Integrated System Management Software "Hinemos"

March 16th 2022
NTT DATA Intellilink Corporation

About us

Company Name:
NTT DATA INTELLILINK Corporation

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Pacific Marks Tsukishima, 1-15-7, Tsukishima, Chuo-ku, Tokyo 104-0052

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Subsidiary Company: NTT DATA NEWSON Corporation
NBF Akasaka SannoSquare Bldg, 2-2-12 Akasaka, Minato-ku, Tokyo 107-0052

Branch Offices:
- Shinagawa Office: DATA Wing 1F, NTT shinagawa TWINS, 1-9-1, Konan, Minato-Ku, Tokyo 108-0075
- Kansai Office : NaniwasujihommachiMID, 2-3-2, Utsubohommachi, Nishi-ku Osaka-shi, Osaka, 550-0004

Date of Establishment: August 3, 1999

Capital: JPY 100 million
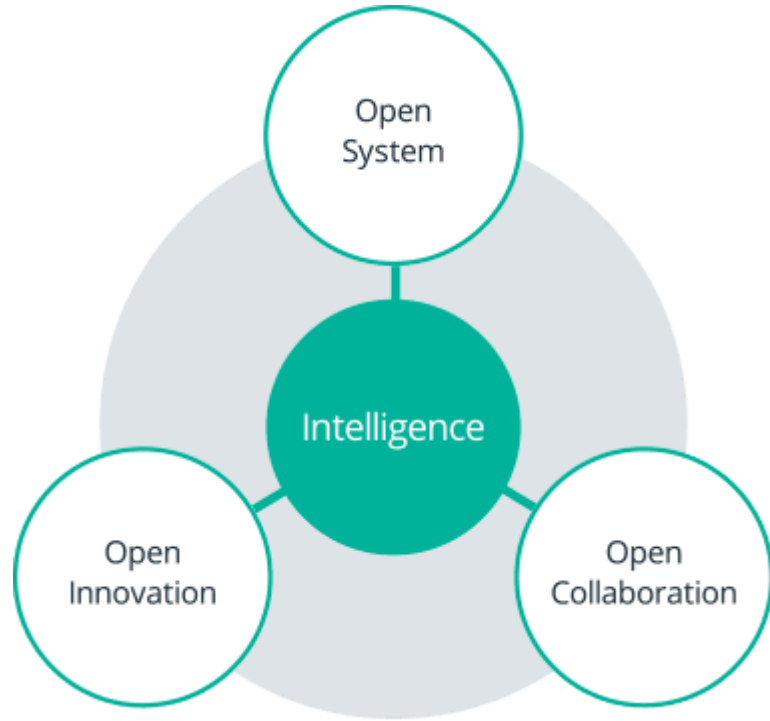- A consolidated subsidiary with 100% ownership of NTT DATA Corporation

Consolidated Net Sales: JPY 58,500 million
(From April 1, 2020 to March 31, 2021)

Number of Group Employees: 1,401 (as of April 1, 2021)

What is INTELLILINK ?

Intelligence + LINK = INTELLILINK

We provide one stop solutions and services to help our customers utilize the best practices.

By linking cutting-edge technology with intelligence, we create high value-added know-how and provide the **best practices** for IT platform.
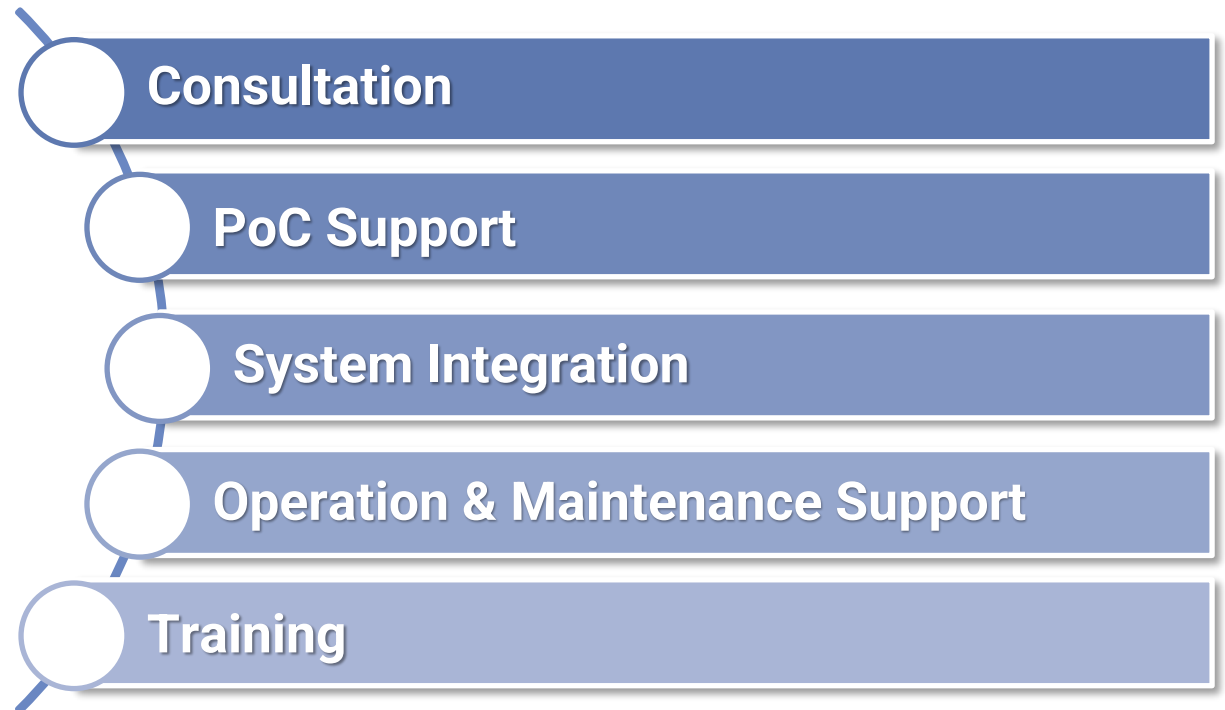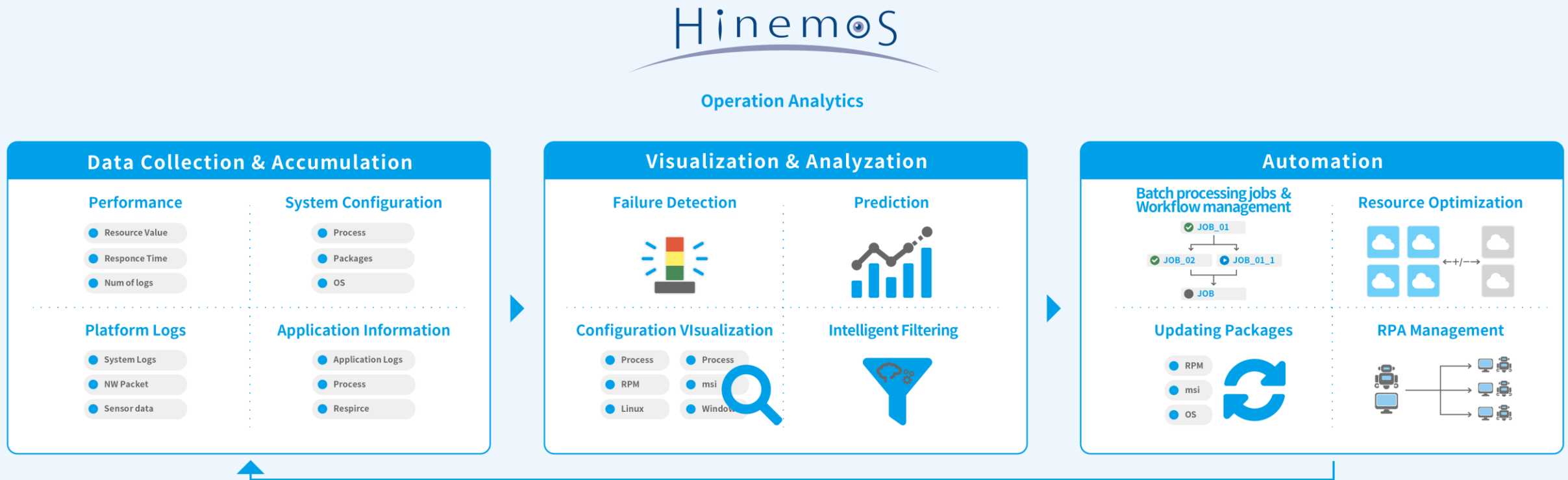
- **Consultation**
- **PoC Support**
- **System Integration**
- **Operation & Maintenance Support**
- **Training**

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Table of Contents

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Product Overview

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What is Hinemos?

Integrated System Operation Management Software for Enterprise System.

