

# **Introduction of MasterScope Operations Management Software Suite**

March, 2018  
NEC Corporation





# **Orchestrating** a brighter world

NEC brings together and integrates technology and expertise to create the ICT-enabled society of tomorrow.

We collaborate closely with partners and customers around the world, orchestrating each project to ensure all its parts are fine-tuned to local needs.

Every day, our innovative solutions for society contribute to greater safety, security, efficiency and equality, and enable people to live brighter lives.



# Agenda

- 1. NEC Profile**
- 2. Introduction of MasterScope Portfolio**
- 3. Monitoring Software Suite**
- 4. Management Software Suite**
- 5. Automation Software Suite**



# 1. NEC Profile



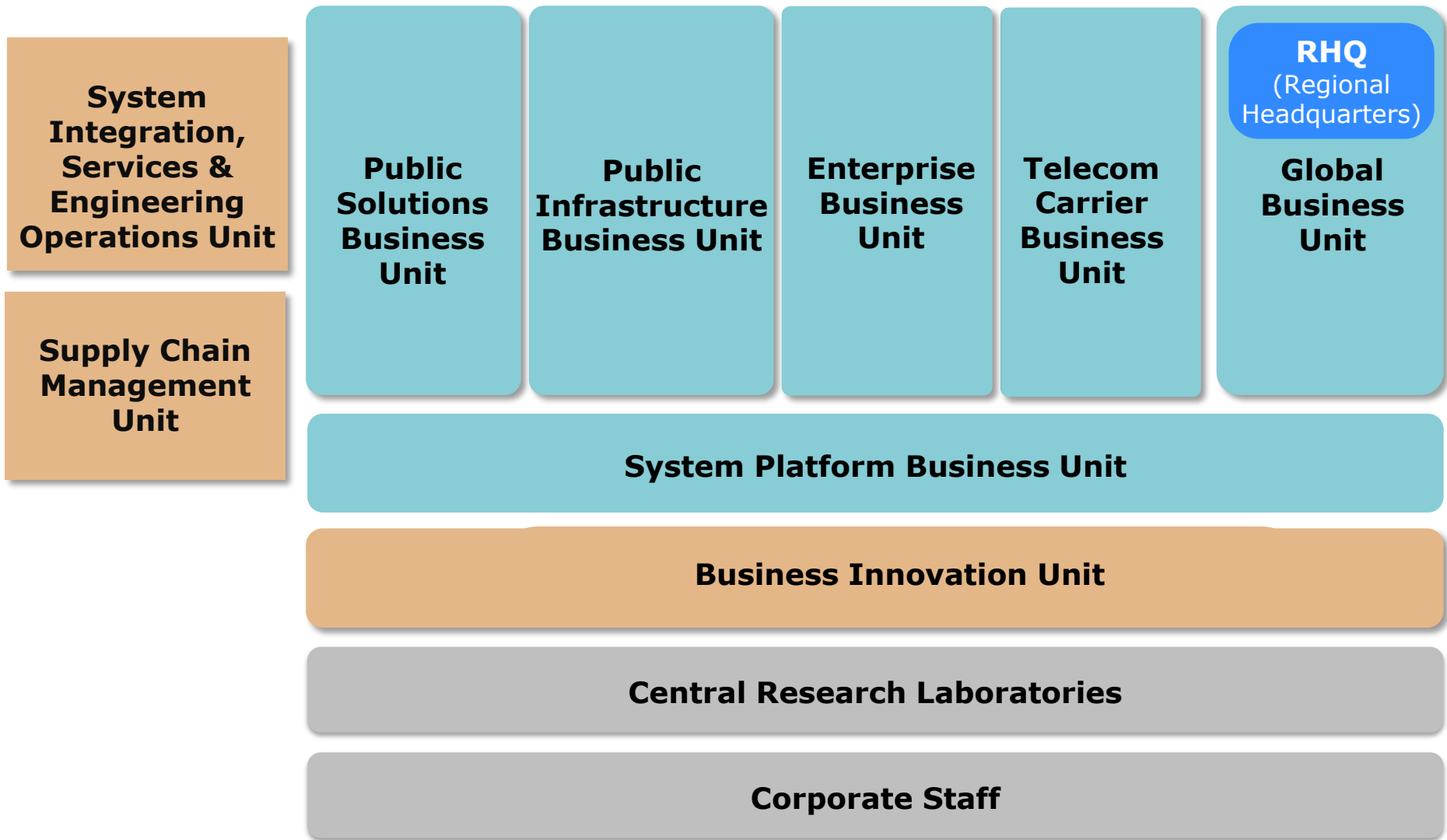
# NEC Profile

Company Name	NEC Corporation
Address	7-1, Shiba 5-chome, Minato-ku, Tokyo, Japan
Established	July 17, 1899
Capital	¥ 397.2 billion - As of Mar. 31, 2017 -
Consolidated Net Sales	¥ 2,665 billion - Fiscal year ended Mar. 31, 2017 -
Operations of NEC Group	Public, Enterprise, Telecom Carrier, System Platform, Others
Employees	NEC Corporation 21,444 - As of Mar. 31, 2017 - NEC Corporation and Consolidated Subsidiaries 107,729 - As of Mar. 31, 2017 -





# Organization Chart

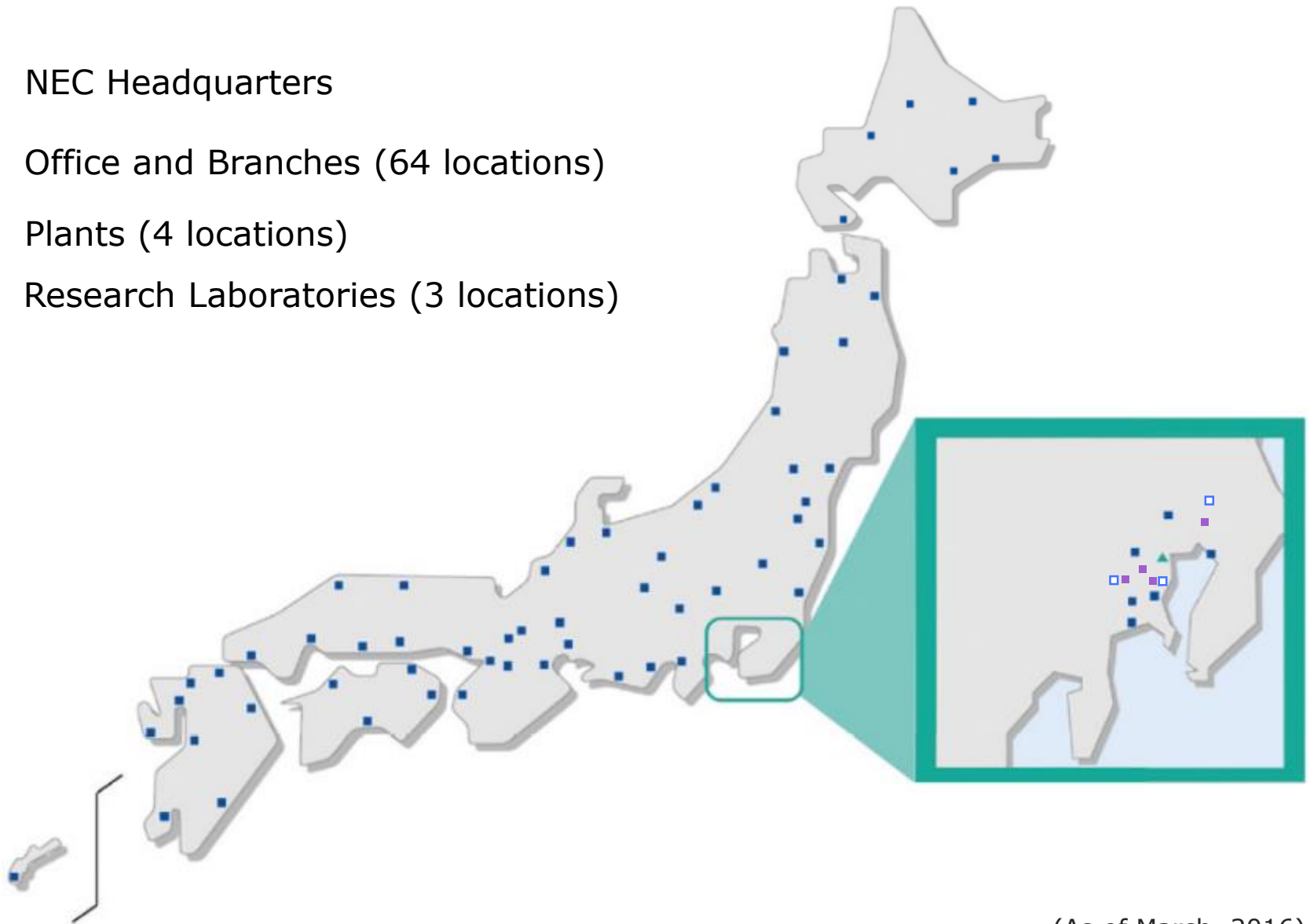


(Apr 1,2017)



# NEC's Branch Network Spreads across Japan

- ▲ NEC Headquarters
- Office and Branches (64 locations)
- Plants (4 locations)
- Research Laboratories (3 locations)

