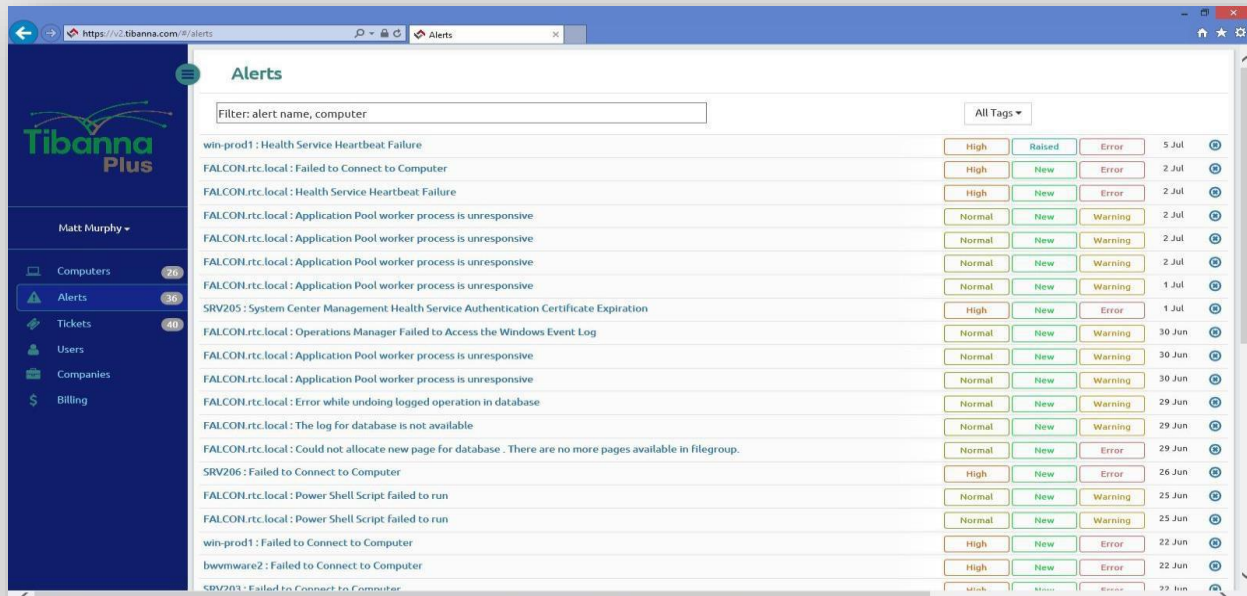
Scenario B: Depiction of the Phoenix-based MSPs responding to warning (non-critical) alerts from Tibanna while minimizing travel time and maximizing IT resource efficiency.

In less IT staff time required in Scenario B, there was NO client server downtime, as issues were identified before they became critical, travel time was reduced by approximately 20% (which includes both less time lost and mileage cost), the correct staff and hardware was dispatched to each client prior to even a first site visit, and three times the number of clients were able to be served with the same (and in this case, less) IT staff.



Resources comparison Tibanna Plus vs on-premise solution

Tibanna Plus truly can provide your clients with affordable, real-time System Center-based remote monitoring and proactive IT issue resolution – growing both your business AND your bottom line.



Visibility of alerts, by client, in both critical as well as warning phase, in Tibanna Plus - helping to achieve proactive IT issue resolution – fixing 'warning' issues before they become problems.

## Business Case Scenario: Managed Service Provider (MSP)

Tibanna Plus' first MSP was a Microsoft solutions-focused IT consulting firm, specializing in datacenter management, cloud services, business continuity planning, disaster recovery, client management, OS deployment and IT resourcing.

They had a large number of clients that they were managing via System Center Operations Manager (SCOM) with an on-premise SCOM installation at each client site. Since SCOM is exclusively on-premise, the IT staffing requirement to monitor each client's technology infrastructure is heavy. When an update needed to be rolled out in SCOM, it needed to be rolled out at each client site, and day-to-day monitoring needed to be done onsite at each client location, spread across multiple cities and provinces.

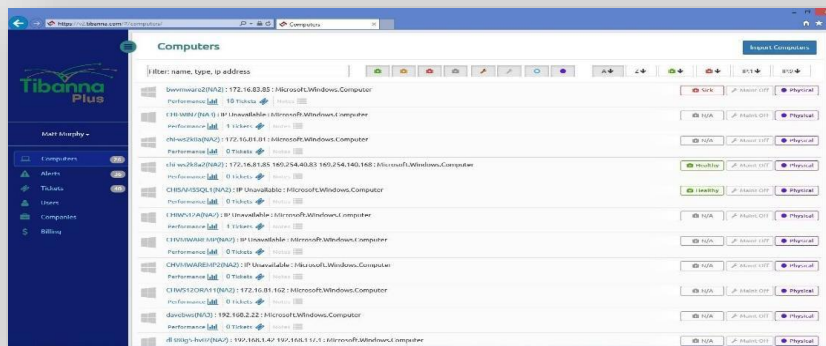
However, the firm still felt that SCOM was the best-of-breed enterprise monitoring solution, providing the knowledgebase information that allowed knowledgeable and proactive alert identification and resolution not found in other web-based solutions. As a result, their team began identifying the means of creating their own web-based multi-tenant solution using Microsoft's industry leading technology.

Then they joined the beta program of a new software solution, Tibanna.

Through their partnership and white-labeling of the Tibanna Plus solution, they gained:

- The ability to service more clients with the same number of IT administrators, and to centrally manage all clients via the white-labelled Tibanna Plus global administrator view of all clients at all locations.
- A more proactive approach to managing multiple clients.
- The ability to make SCOM enterprise-level solution available to their clients of any size in any location.
- The power to grow their business exponentially via a multi-tenant, branded web portal.