Hinemos
Operation Analytics

Data Collection & Accumulation

Performance
- Resource Value
- Responce Time
- Num of logs

System Configuration
- Process
- Packages
- OS

Platform Logs
- System Logs
- NW Packet
- Sensor data

Application Information
- Application Logs
- Process
- Respirce

Visualization & Analyzation

Failure Detection

Prediction

Configuration VIsualization
- Process
- RPM
- Linux
- Process
- msi
- Windows

Intelligent Filtering

Automation

Batch processing jobs & Workflow management
- JOB_01
- JOB_02
- JOB_01_1
- JOB

Resource Optimization

Updating Packages
- RPM
- msi
- OS

RPA Management

DX
Digital Transformation

Monitor methodologies of IT system propelling DX・Integrate Automation Tools
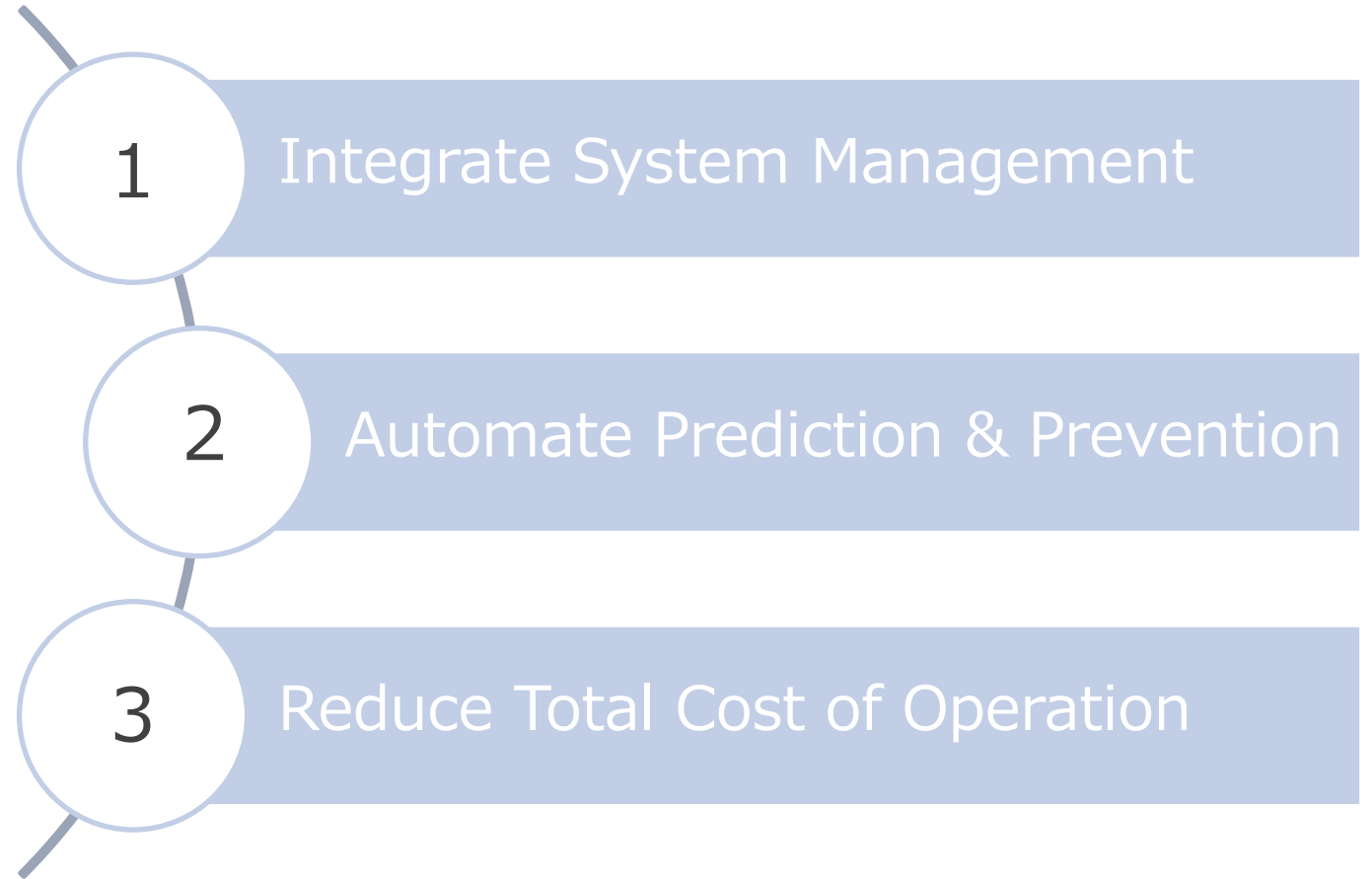
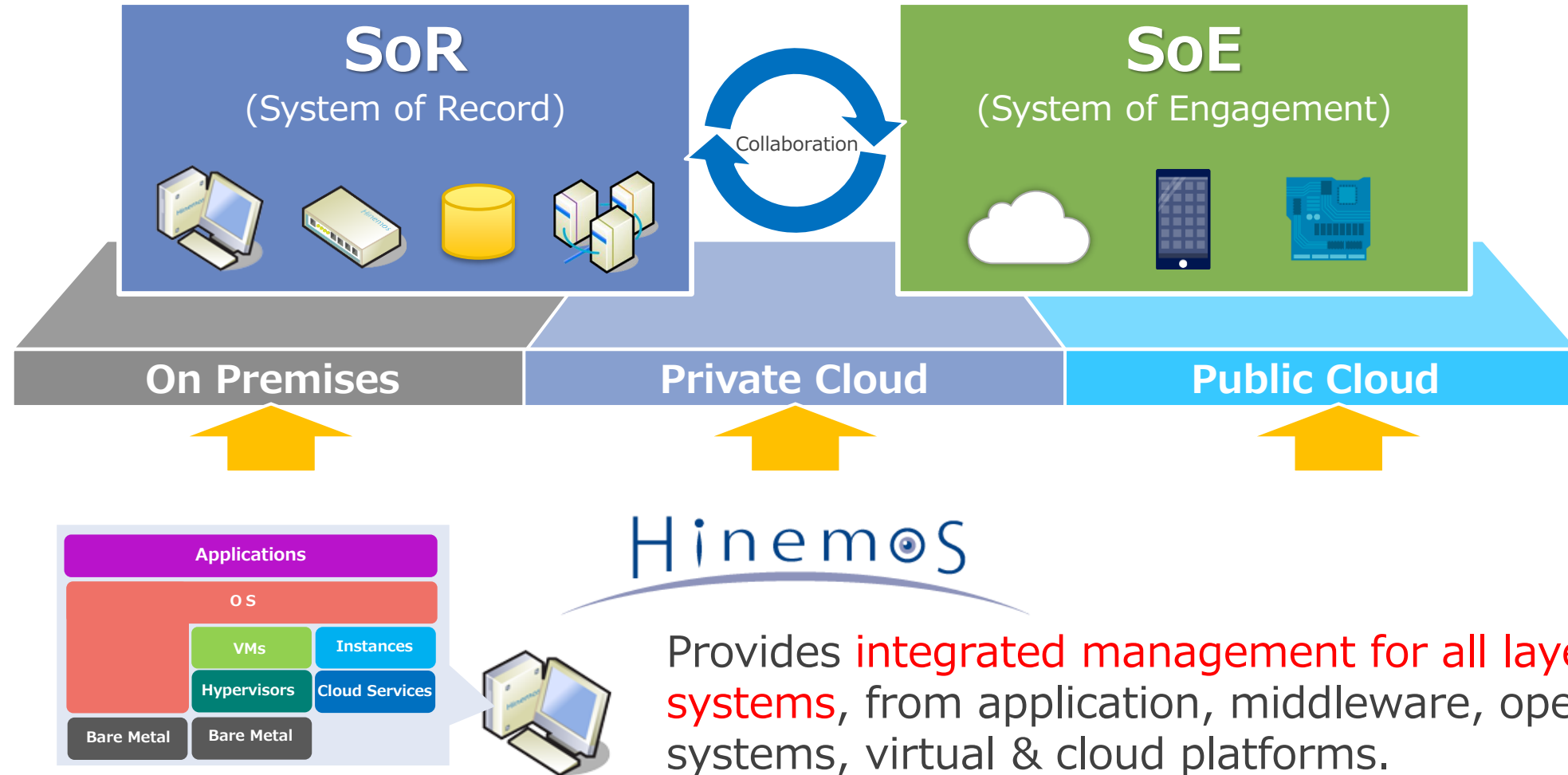| SRE | ITOps | DevOps | NoOps | AIOps |

Why Hinemos ?

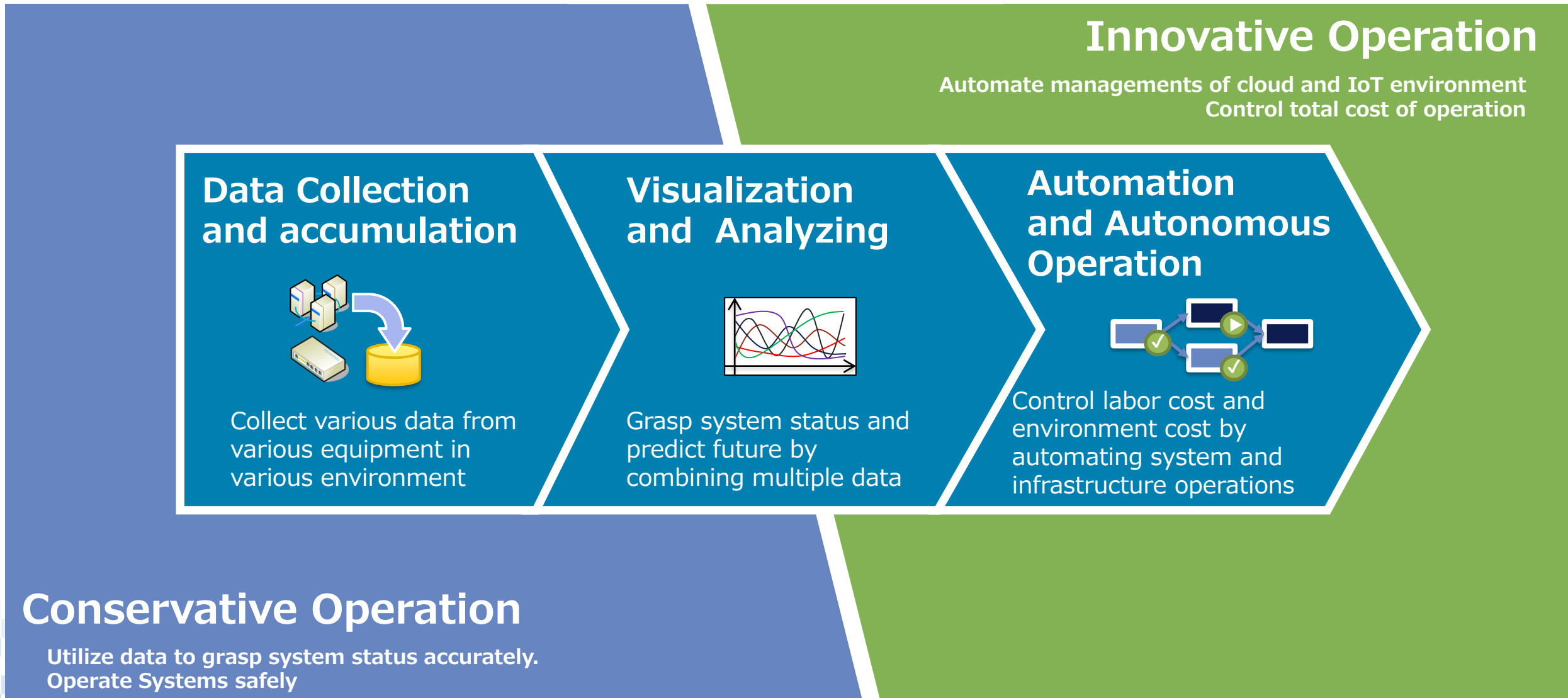Hinemos can simplify system management, to activate your business.

Why Hinemos?

1 Integrate System Management

2 Automate Prediction & Prevention

3 Reduce Total Cost of Operation

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1. Integrate System Management

Integrate System Operation Management by one software.

SoR (System of Record)		SoE (System of Engagement)

Collaboration

On Premises	Private Cloud	Public Cloud

Hinemos

Applications	
OS	
VMs	Instances
Hypervisors	Cloud Services
Bare Metal	Bare Metal

Provides integrated management for all layers of systems, from application, middleware, operations systems, virtual & cloud platforms.