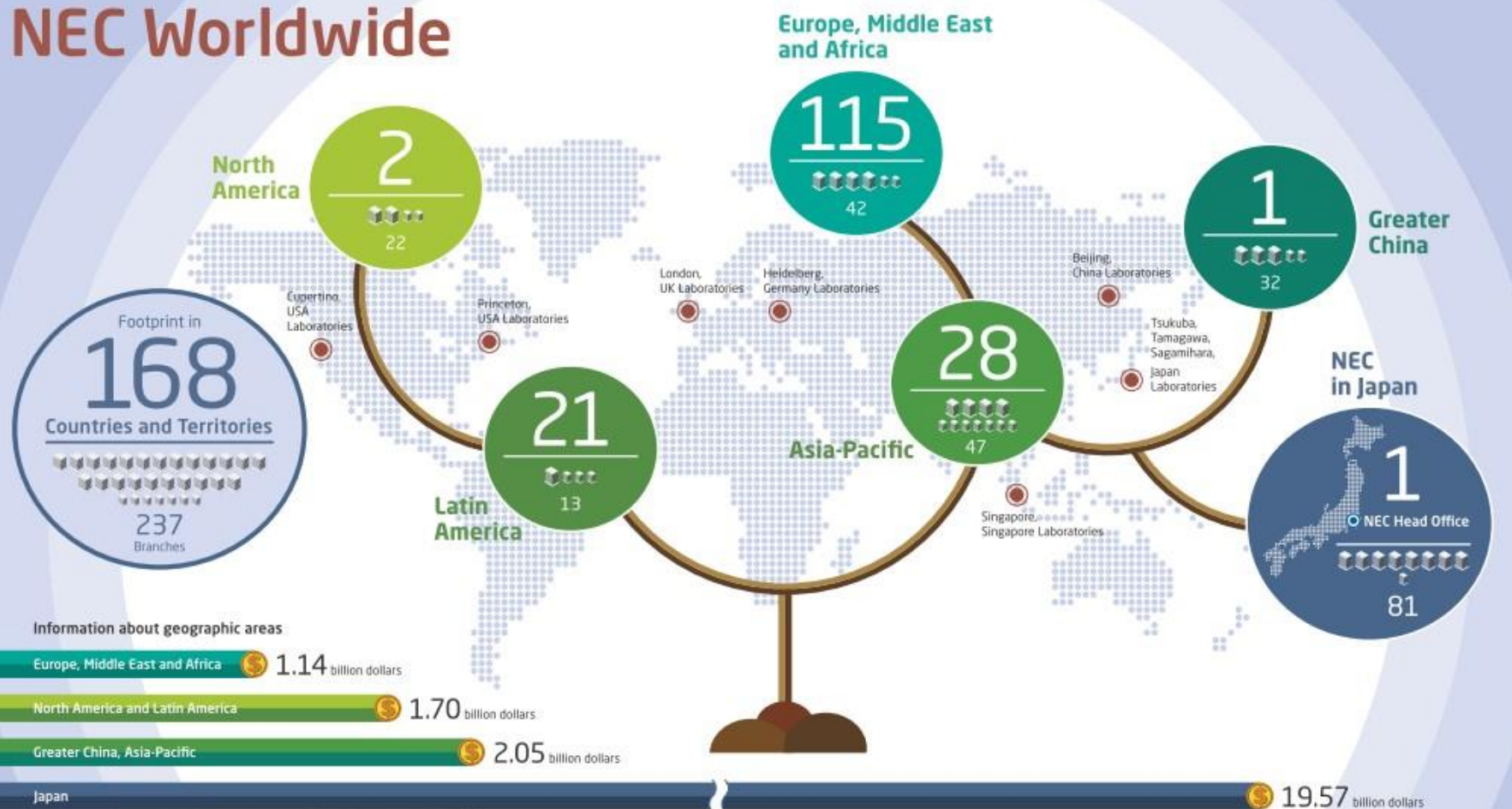


(As of March, 2016)



