Remote Operations Management Service (ROMS®) Solution

Overview

For Premier Support customers, the ROMS® (Remote Operations Management Service) solution is a stand-alone offering that provides intensive monitoring, web reporting and automation to reduce operations costs. It also provides a direct path for CommVault to identify issues within a CommCell® group before they become problems. For Enterprise Support and Managed Support customers, the ROMS solution is used by Support Engineers to enable proactive monitoring, analytics and reporting to ensure cost-efficient operations for the enterprise.

The ROMS solution is simple to enable, use, and license. The secure web service resides only on your CommServe® server and provides complete data movement history and powerful workflow automation. ROMS support monitors key CommVault data management, access, and protection systems for alerts that indicate Data MAP failures within the CommCell® group. ROMS service captures alerts as they happen. If alerts occur, ROMS technology can securely transmit all the relevant information associated with the failure via encrypted web service to help you resolve issues that affect your critical systems.

Intensive, Cloud-based Monitoring

A key component of ROMS monitoring is the dashboard, a secure web portal that leverages and consolidates CommVault's powerful reporting capabilities. The dashboard is accessible from any browser, smartphone, tablet or location, putting enterprise-level reporting at your fingertips. The dashboard simplifies administration by providing a single graphical user interface from which to view job statistics, performance data, CommCell group uptime, tape and magnetic library storage status, audit, licensing, and summary reports for one, some or all CommCell deployments.

Flexible Drill-downs to Monitor Operations

The ROMS solution provides in-depth views of your operations:

- **Data Center UI-based Virtual View** – single agent on the CommServe® server provides a virtual view of all data management assets.
- **Tri-level Granular Views** – drill down to Master, Data Mover, and Client levels; report on updates and system counts.
- **Edge Device Macro Views** – library and array level views show utilization rates and operational performance.
- **Edge Device Granular Views** – exploded views of disk and tape assets – device status, consumed capacity, location.
# KEY CAPABILITIES AND BENEFITS

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| Monitoring Dashboard | • Enables easy management with at-a-glance view of licensing, performance, reporting, and ALERT history for one or many CommCell® deployments.  
• Powerful yet simple Access Anywhere web dashboard for operations monitoring. |
| Intelligent Analytics for Protection Performance Validation | • Provides Global Comparison Analysis that compares your monitored sites versus all other ROMS customers to enable operational validations.  
• Presents ROI metrics that validate drive throughput and deduplication efficiency, as compared to other sites.  
• Shows analytics that validate by device type, device and host connection and averaged compared to other sites. |
| Comprehensive Reporting | • Leverages and consolidates CommVault's powerful reporting capabilities.  
• Provides daily summary of scheduled operations via the ROMS dashboard, accessible through Maintenance Advantage.  
• Enables trending, forecasting and compliance reporting. |
| Simplified Operations | • Simpana®10 CommCell® groups leverage the ROMS dash for client deployment automation through https with simple UI workflows. |
| Workflow Automation | • Smart monitoring and alert workflow automation.  
• The ROMS rules engine creates powerful procedure automation for alert monitoring and new client captures in ROMS. |
| Secure Web Services | • Secure, intelligent direct communication between you and your CommCell® group.  
• Transmits alerts and delivers important troubleshooting information. |
| Alert Profiling and Trending | • Captures and logs each operations failure. Emerging trends and hot spots are identified, sorted and actioned by operations and CommVault® Support to eliminate recurring issues. |
| Full Integration with the CommVault database | • Ease of use; no agents, no complexities. |
| Dynamically Adaptable SLAs | • Enables on-the-spot adjustment of SLAs to maximize resources. |