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2.Automate Prediction & Prevention

Automated & preventive operation by "Operation Analsys"

Innovative Operation

Automate managements of cloud and IoT environment
Control total cost of operation

Data Collection and accumulation

Collect various data from various equipment in various environment

Visualization and Analyzing

Grasp system status and predict future by combining multiple data

Automation and Autonomous Operation

Control labor cost and environment cost by automating system and infrastructure operations

Conservative Operation

Utilize data to grasp system status accurately.
Operate Systems safely

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3. Reduce total cost of Operation

Manage large mission critical system with subscription and **Reduce TCO.**

Subscription → **Hinemos Manager**

Integrated Management →

Managed Target

➕ Addition of managed targets

➕ Addition of CPU・CPU cores

1 Manager = 1 Subscription

Image of License Cost
for Management Software per year
(per numbers of target server CPU cores)

100 200 300 400 500 600 700 800 900 1000

━●━ Hinemos Subscription License   ━●━ Other Core License Software

Operation Automation

Human Resource Cost

Product License Cost

Approx. 50%～90% reduction →

Human Resource Cost

Product License Cost

Reducing TCO and Maintenance Cost

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History of Hinemos

Aug.2005
Hinemos v1
Released

Oct. 2008
High availability
UNIX compatible

May. 2015
Environment Deployment
Web Client

Feb. 2018
Operational analytics
ITIL tools cooperation

Spring. 2021

Ver.1 — Ver.2 — Ver.3 — Ver.4 — Ver.5 — Ver. 6.0 — Ver. 6.1 — Ver. 6.2 — **Ver. 7.0**

March. 2006
Feature expansion in Monitoring
and compatible platforms

April. 2012
Cloud Management
feature expansion in
Job Management

Feb. 2017
Offensive Operation
by data collection,
visualization, and
automation.

April. 2019
Configuration
Management
and operation
support.

ITreview
GRID AWARD
2022 WINTER

ITreview
★ LEADER ★
2022 WINTER

Integrated Operation : Leader
Log Management : Leader
Network Management : Leader
Job Management : Leader

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Systems using Hinemos

Used in various systems, in various sectors,
since 2005

850,000 + Downloads

used in 900 + Systems

Public Offices   Financial   Manufactures

Retailers   Utilities   Entertainment

Cloud Services   Data Centers   Communication
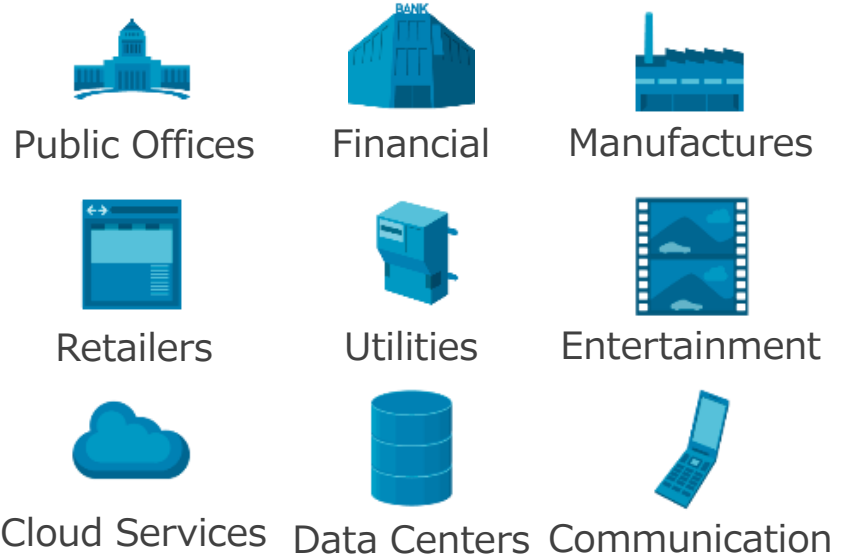
Data Centers

- NTT DATA Green Data Center
- Multi-Cloud Monitoring Service

Mission Critical

- Credit and Finance Information Switching System (CAFIS)
- ASP Service for Financial institution

Global

- Vatican Library Digital Archive system
- Indonesia NSDI system
- Unified Development Cloud

and much more...

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Credit Value Adjustment System on IBM Cloud

Requirement
· Use cloud environment, to provide needed resource for calculation, dynamically.
· Assure security, to reduce the risk of using public cloud environment.

Business Challenges
· Maximize the merit, the flexibility of cloud environment, with low cost.
· Provide management features without losing its flexibility of cloud environment.

Contribution with Hinemos
· Enabled cloud ready operation management and its automation
  - by providing features which natively adopts to dynamic configuration changes of environment.
  - by providing features using encrypted protocols in between components.
· Enhanced its merit the flexibility of cloud environment
  - by providing all in one license policy which does not scale with the increase of managed target CPUs.

Indonesian government（Geographic Information System）

Hinemos is used for monitoring and batch operation in Geographic Information System, used across various government institutes in Indonesian government.
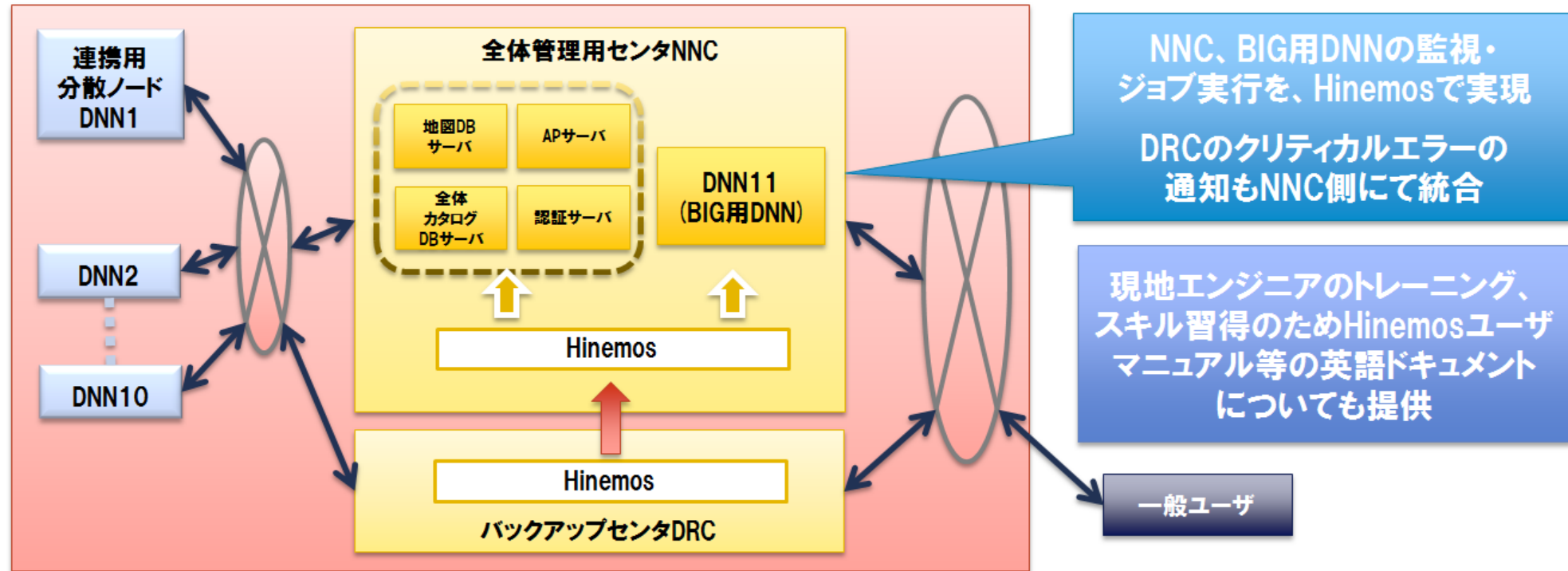
Mainly driven by the Geospatial Information Agency of Indonesian Government, 11 ministries are connected to this National Spatial Data Infrastructure, and this system is managed by Hinemos.

Tata Consultancy Services Japan

Hinemos is used to provide monitor Data Center providing housing services, cloud environment, equipment located on customer sites.
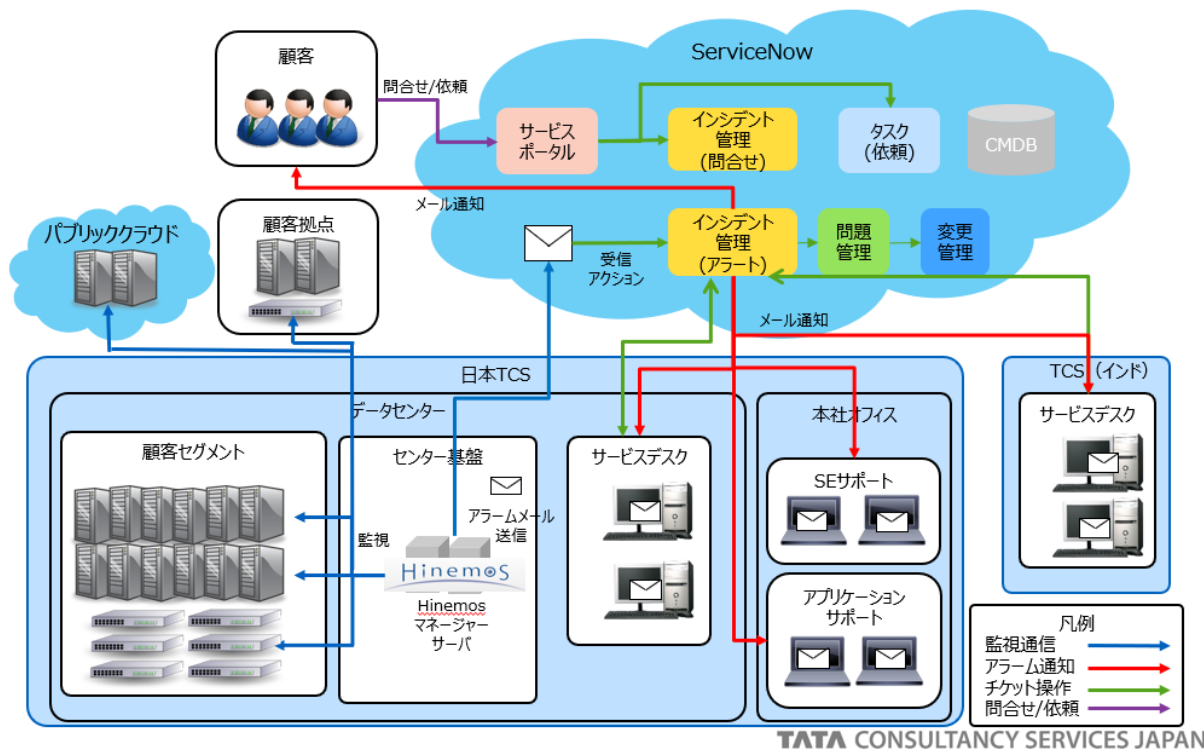
Cooperation with ServiceNow

With ServiceNow cooperation feature, Monitoring alerts from Hinemos is automatically escalated to multi located service desk.

Low cost with rich features

Features to provide equivalent monitoring service as existing software(JP1), with lower cost, which does not hinder the growth of the services.

Redundant monitoring with low cost

Provides redundant monitoring environment, by using "Hinemos Mission critical features", which does not require expensive shared disk.