# NEC Worldwide: "One NEC" formation in 6 regions

## NEC Worldwide





# Proportion of Sales by Operating Segments



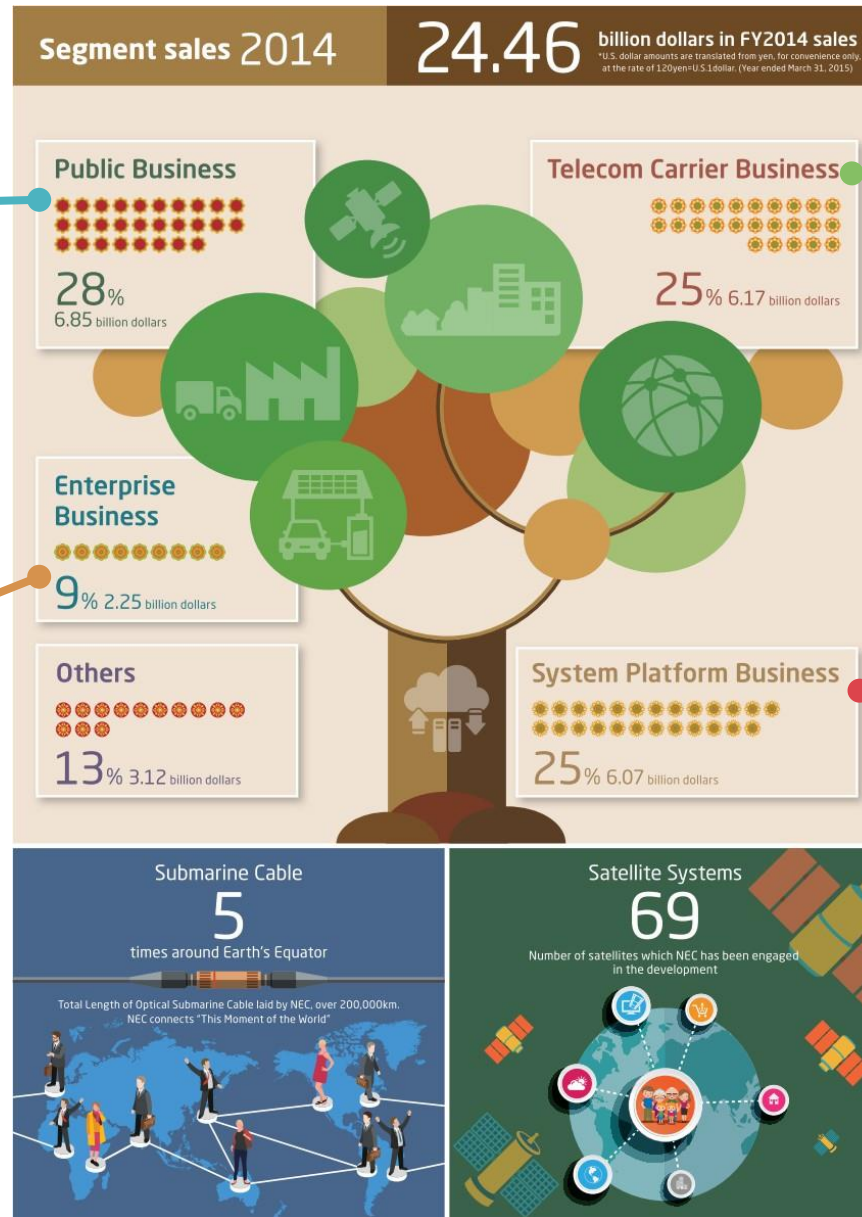
## Public Business

Government, Public, Healthcare, and Media



## Enterprise Business

Manufacturing, Finance, Retail, and Services



## Telecom Carrier Business

Telecom Carriers

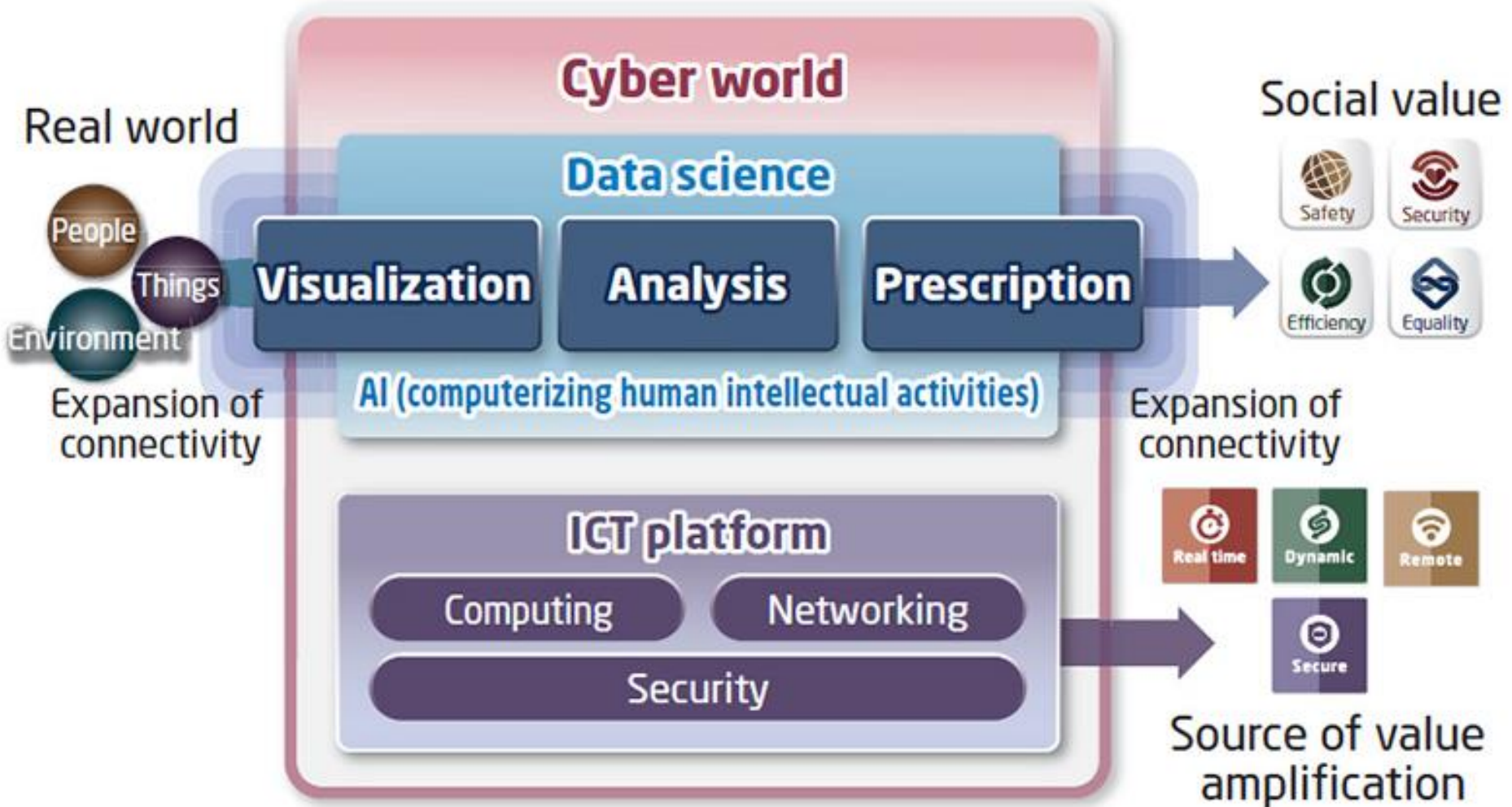


## System Platform Business

Hardware, Software, Enterprise Network Solutions, and Services



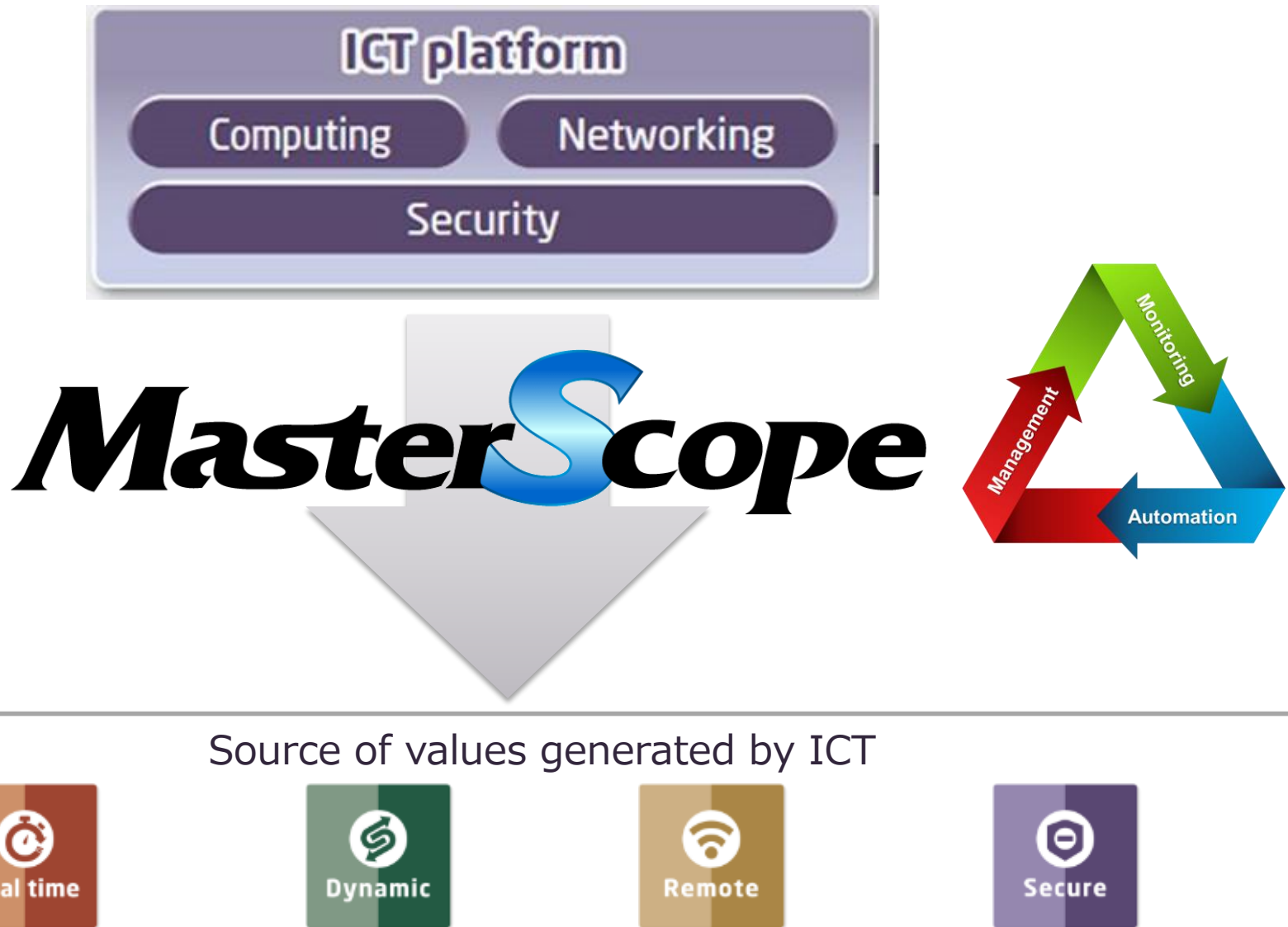
# Technology Vision



What technology will drive social value creation ten years from now?



# NEC Realizes Effective ICT Platform Management with MasterScope





## 2. Introduction of MasterScope Portfolio



# What Is MasterScope?

MasterScope is NEC's integrated operations management software brand that leverages the expertise and advanced technologies cultivated by NEC over many years. NEC delivers more than 3,000 MasterScope systems to customers annually.

MasterScope provides end-to-end support for systems encompassing ICT infrastructure to applications, and meets our customers' needs for easy-to-operate products.





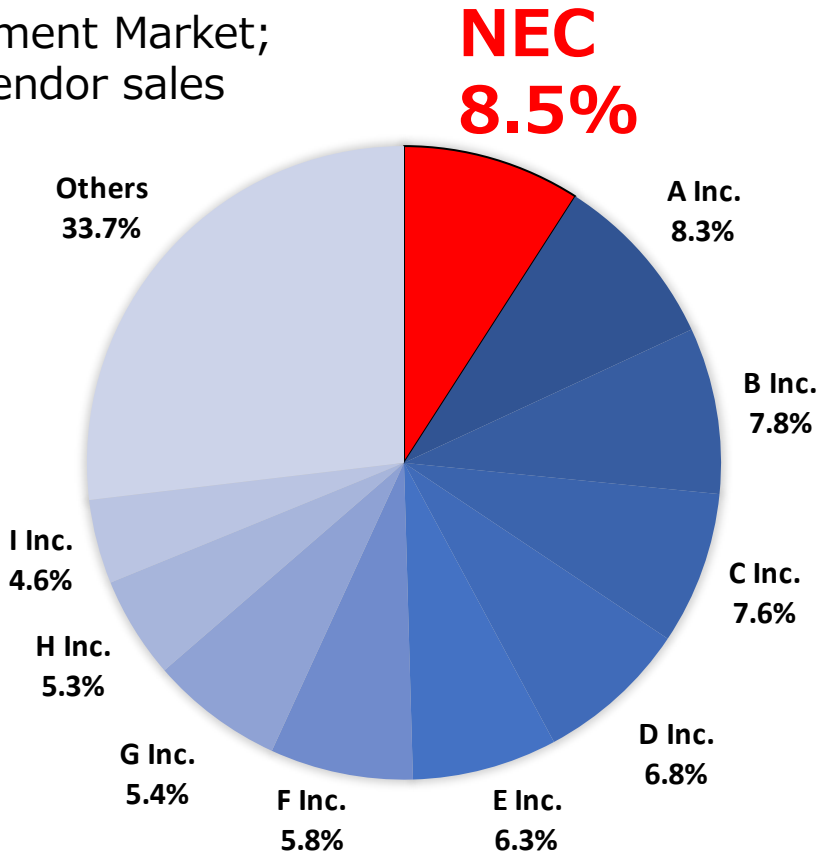
“ITR Market View: IT System Management Market2017” awards NEC as **No.1 vendor** in IT System Management Market for the third consecutive year. [FY2014 - FY2016]

NEC’s Software



CLUSTERPRO, iStorage HS Series

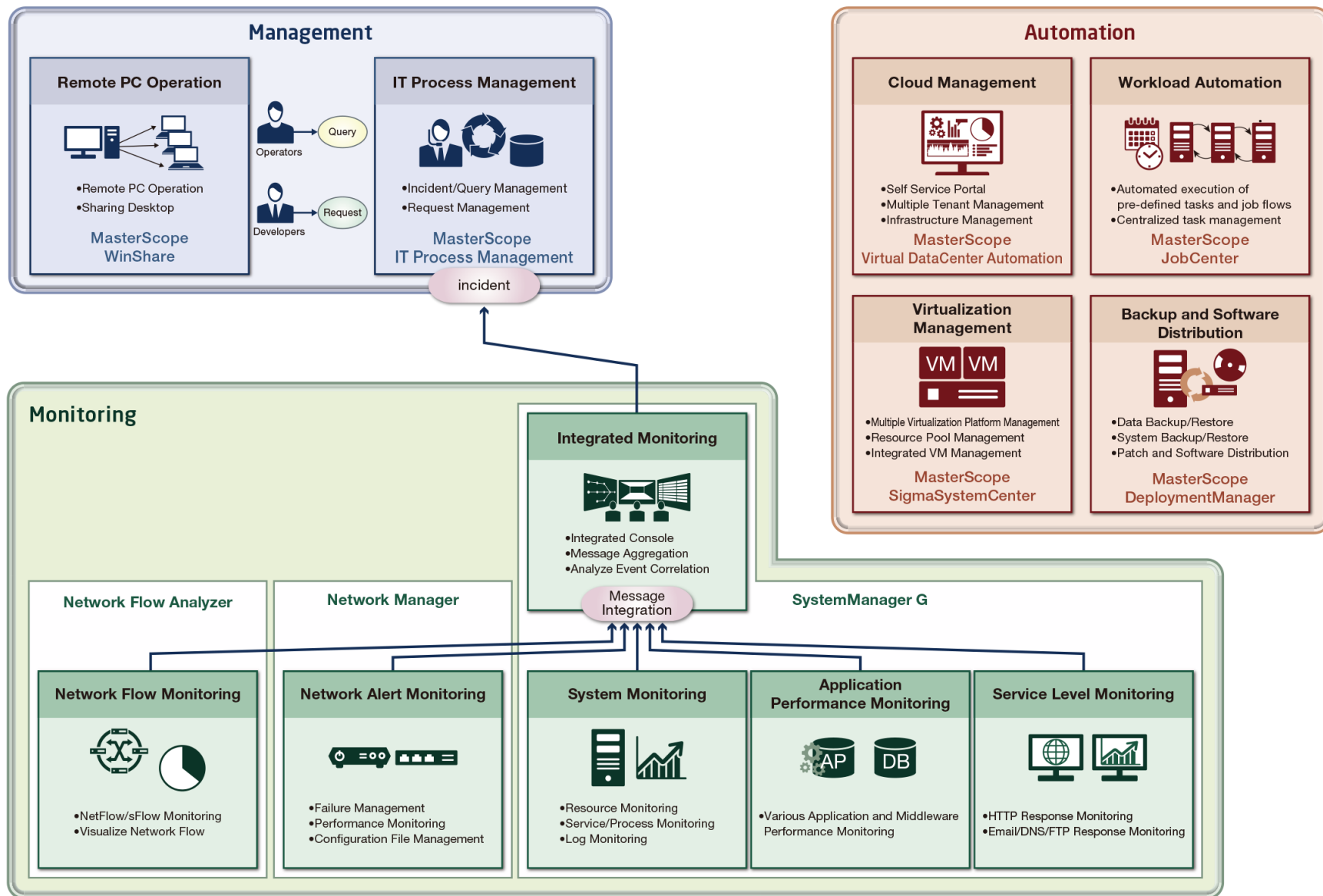
■ IT System Management Market;  
Market shares of vendor sales  
in FY2016