Tibanna launched in mid-January 2015. Within the first week, the first white-labelled Tibanna Plus version was born, and within the month, they had gone live with their first managed service client, an entirely new client to the firm, and the first of many.



Computer health state view of TibannaPlus



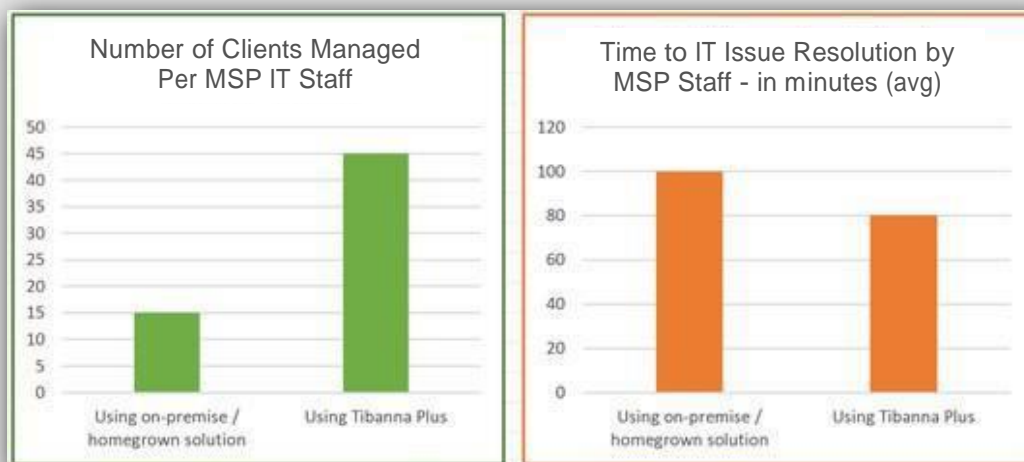
## Business Model MSP with Tibanna Plus: Running the Numbers

We estimate the average MSP has a ratio of one administrator for every 10 to 20 companies (depending on the size of their clients' individual network). Using disparate monitoring solutions across various clients, administrators are required to provide client support, troubleshoot issues (including identifying issues and/or investigating and resolving alerts) and client touch time (including travel), resulting in a loss of productivity of approximately 25%. We believe that the efficiencies to administration, brought about by Tibanna Plus, enables a much higher ratio; one administrator for every 40 to 50 companies.

This means that an MSP can address the same client base with a reduced number of administrators or utilize the existing administrators to address a larger client base and fuel growth.

Additionally, Tibanna Plus and its alert knowledgebase allows administrators to significantly reduce time spent on traveling to and from client locations, troubleshooting issues, researching and resolving alerts—by as much as 20%.

For a company with 50 to 100 administrators, we believe Tibanna Plus will help generate cost savings of approximately 60% to 75% of IT administrator costs, per the time, productivity and staff savings as outlined above.



Number of clients and time comparison Tibanna Plus vs on-premise solution.



## Features and Benefits

<b>Tibanna's Features and Benefits, in Brief</b>	<ul style="list-style-type: none"><li>• A SaaS enterprise-level monitoring solution providing maximum flexibility.</li><li>• Web-based, cloud-based—easy-to-install and accessible anywhere, anytime.</li><li>• Proactive alert-generation and management—helping to prevent system downtime.</li><li>• Alert knowledgebase—identifies alerts, provides solutions.</li><li>• Proactive computer health state monitoring—helping to prevent system downtime.</li><li>• Internal ticketing, permission-based administration—keeping administrators organized, efficient and productive.</li><li>• Intuitive user interface—easy-to-learn, easy-to-use.</li><li>• Mobile-ready.</li><li>• Data secured through PKI, Microsoft technologies and hosted at a Tier III Data Center.</li></ul>
<b>Added Features of Tibanna Plus</b>	<ul style="list-style-type: none"><li>• Tibanna Plus takes Tibanna to another level.</li><li>• Specific installation is geared towards Managed Service Providers (MSPs) or large enterprises.</li><li>• Using Tibanna Plus would require a higher degree of understanding of System Center Operations Manager (SCOM).</li><li>• It would make a full SCOM console available to Tibanna Plus clients, enabling them to override Management Packs (MPs) or install MPs not currently included in Tibanna.</li><li>• Tibanna Plus MSP customers would also still benefit from the multi-tenant portal where each client can view their own alerts or an administrator can view alerts across clients.</li></ul>

### Learn More

Learn more about Tibanna and Tibanna Plus at [www.tibanna.com](http://www.tibanna.com)

To begin a free trial, please visit [www.tibanna.com/Pricing/Free-trial](http://www.tibanna.com/Pricing/Free-trial)

You may also learn about the features and benefits of Tibanna, including case studies, webinars, demos, documentation and videos at our learning center at [www.tibanna.com/The-Learning-Center/Resources](http://www.tibanna.com/The-Learning-Center/Resources)

Please contact Tibanna MSP sales by emailing [tibanna@bridgeways.com](mailto:tibanna@bridgeways.com) or by telephone at 1-877-561-2357.

Tibanna is a solution from BridgeWays Software, Inc. BridgeWays is a Microsoft Gold ISV Partner, and long time member of the System Center Alliance. BridgeWays offers a suite of Management Packs, extending System Center Operations Manager monitoring to other platforms and applications. We have solutions for virtual monitoring, database monitoring, application and web monitoring. Plus, we offer extensive professional services, whether you need a turnkey System Center solution, assistance with deployment or customized management pack solutions, our experts are here to help. You can learn more about BridgeWays at [www.bridgeways.com](http://www.bridgeways.com)