NTTDATA : Cards & Payments Services CAFIS®

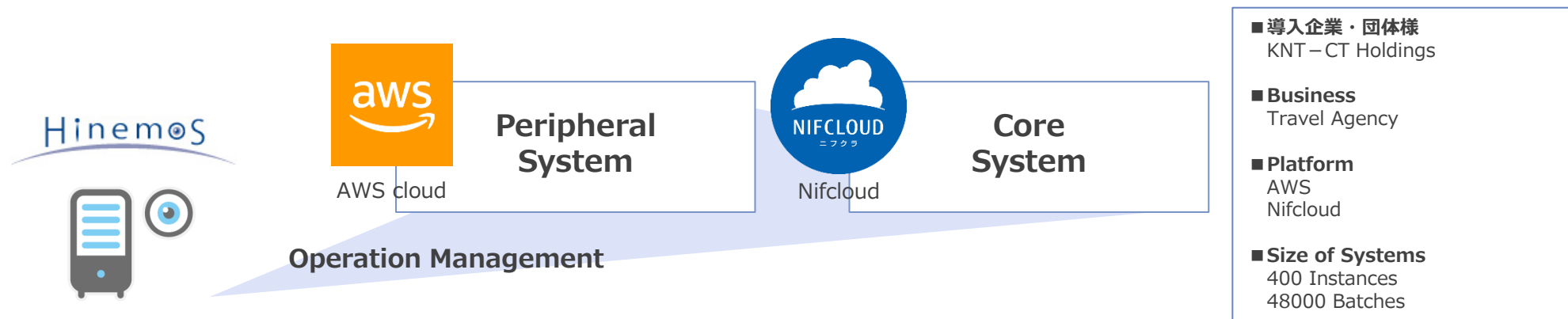## Hinemos is used for Integrated Operation of over 70 mission critical system constituting CAFIS®
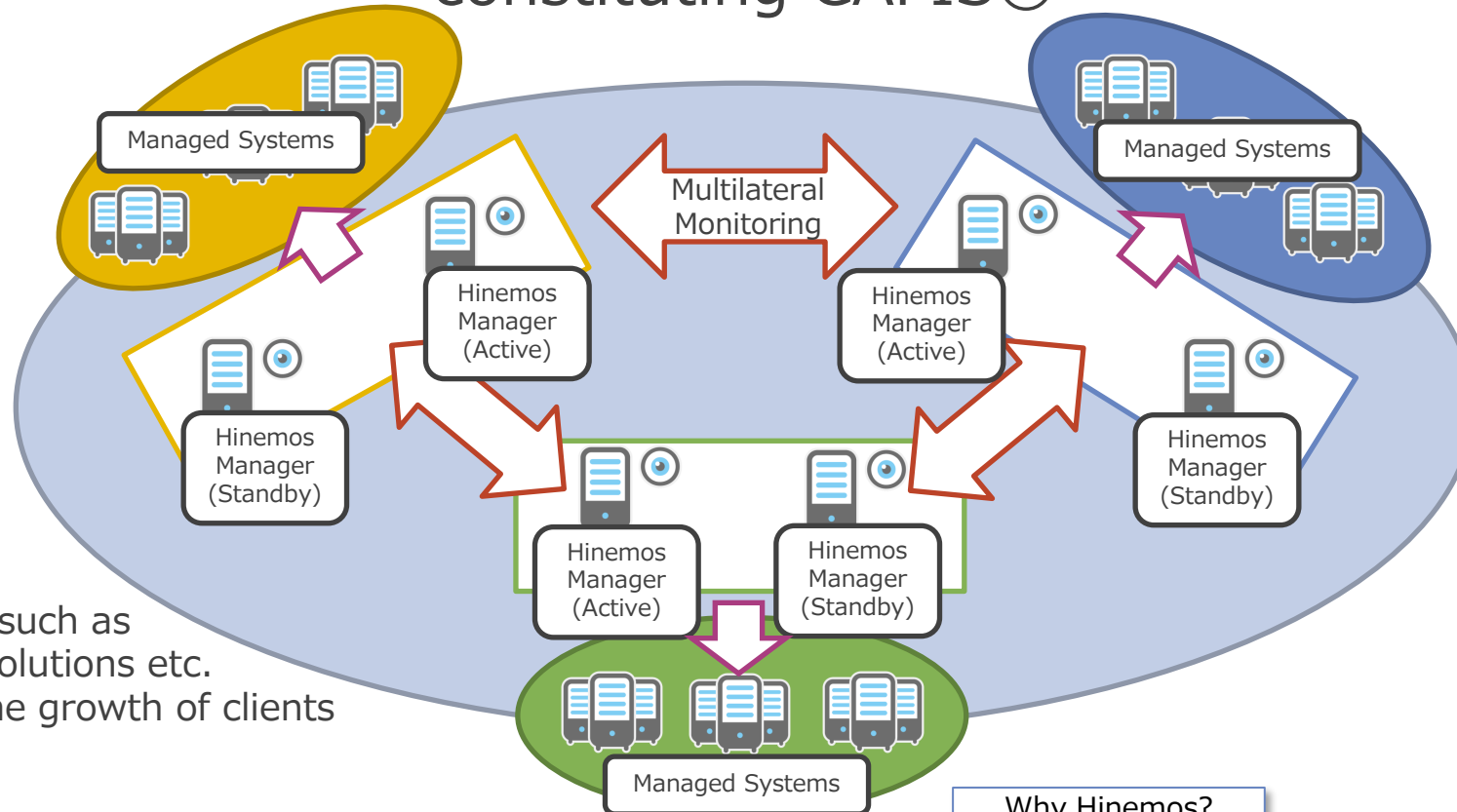
CAFIS® provides various payment-related solutions such as shared POS, fraud detect solutions etc. to make contributions to the growth of clients and society.

"Beyond The Payments" CAFIS brand message represents our hope to make purchasing in both Japan and overseas more convenient and enjoyable.

Managed Systems

Multilateral Monitoring

Managed Systems

Hinemos Manager (Active)

Hinemos Manager (Standby)

Hinemos Manager (Active)

Hinemos Manager (Standby)

Hinemos Manager (Active)

Hinemos Manager (Standby)

Managed Systems

Why Hinemos?

・Ability to manage both physical and virtual environment.
・Rich features to assure High Availability of Hinemos for Mission Critical System Monitoring
・Flexible access control feature for independent operation per systems.

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KNT-CT Holdings

System Operation migrated from JP1 to Hinemos, for Hybrid Cloud Management

Hinemos

aws
AWS cloud

Peripheral System

NIFCLOUD
ニフクラ
Nifcloud

Core System

Operation Management

■ 導入企業・団体様
　KNT－CT Holdings

■ **Business**
　Travel Agency

■ **Platform**
　AWS
　Nifcloud

■ **Size of Systems**
　400 Instances
　48000 Batches

Hybrid Cloud (AWS x Nifcloud)

Hinemos provides support for Both Public(AWS) and Private(Nifcloud) Cloud.

Ability to manage core systems

Ability to provide monitoring and Batch operation for core systems for customer business.

Ability to replace JP1

Reduce TCO dramatically by replacing JP1 to Hinemos.

Solution service for migration

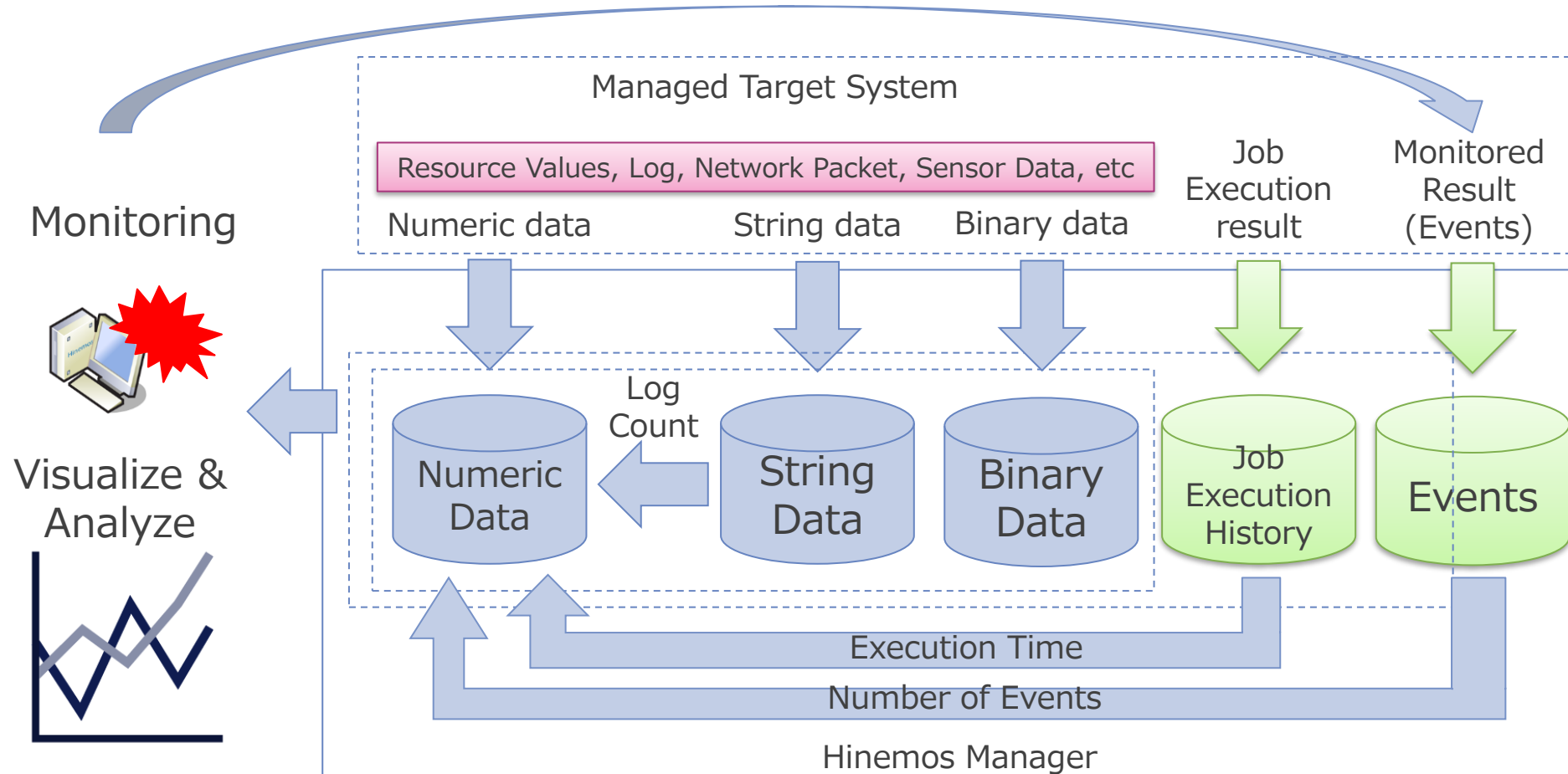Provides solution to provide easy migration of thousands of batches.