Source :  
ITR “ITR Market View;  
IT System Management Market 2017”



# Lineup of MasterScope Series





# Trusted Products - Installed in +12000 Users

MasterScope products have been supported by many customers since 2000.

- Even for those customers who have 4,000 servers and 3,000 devices in their systems, we have been supporting their smooth and stable operation with MasterScope products.

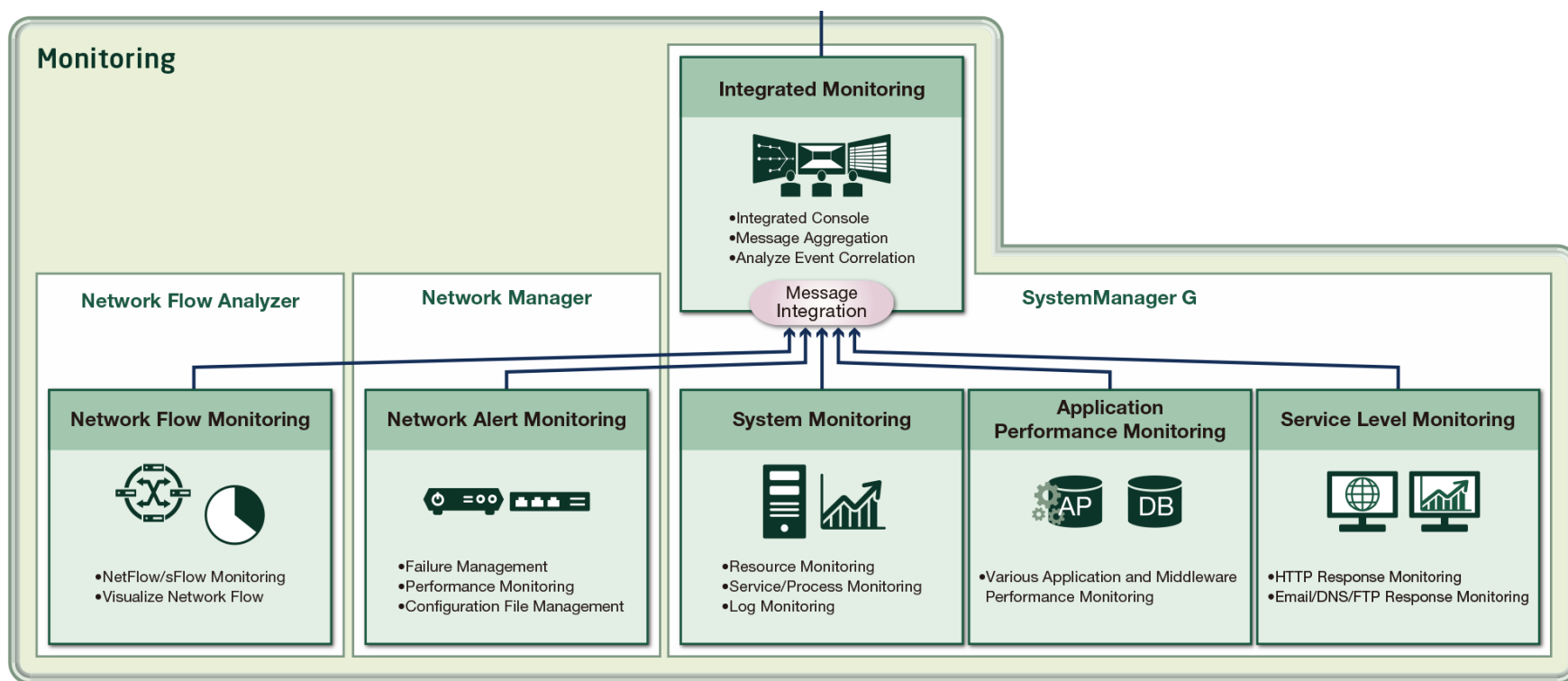




### 3. Monitoring Software Suite



# MasterScope Monitoring Software Products Lineup





# Which Level of Monitoring Is Efficient? (an example scenario)

Suddenly I cannot access the ERP system.  
Shipping deadline is very tight and I need to  
place an order right now.

Network?  
Server A?

Find out the failure point is  
**Server A**

Why an error  
occurred in **Server A**?

**Monitoring Level 2**  
- Monitor application logs  
- Monitor server resource, etc.

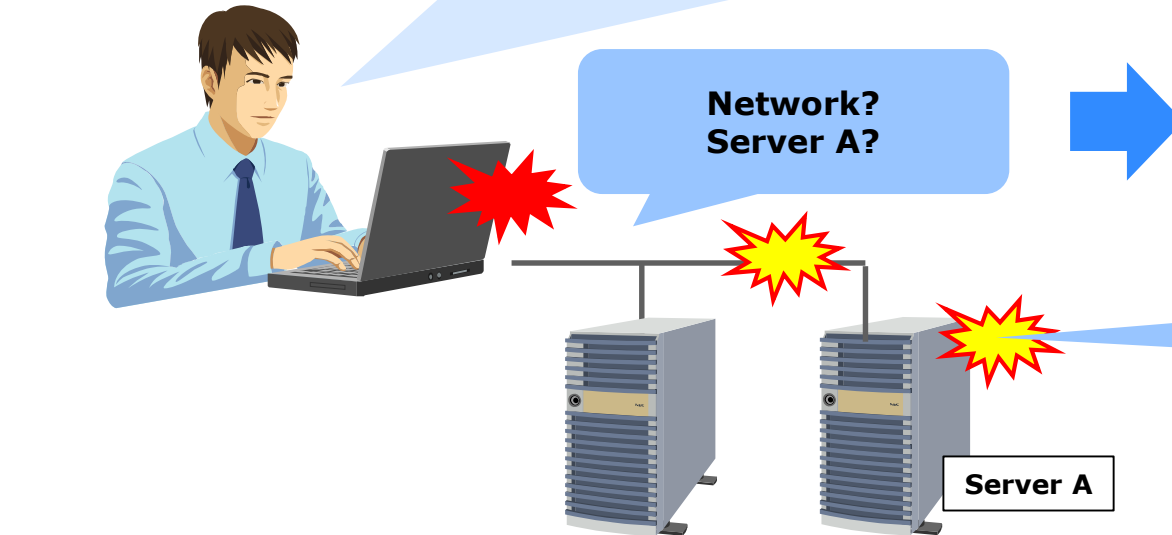
Find out CPU usage is  
abnormally high in **Server A**

**Monitoring Level 3**  
- Monitor which application has  
high CPU usage  
- Monitor which process is  
running abnormally in that app

Detect the root cause  
and take required actions

**Working  
Fine!!**

**Server A**





# Integrated Monitoring Solution from Platform to Application Layer

**MasterScope family offers integrated products for system management of network, hardware, and application layer.**

Monitoring Layer	Monitoring Level & Description	MasterScope Products	Monitoring Items Example
Service	<b>Monitoring Level 3</b> <ul style="list-style-type: none"><li>• Service response monitoring</li><li>• Performance monitoring for application</li><li>• Performance monitoring for middleware in deeper level</li></ul> <b>Monitoring Level 2</b> <ul style="list-style-type: none"><li>• Application log monitoring</li><li>• Syslog monitoring</li><li>• Service/process monitoring</li><li>• Resource monitoring</li></ul>	<b>MasterScope SystemManager G</b>	<ul style="list-style-type: none"><li>• Monitor response time of Web page</li><li>• Monitor threshold of Oracle table space</li></ul>
Application Middleware			<ul style="list-style-type: none"><li>• Resource monitoring of Virtual platform (VMware vSphere)</li><li>• Alive monitoring of processes (such as Oracle/business application)</li><li>• Log monitoring of applications</li><li>• OS resource monitoring (such as CPU, memory)</li></ul>
OS			
Virtual Platform			
Server	<b>Monitoring Level 1</b> <ul style="list-style-type: none"><li>• Hardware failure monitoring</li><li>• Alive monitoring</li><li>• Traffic monitoring</li></ul>	Integrate with HW monitoring software of the other HW vender	<ul style="list-style-type: none"><li>• Monitor failure of HDD</li><li>• Monitor temperature</li><li>• Monitor RAID</li><li>• Monitor Controller</li></ul>
Storage			
Network		<b>MasterScope Network Manager</b>	<ul style="list-style-type: none"><li>• Monitor failure/defect of network device</li><li>• Check ping availability</li></ul>
		<b>MasterScope Network Flow Analyzer</b>	<ul style="list-style-type: none"><li>• NetFlow/sFlow monitoring</li><li>• Visualize Network flow</li></ul>



# Monitoring Level 1

## Network Monitoring



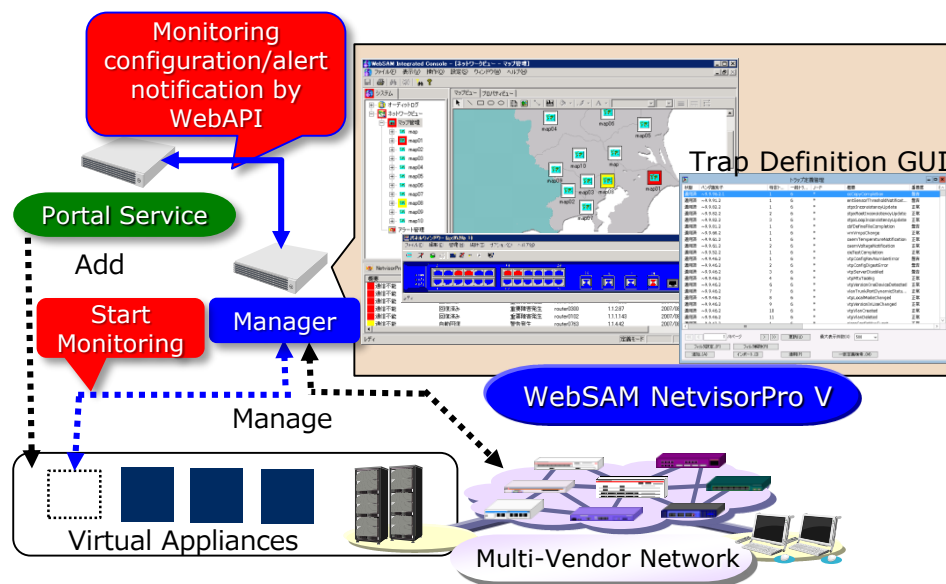
## Product Overview

- Monitors network performance and failures independent of vendors.
- Supports various management for configuring and operating each network devices to achieve TCO reduction.

## Benefits & Features

- Capture various types of failures
  - via alive status, SNMP, SYSLOG monitoring and devices' information auto-gathering by event-driven access.
  - display content of SNMP trap and SYSLOG, and notify administrator by email and signal light.
- Unify management of configuration change
  - for multi-vendor devices, many features are available including the backup and generation management of configuration files, and the batch updating of configuration files and software.
- WebAPI for automated configuration
  - WebAPI for adding and deleting configuration, and alert management is supported.
  - Systems in cloud DC such as service portal can use this feature to start/stop monitoring when virtual appliances are added/deleted.
- More supported network devices
  - Enhanced multi-vendors support

**MasterScope**



## NEC Advantage

- The Benefit of NEC network devices over other network devices are that we provide configuration management, firmware deployment, and front panel display.
- SYSLOG's knowledge database for troubleshooting.
- Automated configuration using WebAPI.

OS/Manager : **Windows**

Hypervisors : **VMware Hyper-V**

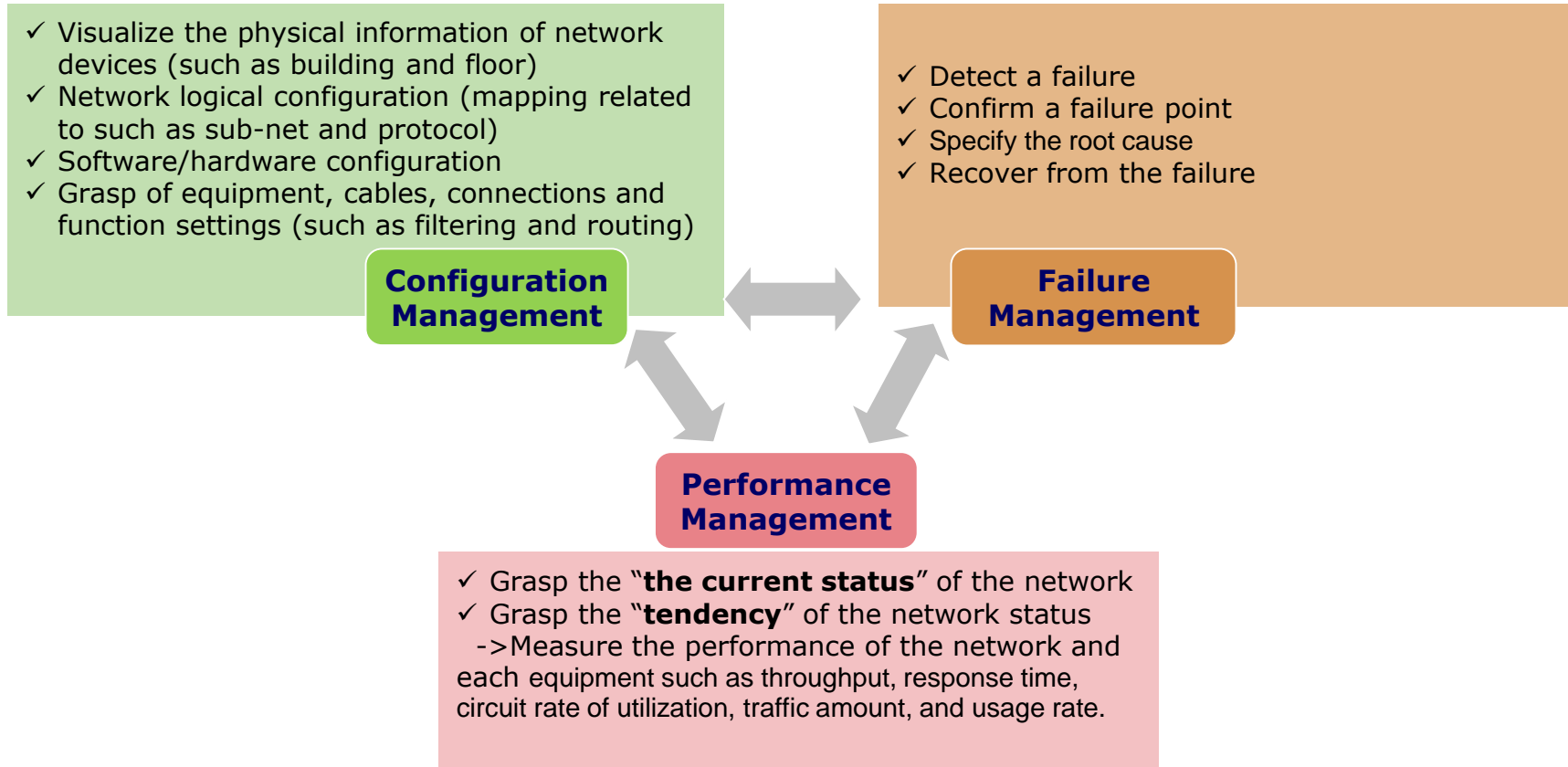
\*For more details on supported platforms, please contact your local NEC sales representative.



# MasterScope Network Manager

What will be important process for network stability?

**MasterScope**



Network Manager supports users running this network management cycle with a single integrated product.



## Product Overview

- Visualize application traffic to solve network administrator's problems.
- Support NetFlow, sFlow, NetFlow Lite, and IPFIX\* to visualize application traffic.
- Provide analytics from different points of view to support stable operation of network.

## Benefits

- Streamline capacity planning and failure investigation based on recording and visualizing application traffic
- Facilitate operations and reduce manpower by dashboard
- Prevent failures by monitoring application traffic

## Features

### 1. Visualize application and traffic

- Realize capacity planning and make failure investigation efficient by visualizing traffic of application or traffic between server and client using NetFlow/sFlow/NetFlow Lite(Cisco)/IPFIX(VMware vSwitch) analysis.

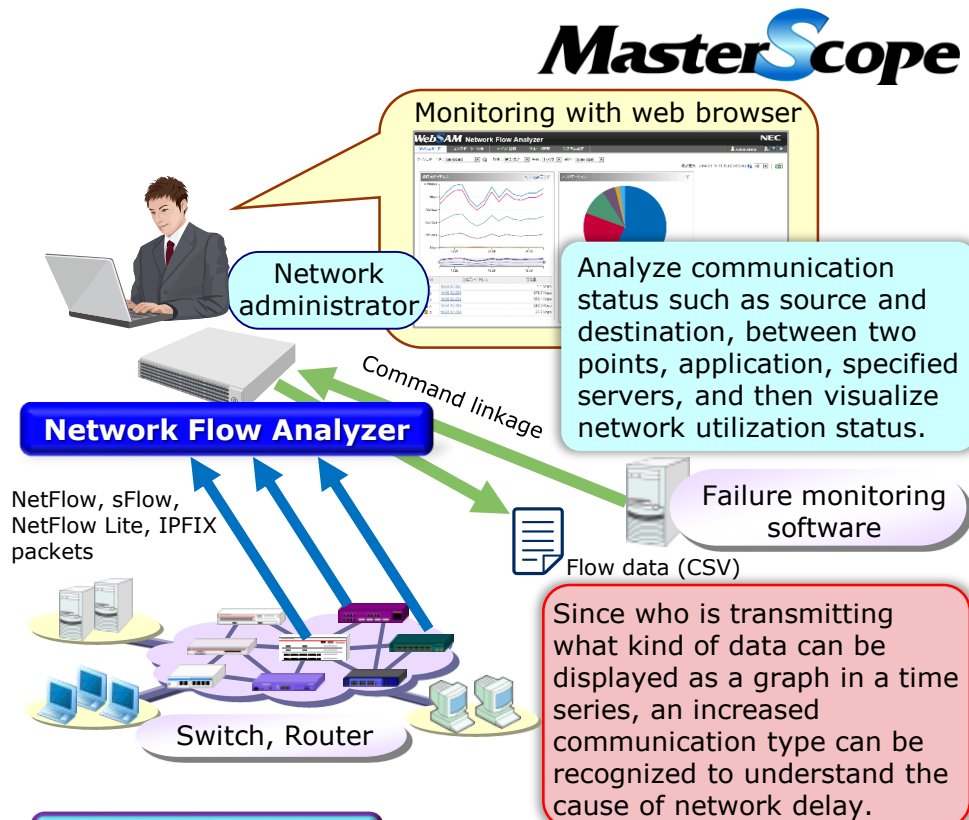
### 2. Provides flexible dashboard

- Enable instant confirmation of required information by locating graphs, etc. easily. Detailed information can be drilled down from dashboard.
- Default monitoring settings give a quick start.