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Feature Overview

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Hinemos provides simple & unified
operation management features of complicated system

Integrate and simplify management all with "Hinemos"

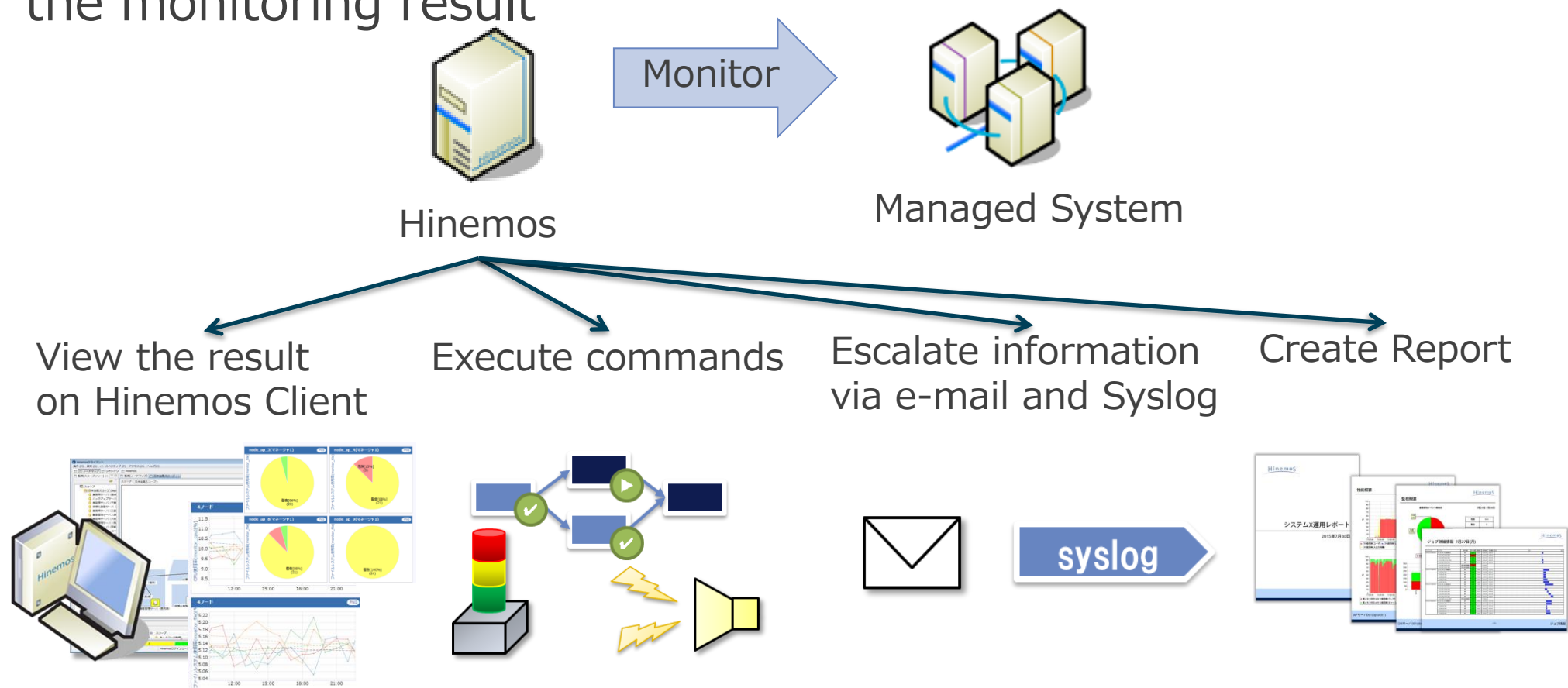Monitoring, Visualization and Analysis

Data Collection and Accumulation

Automation
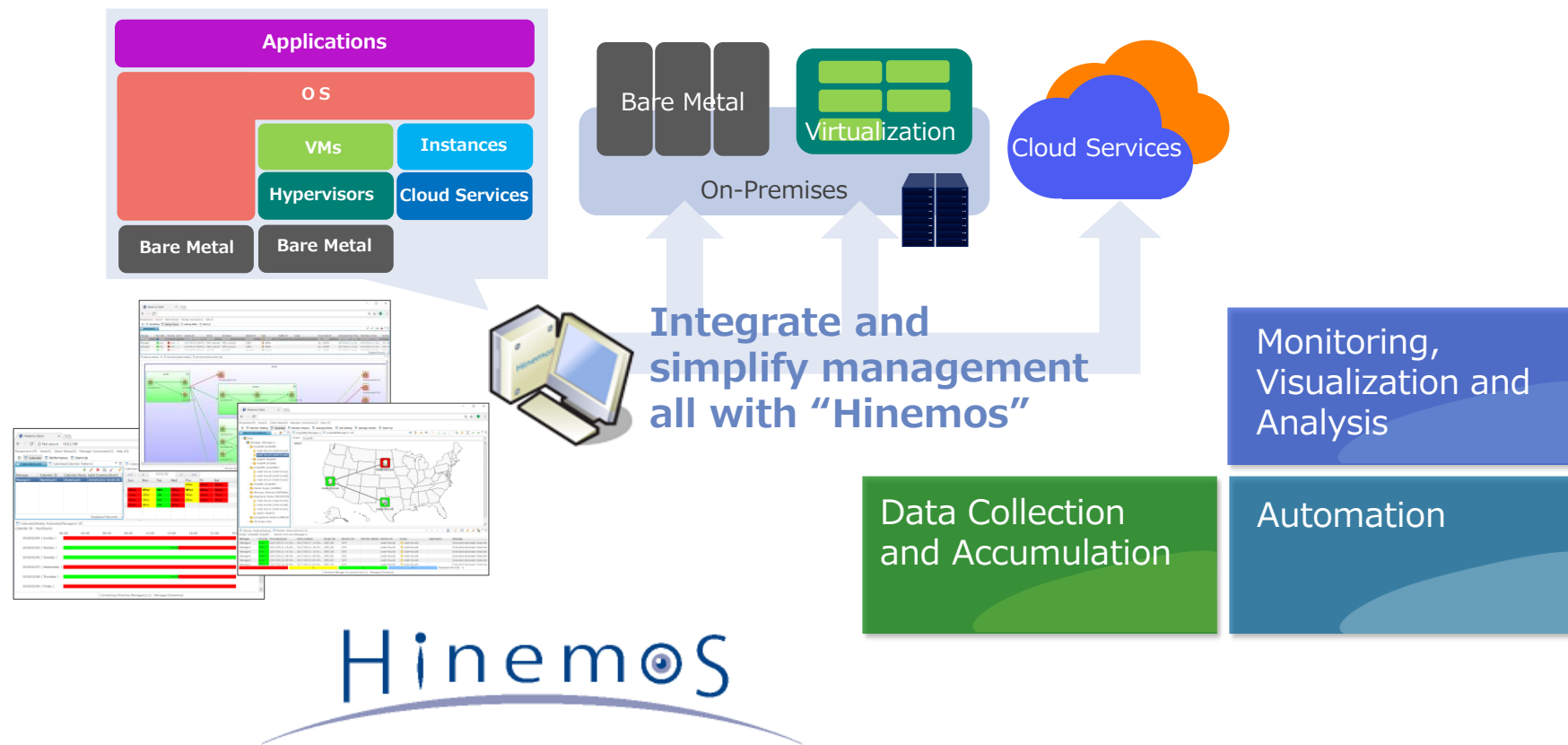
Data Collection and accumulation

Various data from managed systems can be collected, stored, and be used for analyzation

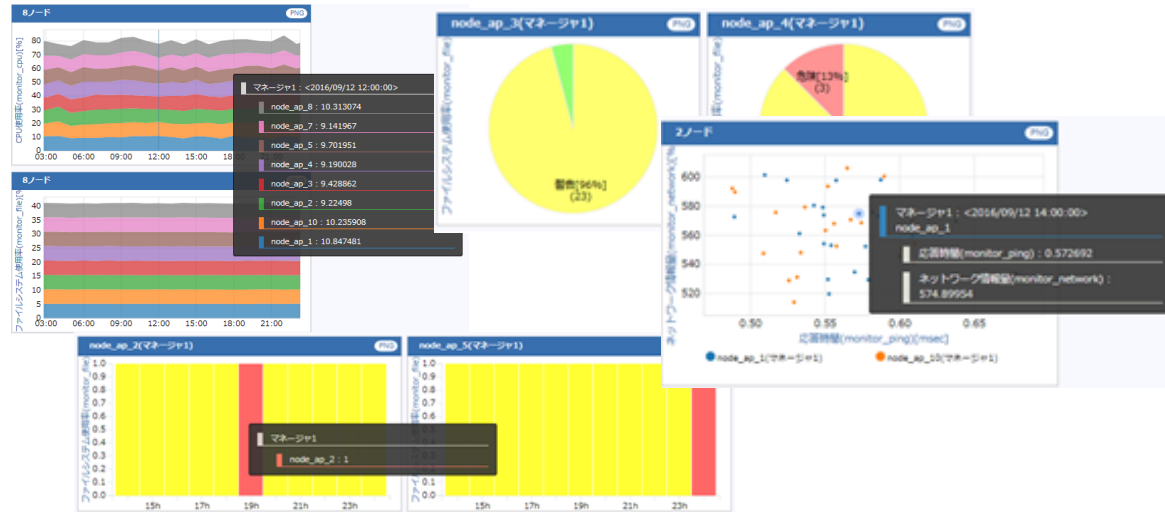Managed Target System

Resource Values, Log, Network Packet, Sensor Data, etc

Monitoring

Numeric data | String data | Binary data | Job Execution result | Monitored Result (Events)

Visualize & Analyze

Log Count

Numeric Data | String Data | Binary Data | Job Execution History | Events

Execution Time

Number of Events

Hinemos Manager

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Monitoring

Collected Data from managed systems can be monitored in various ways, and various actions can be taken depending on the monitoring result
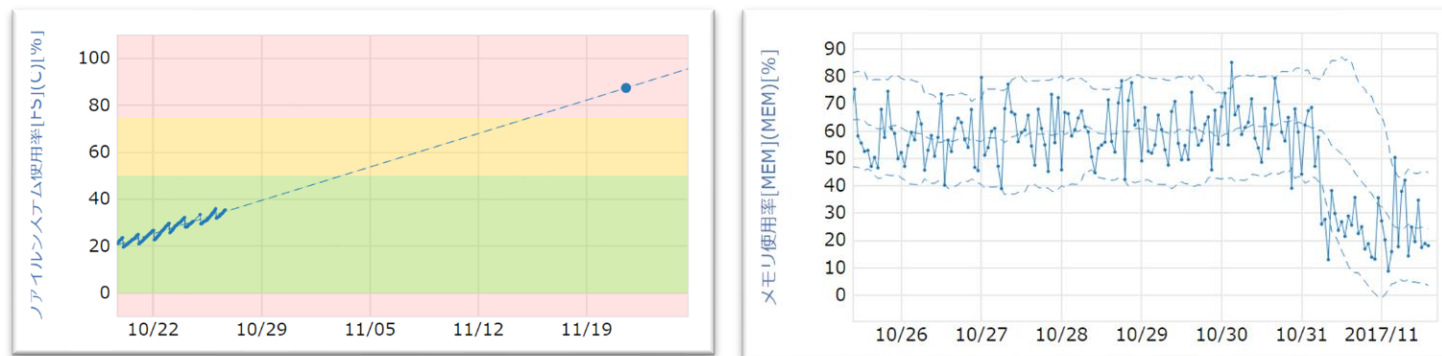
Monitor