### 3. Realize user-friendly visibility

- Provide high visibility, displaying by division unit, or service/application name such as YouTube.
- With other failure monitoring software, details of events and traffic status are stored automatically when a failure occurs.

<http://www.nec.com/masterscope/networkflowanalyzer/>



## NEC Advantage

\*IPFIX: Internet Protocol Flow Information Export

Multiple filtering rules make analysis easier and flexible. Detailed flow data both before and after a failure required to investigate its cause can be extracted accurately and securely.

OS :

Linux

Hypervisors :

VMware

Hyper-V

\*For more details on supported platforms, please contact your local NEC sales representative.



# Monitoring Level 2-3

From OS Level Monitoring to Application Level Monitoring



## Product Overview

- An all-in-one integrated monitoring product that covers all systems. A range of expanded functions are available simply by registering a new license. This allows you to flexibly raise the monitoring level or scale out your system according to your needs.
- It intelligibly notifies events and an extent of impact to administrators and assists prompt response.

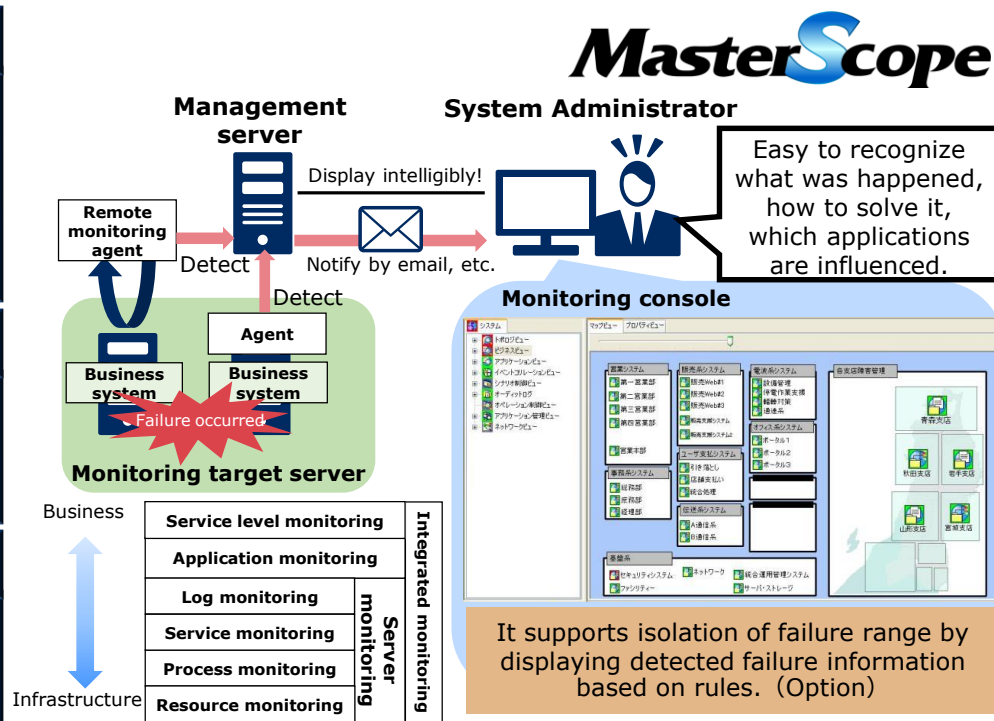
## Benefits

- Enjoy robust support for monitoring operations, from failure detection to visualization and handling, through integrated monitoring of the entire system.
- Realize stable system operation and better operational efficiency.

## Features

- Integrated monitoring including on-premises and cloud
  - It realizes integrated management of information such as configuration, failure, and performance in multi-platforms.
  - It offers hybrid cloud monitoring by linkage with cloud service (Amazon CloudWatch) in addition to on-premise.
- Various monitoring methods realize precise server operations
  - Failures can be detected in real time by output log of server and application's operational status, and monitoring threshold of performance data.
  - Unskilled operators can troubleshoot by accumulating past failure information and its recovering method to knowledge database.
- Make operations efficient by automation of monitoring setting and recovery
  - From installation to initial monitor settings are automated.
  - Prevent overlook of failures by various notifications.
  - Triggered by message occurrence, commands can be executed in management servers or monitoring target servers. Recovery flow automates and makes operations efficient.

<http://www.nec.com/masterscope/networkflowanalyzer/>



## NEC Advantage

- Administrator can monitor servers and networks including virtualized and cloud environment in an integrated way.
- SystemManager G analyzes collected performance information in real time with NEC's unique analyzing technologies, helping administrator detect silent failures.

OS/Manager : **Windows** **HP-UX**

OS/Agent : **Windows** **Linux** **Solaris** **HP-UX** **AIX**

Hypervisors : **VMware** **Hyper-V**

\*For more details on supported platforms, please contact your local NEC sales representative.



# MasterScope SystemManager G – easy function expansion

A range of expanded functions are available simply by registering a new license. This allows you to flexibly raise the monitoring level or scale out your system according to your needs.

## Basic functions

### Management functions

- **Reporting function**
- **Message management**
- **Command execution**
- **Schedule control**

### Monitoring functions

- **Performance monitoring**
- **Log monitoring**
- **Process/service monitoring**
- **Service port monitoring**
- **File capacity monitoring**

## Expanded functions (options)

### Message classification display function

- Classification and display of failure messages like folder sorting in mailers

### Middleware monitoring

- Performance monitoring peculiar to applications  
Example: Table area, GC rate, heap

### Customizable performance monitoring

- Threshold monitoring of user-specified command results

### Event correlation analysis function

- Detection of complex failures by combining multiple rules

### Hypervisor monitoring

- ESXi performance and log monitoring

### Service level monitoring

- Monitoring of external responses

### Manager hierarchization function

- Integrated management by bundling multiple Managers

### Cloud monitoring

- Monitoring of cloud environments such as AWS

No need to install additional modules. Functions can be expanded simply by registering a license.



**Higher monitoring level and expanded range of monitoring targets**

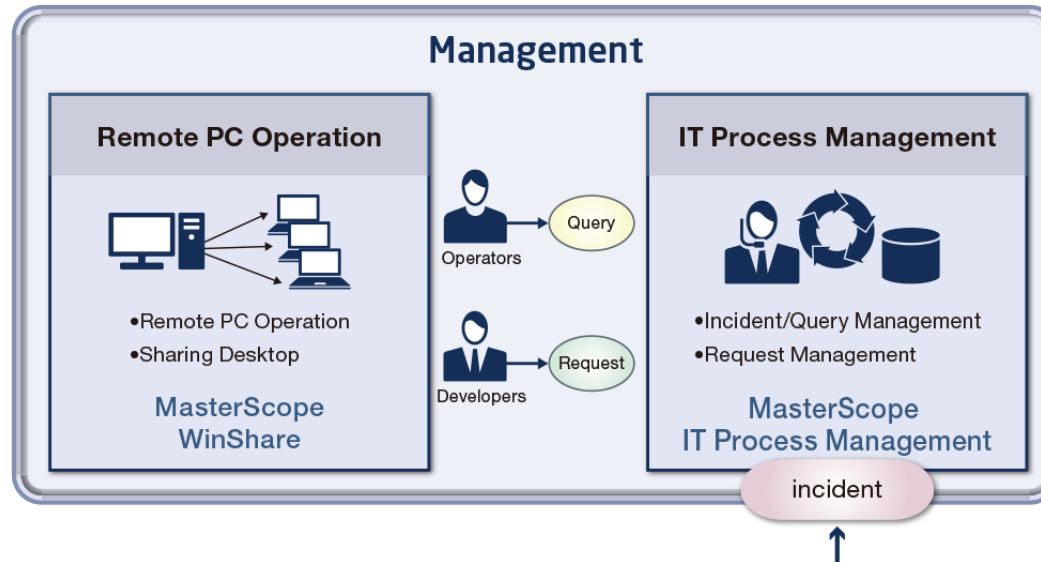


## 4. Management Software Suite

Several thin, flowing orange lines originate from the right side of the slide, looping and crossing each other in a dynamic pattern that extends from the top right towards the bottom right.



# MasterScope Management Software Products Lineup





## Product Overview

- MasterScope WinShare is a remote access and operation software solution. It enables you to operate PCs, servers, and other Windows-embedded devices such as POS terminals in remote locations by simply and securely displaying those screen images onto your computer.