Hinemos

Managed System

View the result on Hinemos Client

Execute commands

Escalate information via e-mail and Syslog

Create Report

syslog

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Visualization and Analysis

Collected data can be visualized in various format

- Visualize in various graph format (ex. Distribution map, Scatter plot)
- Show correlations between data
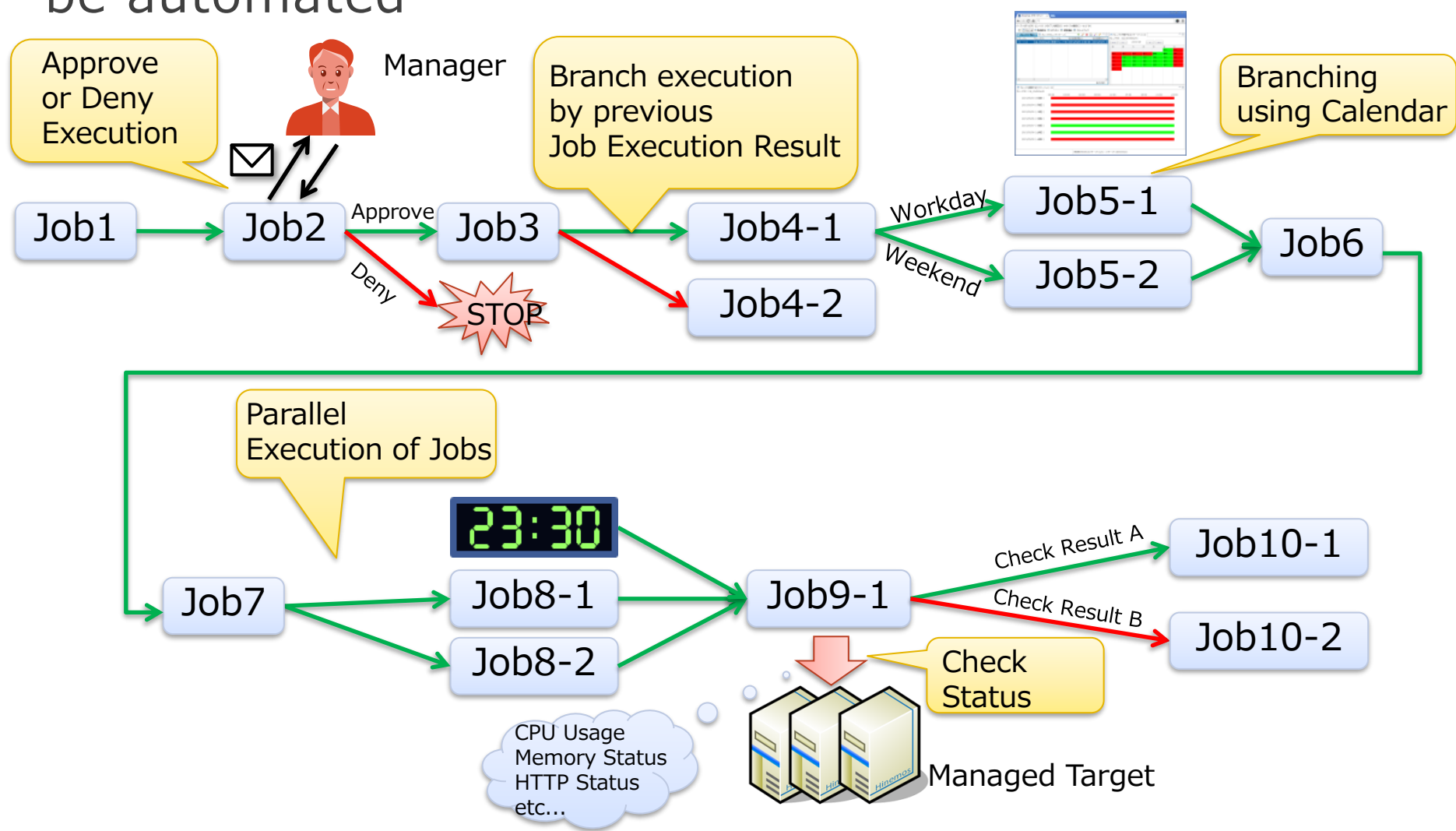- Export data in PNG, CSV format.

Add extension line to visualized data for analyzation
(Predict future values with 1st~3rd order approximation, gap from predicted values, correlations)
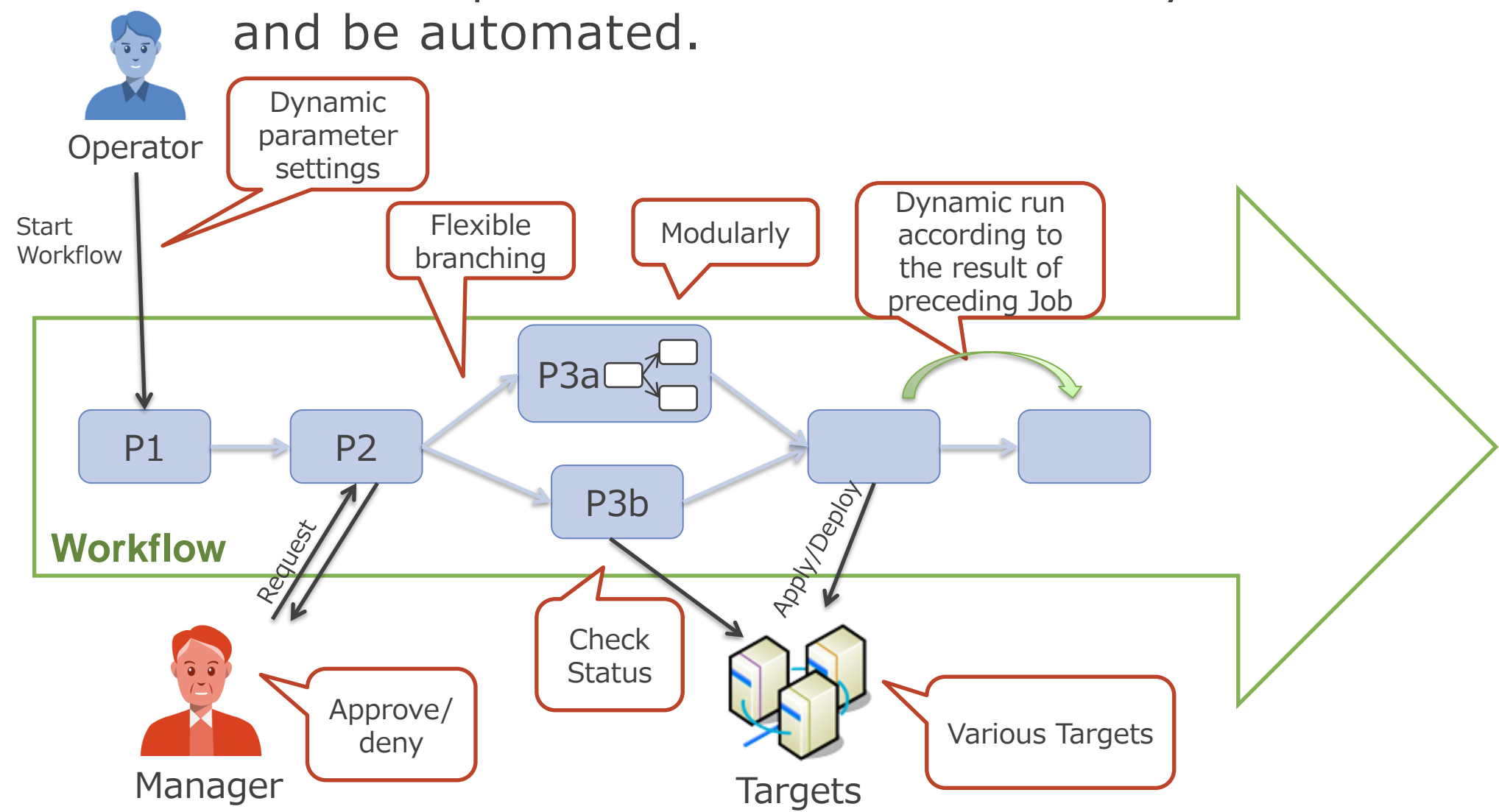
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Operation Automation (Job Scheduling)