## Benefits

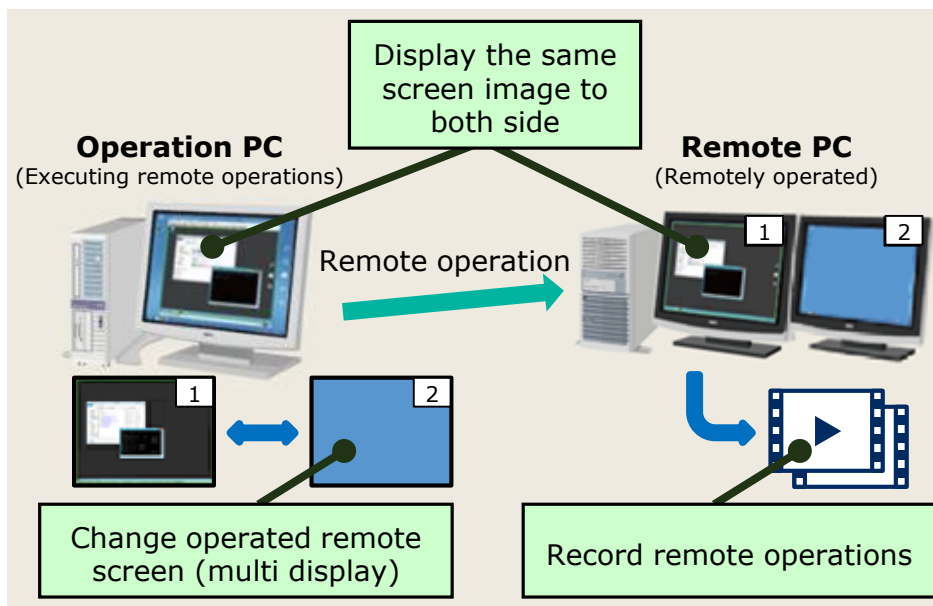
- Efficient remote maintenance
  - The remote operation function and power control function assure quick recovery without having to go to actual site.
- Efficient communication
  - Both sides can share the remote operation screen. This software can be used to provide support for users in remote locations and for educational purpose as well.
- Simple and secure
  - Users can remotely operate their office PCs without complex configuration and do their daily work regardless of where they are.

## Features

- Power control
- Retrieving logs, encryption, concentration
- Encryption of communication contents
- User authentication, access host control
- File transfer
- Setting operation right (operable/read only)
- Recording remote operation screen
- Multi display support

<http://www.nec.com/masterscope/winshare/>

# MasterScope



## NEC Advantage

WinShare supports remote power control which isn't supported by competitors' products or "Microsoft Remote Desktop." WinShare also supports embedded devices (Windows Embedded OS).

OS :

Windows

Hypervisors :

VMware Hyper-V

\*For more details on supported platforms, please contact your local NEC sales representative.



## Product Overview

MasterScope IT Process Management is an ITIL-based IT service management software that offers standardized IT operation processes, improves service levels, and reduces TCO by facilitating efficient communication between different departments. It can be easily adopted and deliver immediate results.

## Benefits

- Increase team efficiency and productivity
  - Allow access to a unified database without the mess of email, spreadsheets, and paper documents
  - Make the acquisition of the project status and tracking work progress very easy
  - Share know-how by the incident database accumulated over time
  - Help team members accomplish tasks in order and reduce input errors
- Enhance project control
  - Ensure to meet deadlines, balance team workload, and monitor service level such as time to first response time

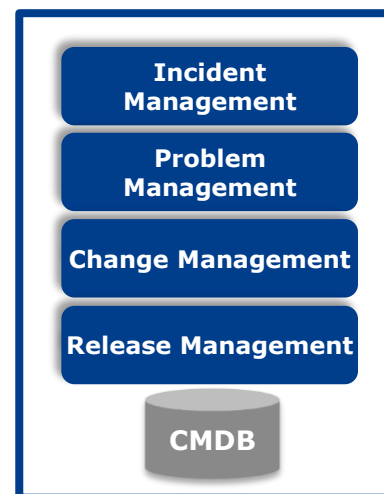
## Features

- Visualized project status and work progress
- Incident management by self-service portal and email
- Document management
- Application management
- Infrastructure management
- Announcement
- Report
- Integration with monitoring system, configuration management system, and authentication system

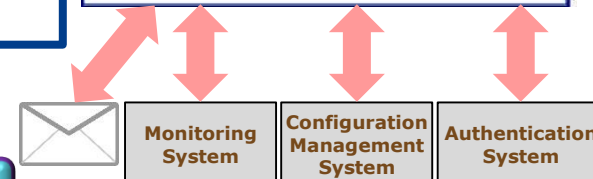
<http://www.nec.com/masterscope/itprocessmanagement/>

# MasterScope

**A comprehensive overview of the work progress and project status**



Number of Work Request & Work Item of P.F. Control & Number of Work Request				Summary Status			
Work Item	Work Request	Work Item	Work Request	Open	In Progress	Completed	Cancelled
Work Request	200	2	3	0	0	33	3
Work Item	12	0	18	3	0	0	0
Work Request	200	3	18	3	0	33	3
Work Item	12	0	2	2	0	0	0
Work Request	2	0	0	18	0	0	0
Work Item	2	33	2	0	0	0	0
Work Request	0	0	0	0	0	0	0
Work Item	5	18	33	0	0	0	0



## NEC Advantage

- Templates implemented based on our extensive experience in system operation provides a quick start. (adopted in manufacturing, financial services, distribution, public services, etc.)
- Intuitive interfaces require little training.

OS:

Windows Linux

Hypervisors :

VMware Hyper-V

\*For more details on supported platforms, please contact your local NEC sales representative.

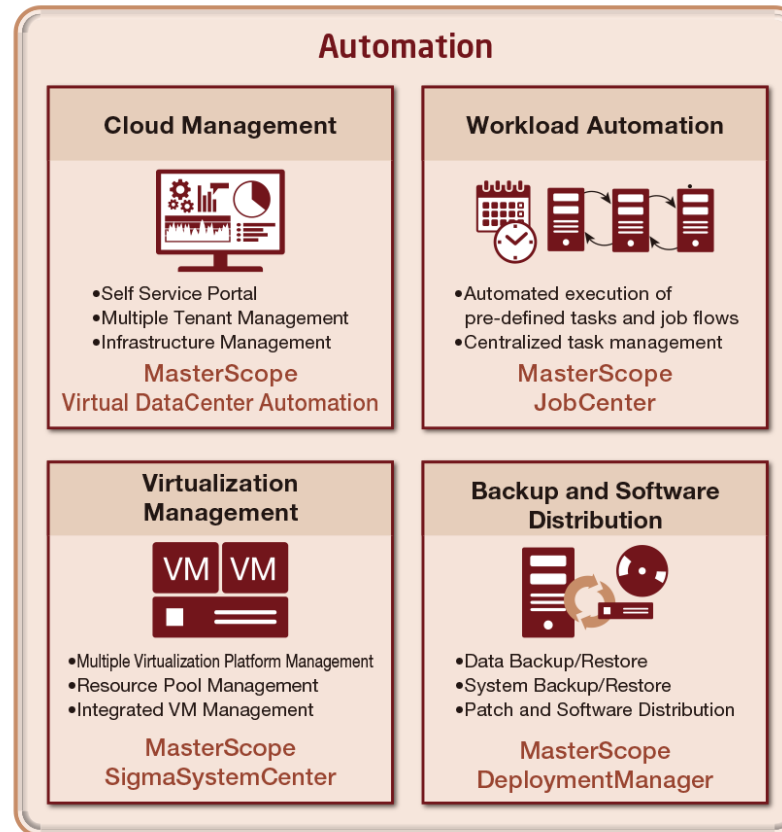


## 5. Automation Software Suite

A series of thin, flowing orange lines that start from the top right and curve downwards and to the left, crossing the horizontal line that separates the blue header from the white body.



# MasterScope Automation Software Products Lineup





## Product Overview

- Provides integrated management of Data Center distributed in a wide area and automates the operational process of IaaS platform, accelerating the delivery of infrastructure and minimizing operational costs.

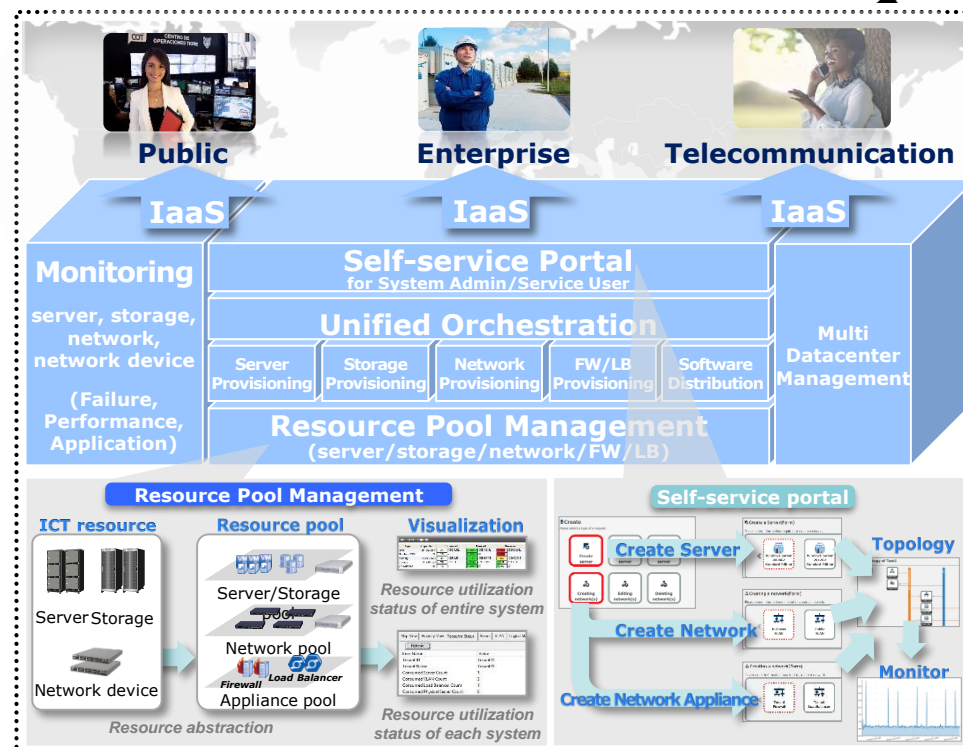
## Benefits

- Effective use of ICT resources in a multivendor environment
- Short delivery time of IT system, accelerate management.
- Highly reliable cloud environment

## Features

- **Multi Datacenter Management** - Integrated management of DCs distributed in a wide area
- **Self-service Portal** including **Monitoring** – System administrators and service users can monitor own virtual machines and service status
- **Unified Orchestration** - Automatic and efficient cloud operation by integrated control of virtual server and virtual network
- **Resource Pool Management** - integrated cloud resource management

**MasterScope**



## NEC Advantage

Based on experience in NEC's commercial cloud infrastructure service, it can operate IaaS infrastructure using large scale and wide area datacenter which accommodates 100,000 VMs.