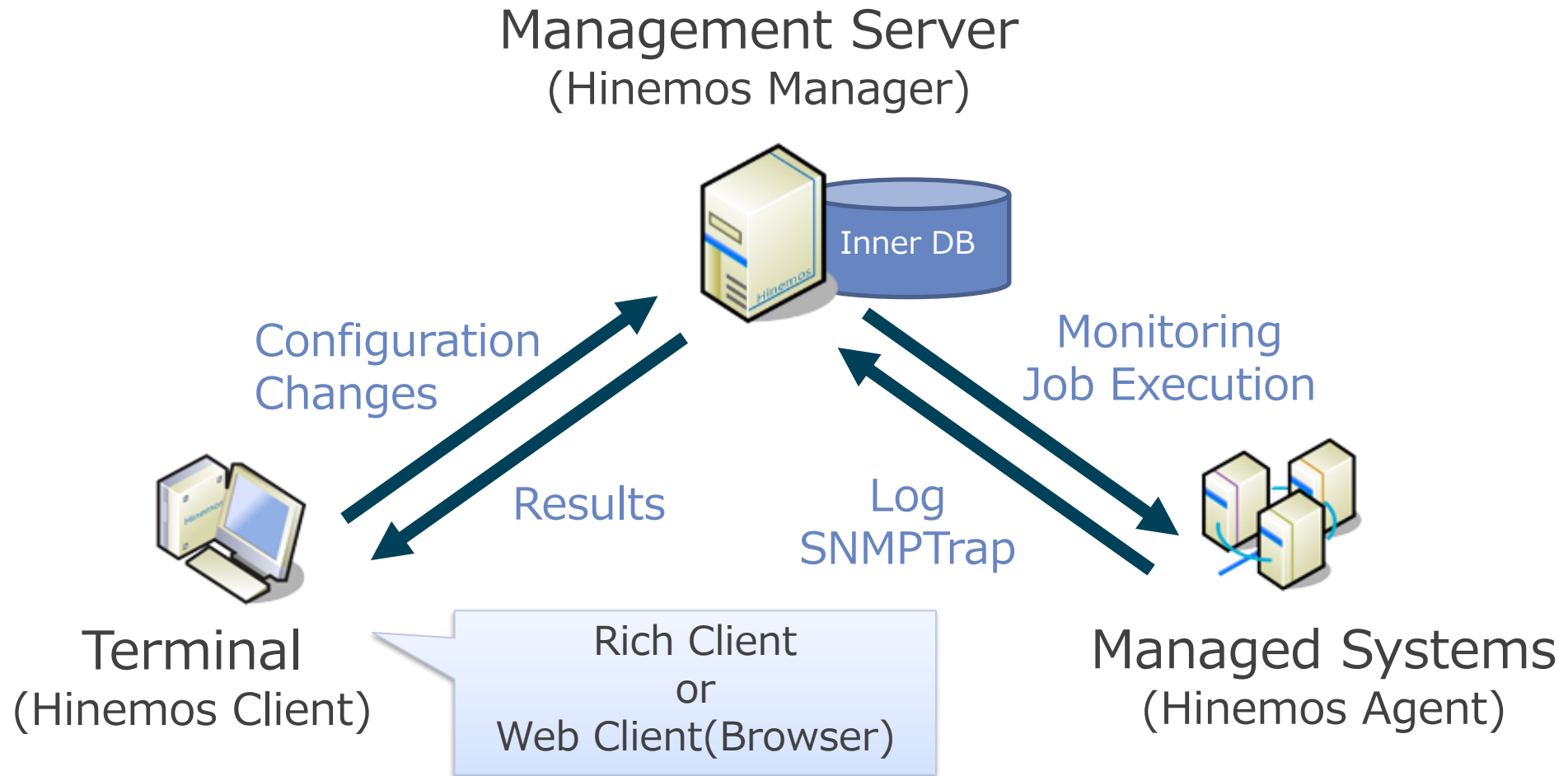Various Operation can be stylized, scheduled and be automated

Approve or Deny Execution

Manager

Branch execution by previous Job Execution Result

Branching using Calendar

Job1 → Job2 — Approve → Job3 → Job4-1 — Workday → Job5-1 → Job6
Job2 — Deny → STOP
Job3 → Job4-2
Job4-1 — Weekend → Job5-2 → Job6

Parallel Execution of Jobs

23:30

Job7 → Job8-1 → Job9-1 — Check Result A → Job10-1
Job7 → Job8-2 → Job9-1 — Check Result B → Job10-2

Check Status

CPU Usage
Memory Status
HTTP Status
etc…

Managed Target

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Runbook Automation

Various Operation workflow can be stylized and be automated.

Packages and components

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3 basic components of Hinemos

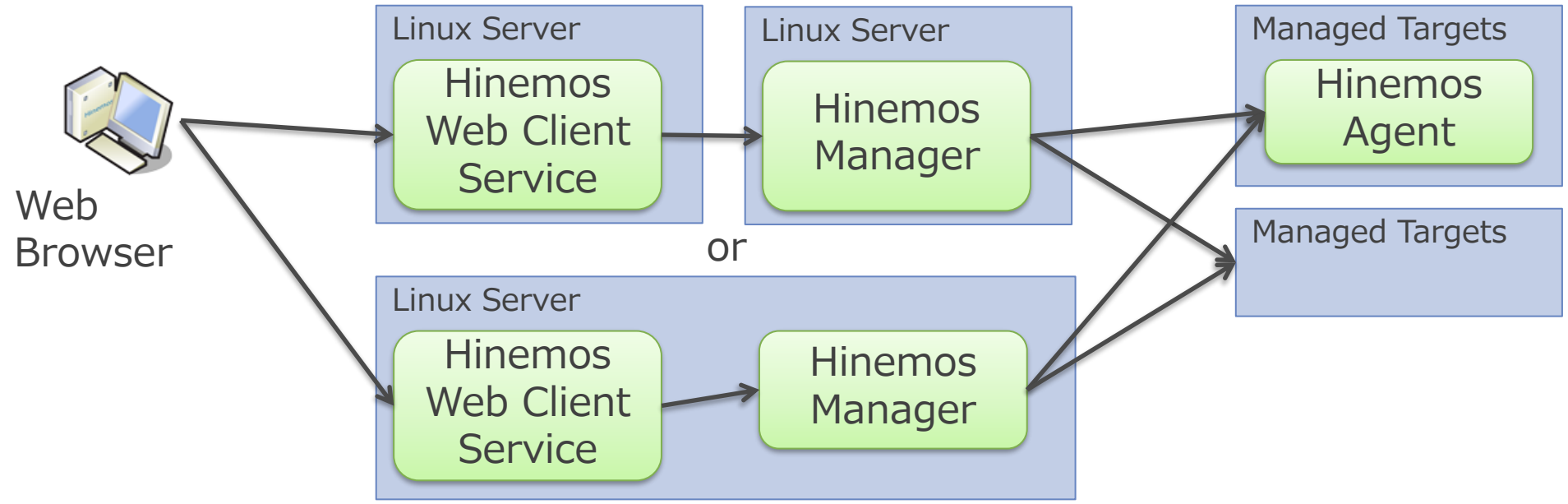## Management Server
(Hinemos Manager)

Inner DB

Configuration
Changes

Monitoring
Job Execution

Results

Log
SNMPTrap

Terminal
(Hinemos Client)

Rich Client
or
Web Client(Browser)

Managed Systems
(Hinemos Agent)

Hinemos Client

GUI Application (Rich Client)

Windows PC/Server

Hinemos
Rich Client
Application

Linux Server

Hinemos
Manager

Managed Targets

Hinemos
Agent

Managed Targets

Web Client

Web
Browser

Linux Server

Hinemos
Web Client
Service

Linux Server

Hinemos
Manager

or

Linux Server

Hinemos
Web Client
Service

Hinemos
Manager

Managed Targets

Hinemos
Agent

Managed Targets

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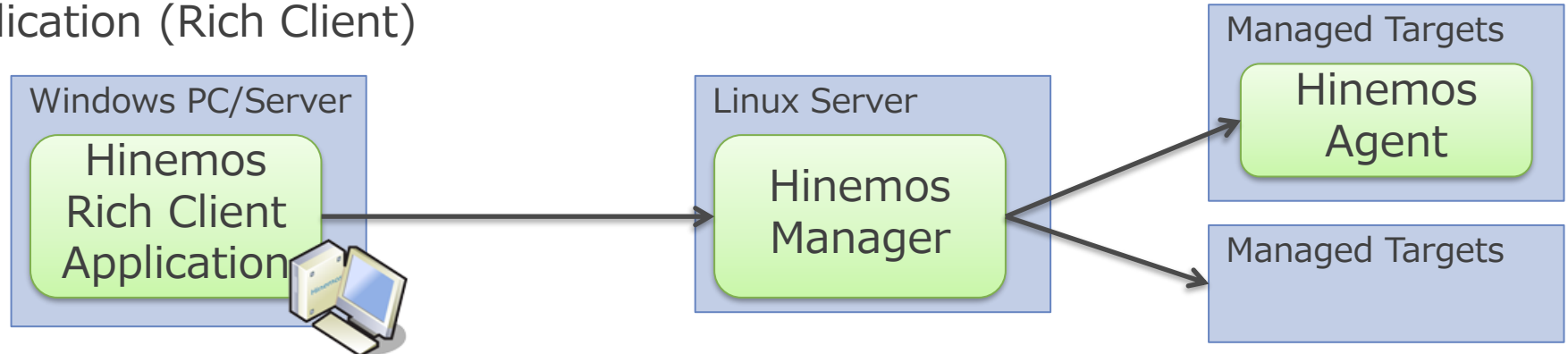
Supported OSs

Built packages are provided and supported

Components	Supported OSs
Hinemos Manager	RHEL 7, 8/CentOS 7
	Windows Server 2019, 2016, 2012R2
	Amazon Linux 2 2.0.20190115 and later
Hinemos Agent	RHEL/CentOS/Oracle Linux 8, 7, 6, 5
	Windows Server 2019, 2016, 2012R2, 2012, 2008R2, 2008
	Windows 10, 8.1
	Amazon Linux 2 (2.0.20190115 and later)
	Solaris 11(SPARC, x86) ,Solaris 10(SPARC, x86), HP-UX 11i (v3), HP-UX 11i (v2), AIX 7.2, AIX 7.1
	SLES 15, SLES 12
	Ubuntu 16.04LTS, 18.04LTS
Hinemos Client (GUI APP)	Windows Server 2019, 2016, 2012R2, 2012
	Windows 10, 8.1
Hinemos Client (Web)	Internet Explorer, Firefox, Chrome ※Supported Browsers

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Service Overview

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Hinemos Integration Service

Design & Integration Service

Provide various support for integrating Hinemos,
from consultation and designing to the actual installation.

Use knowledge, know-how, templates effectively

Migration Service from other products

Reduce TCO by Hinemos subscription
While keeping the migration cost low.

Migrate for low-cost in short term

Version Upgrade Service

Upgrade Hinemos to newer version while
reducing effects to managed systems

Cloud ready optimize Cloud operation

Plan	Design	Integrate	Test & Prep
・Proposal Support ・Consulting ・Requirement definition	・Basic Design ・Detailed Design ・Parameter Design	・Installation ・Communication Check ・Install Runbook	・Test ・Operation Runbook

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Hinemos Subscription Service

Software

Update

Support

- **Simple Fee**

  1 Subscription per Hinemos Manager

- **Long Term Support**

  Product support provided for up to 10 years

- **Easy to select**

  3 simple steps to choose subscription

VM・Cloud

☑ VMware

☐ Hyper-V

☑ AWS

☐ Azure

Manager OS

○ RHEL6/7

◉ Windows Server

Manager Structure

○ Single

◉ Mission-Critical

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Subscription Fee

Subscription fee is not effected by the number of managed targets or the number of cpu cores

| No effect to subscription fee by system expansions | No effects to subscription fee by configuration changes |