OS/Manager : **Windows**  
 OS/Target : **WindowsLinux**  
 Hypervisors : **VMware Hyper-V RHEL KVM**

\*For more details on supported platforms, please contact your local NEC sales representative.



## Product Overview

JobCenter automates routine jobs and batch processing and controls job execution on multi-platform environment. It supports stable system accurately and effective with simple job-flow and schedule creation function. In addition, JobCenter enables substantially reducing management workload and operation costs.

## Benefits

- Automatic execution of operations reliably schedule and flow.
- Solution for reducing administrator's workload and human errors.
- Flexible support for job-flow modification.
- Detect errors immediately and monitors job status and results.
- Reasonable pricing according to machine rank.

## Features

1. Rich functionality of job network items
2. Flexible control by calendar and scheduler function
3. Job execution status monitoring (Displayed in graph, Send email on error)
4. Specifying Job execution start priorities between queues.
5. Simulation execution function
6. Access Control function
7. Integrated management of distributed job execution environment
8. Link with SAP, Excel and text format
9. Web GUI and Dashboard

<http://www.nec.com/masterscope/jobcenter/>

## Management Server

JobCenter management server manages job flow and schedule and configure environment.



## Job Execution Server

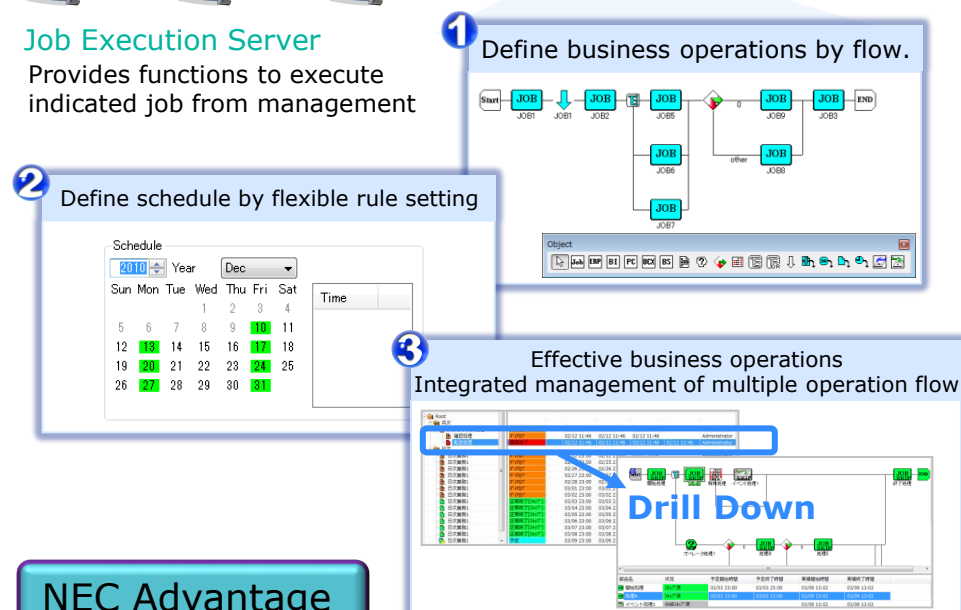
Provides functions to execute indicated job from management

# MasterScope

## Client GUI (Viewer)



Client GUI for job creation and schedule to confirm execution results



## NEC Advantage

"Definition Helper" function enables you to create job definition and flow and schedule confirmation.

OS/Manager, Server : **Windows** **Linux** **HP-UX** **AIX**

OS/View : **Windows**

Hypervisors : **VMware** **Hyper-V**

\*For more details on supported platforms, please contact your local NEC sales representative.



## Product Overview

MasterScope SigmaSystemCenter is infrastructure management software that enables the management of servers, storage, and network, providing a single unified view to operate a multi-platform, multi-OS system. By optimizing IT resources, SigmaSystemCenter significantly reduces operational costs.

## Benefits

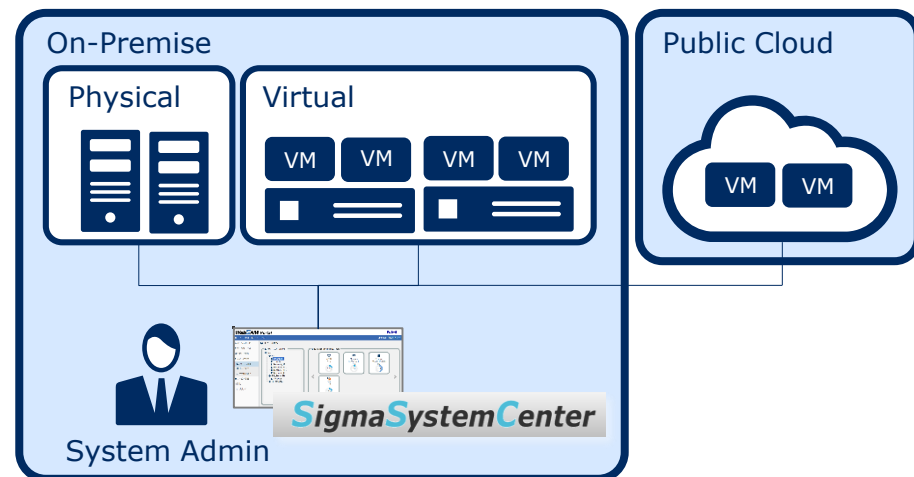
- **Integrated management**
  - Unified management of IT infrastructure reduces operational costs
  - Visualize the impact of hardware failures in Topology View that makes the acquisition of the root causes and affected resources easy
- **Hybrid cloud management**
  - An integrated single view for on-premise and public cloud
  - Adding public cloud to an existing on-premise environment allows operators to continue to use the same comfortable interface **New**
- **Auto configuration of virtual resources**
  - Automated configuration management in virtual environments eliminates manual spreadsheet-based processes
  - Display the history of configuration changes made during operations such as automatic failover and load balancing **New**

## Features

- Provisioning and backup
- Failure detection, pre-failure alerts, performance monitoring
- Automated disaster recovery, load balancing, power saving
- Resource pooling, tenant isolation
- VM templates, thin provisioning
- Resource usage report
- Web-based interface, self-service portal

<http://www.nec.com/sigmasystemcenter/>

**MasterScope**



## NEC Advantage

- Integrated management of physical, virtual, and cloud environments
- Advanced features such as automatic failure recovery, load balancing, and power saving are readily available.

OS/Manager : **Windows**

OS/Target : **Windows** **Linux**

Hypervisors : **VMware** **Hyper-V** **RHEL KVM**

\*For more details on supported platforms, please contact your local NEC sales representative.



## Product Overview

MasterScope DeploymentManager provides the entire lifecycle management of machines from implementation to operation and maintenance (master image deployment, patch distribution, backup and restore of the whole system disk drive). These operations can be performed remotely resulting in lower operational costs.

## Benefits

- Quick recovery from failure
  - Restoring the drives by the images that have been backed up in advance facilitates fast recovery. Reinstallation is not necessary.
- Easy implementation and replacement of machines
  - The master image of one machine can be deployed to other machines with customization such as IP address and hostname.
- Reduce operational cost
  - Flexible patch management is offered such as "apply patches forcibly by administrator" and "automated and scheduled distribution" improving system security.

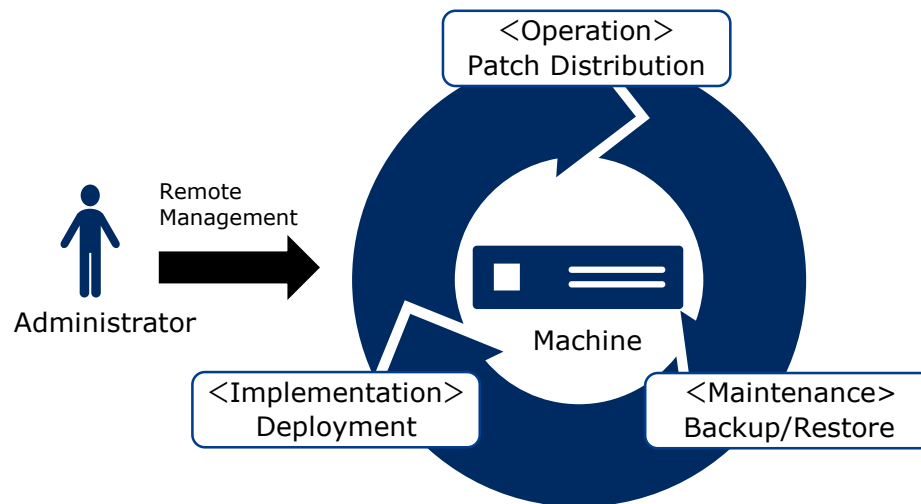
## Features

- OS clean installation, OS installation using replication
- Patch/application distribution, BIOS/firmware update
- Multicast OS with customization using one master image
- Periodic backups, generation management, HW RAID
- Scheduled distribution
- Remote power management
- Web-based interface
- Backup/restore of machines with secure boot enabled

New  
in 6.6

<http://www.nec.com/masterscope/deploymentmanager/>

**MasterScope**



## NEC Advantage

- The compatibility test results on all the servers of Express5800 family are available.
- Features such as backing up whole disk drives and restoring without media are easy to operate.

OS/Manager : Windows

OS/Agent : Windows Linux

Hypervisors : VMware Hyper-V

\*For more details on supported platforms, please contact your local NEC sales representative.



# Thank You

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Realize simple and integrated system operation

For more product information,  
visit >> <http://www.nec.com/masterscope/>

For more information, please contact your local NEC  
representative or contact us at [global@soft.jp.nec.com](mailto:global@soft.jp.nec.com)

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 **Orchestrating** a brighter world

**NEC**