Most operation management software Product and support fee

General Operation Management Software

Hinemos

Fixed Subscription Fee

Number of targets

Fixed Subscription Fee

VM
Lack of resources
CPU CPU

→

VM
CPU CPU CPU CPU

Cloud, VM environment
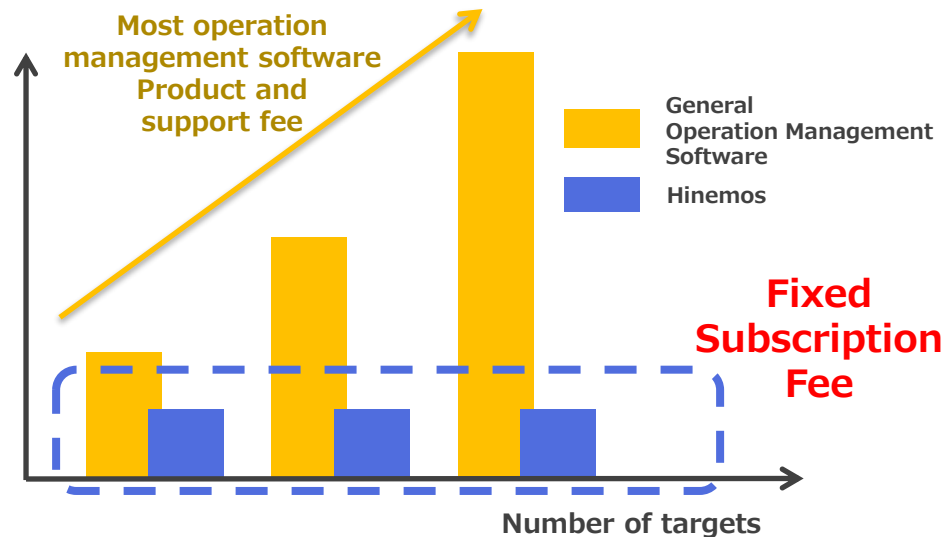
Freely scale up or scale out without considering effects to Hinemos Subscription Fee
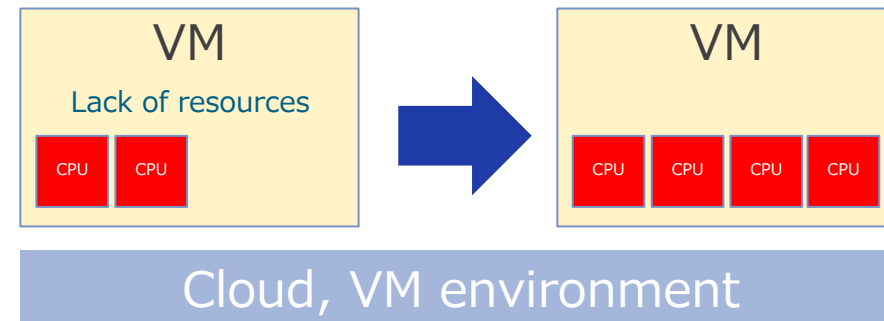
Freely change configuration without considering effects to Hinemos Subscription Fee
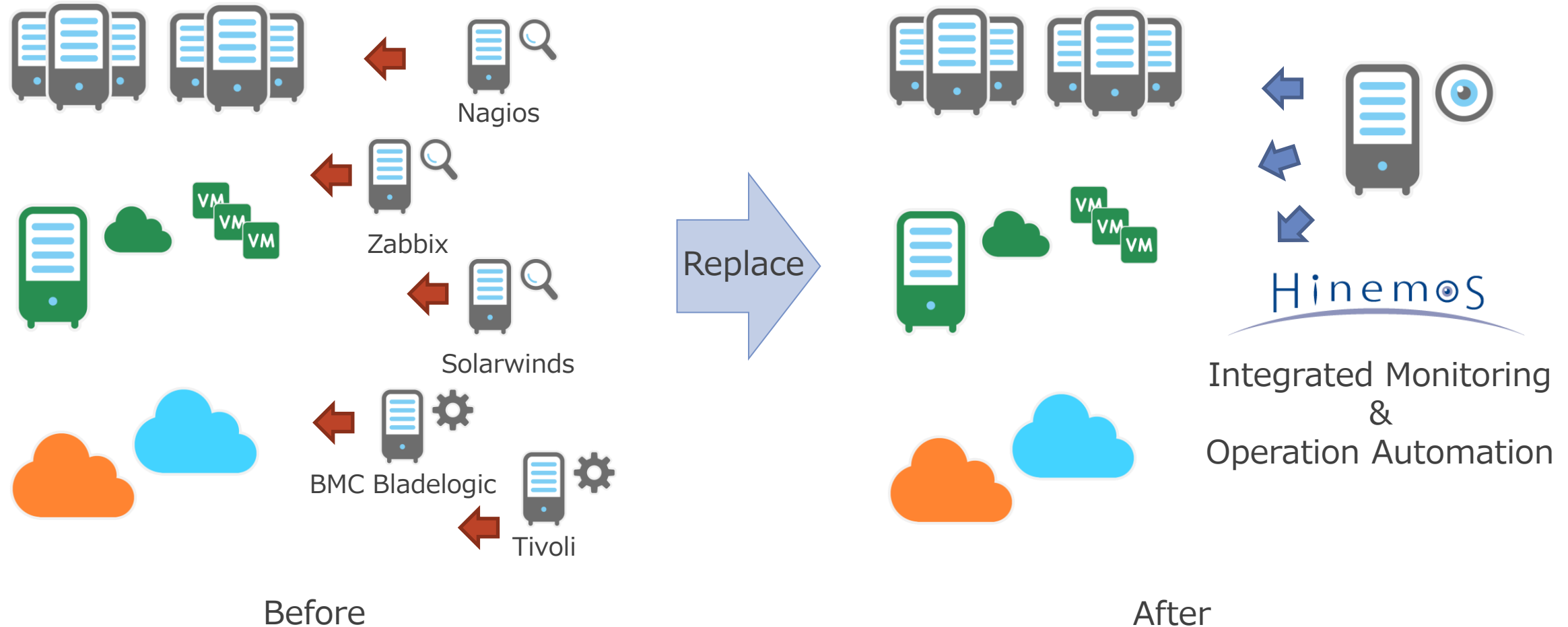
▶ **Effective fee structure for large systems, Cloud & VM environments**

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Use Cases

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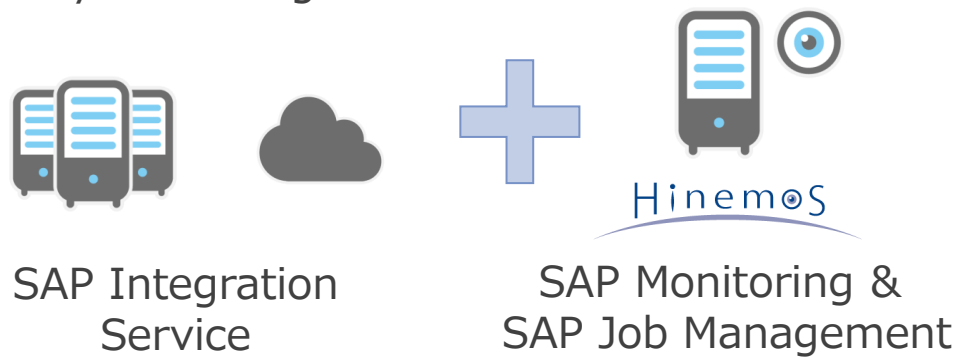# Integrating System Operation Tools

Integrate various system operation tools.
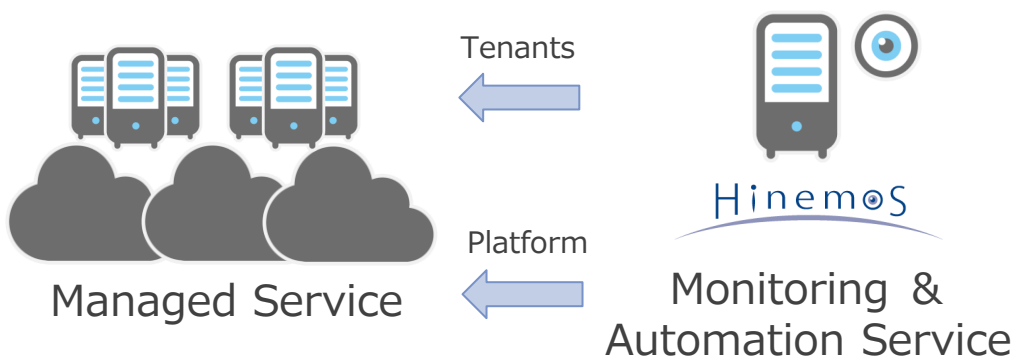Automate various operation actions, to reduce operational costs.

Nagios

Zabbix

Replace

Solarwinds

BMC Bladelogic

Tivoli

Hinemos

Integrated Monitoring
&
Operation Automation

Before

After

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Use in various services

Add monitoring and automation solution to integration & managed services.
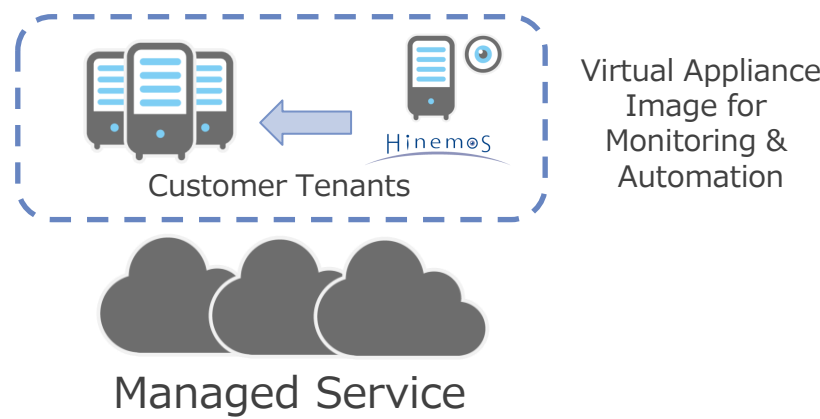
ex. SAP system integration service

SAP Integration
Service

Hinemos

SAP Monitoring &
SAP Job Management

ex. Managed service

Managed Service

Tenants

Platform

Hinemos

Monitoring &
Automation Service

ex. Financial package service

Hinemos

Service Component
for Monitoring &
Automation

Package Service
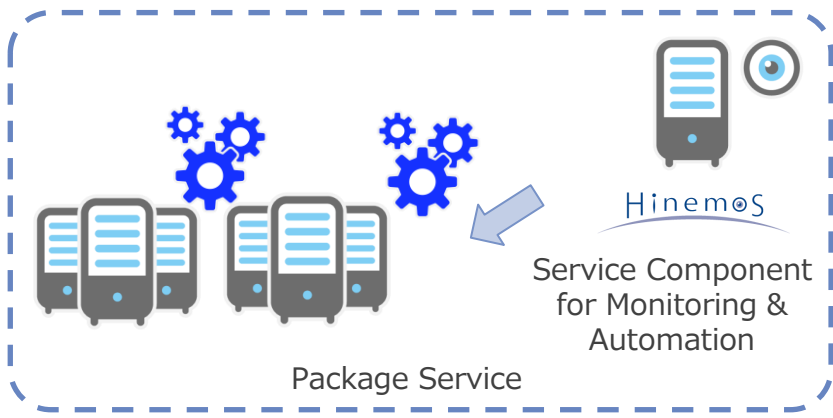
ex. Appliance service for tenants

Customer Tenants

Hinemos

Virtual Appliance
Image for
Monitoring &
Automation

Managed Service

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Inquiries

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Inquiries

Please feel free to contact us ☺

hinemos-sales@intellilink.co.jp

Thank you !

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