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Enterprise

# HPE IMC SERVICE HEALTH MANAGER SOFTWARE MODULE E-LTU (JG398AAE)

## Intelligent Management Software



### WHAT'S NEW

- Define key performance indicators and KQIs to measure network quality and maintain service-level agreements.
- Multivendor device management.
- Real-time monitoring, audit, and alarm of NQA instances.
- Comprehensive and periodic service health measurement reports.

### OVERVIEW

HPE IMC Service Health Manager (SHM) Software is an Intelligent Management Center (IMC) optional module providing end-to-end service monitoring and service through visualization of infrastructure or network variances in the service path. It leverages data derived from other IMC components to yield critical performance metrics and aggregates key performance indicators to generate key quality indicator metrics.

Key quality indicators (KQIs) provide a visual representation for network administrators on their defined services and take proactive measures to maintain service level agreements.

## FEATURES

### Features

The HPE IMC Service Health Manager (SHM) Software allows the network administrator to collect key performance indicators to measure network performance. This information can identify real-time hot spots and maintain optimum system wide performance.

Predefine extensive key quality indicators (KQIs) like device status and link quality to provide and improve client experiences.

Use the visual service modeling to define service-related resources and create evaluation policies to obtain a holistic view of the service.

### Monitor the System Real-time and Maintain Network Quality Assurance (NQA)

The HPE IMC Service Health Manager (SHM) Software monitors delay, jitter, packet loss, and throughput of different services, including voice, video, network connectivity, and VPN Routing and Forwarding (VRF) to assist the network administrator in maintaining network quality.

Leverage multi-vendor device management for monitoring across the devices, operating systems, hardware, and types from a single application.

Provides audit alerts in real-time when the configuration cannot collect data normally.

Monitor service health with comprehensive reports delivered daily, weekly, monthly, and annually.

## Technical specifications

## HPE IMC Service Health Manager Software Module E-LTU

<b>Product Number (SKU)</b>	JG398AAE
<b>Differentiator</b>	Electronic delivery of license for HPE IMC Service Health Manager Software Module E-LTU
<b>Platform required</b>	HPE Intelligent Management Center Enterprise Software HPE Intelligent Management Center Standard Software
<b>Technical notes</b>	See the HPE IMC Standard or Enterprise Platform data sheet for the required software environment.



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- **[HPE Proactive Care](#)** offers an enhanced call experience and helps reduce problems with personalized proactive reports and advice. This also includes collaborative software support for Independent Software Vendors (ISVs), (Red Hat, VMWare, Microsoft, etc.). [Read more](#)
- **[HPE Foundation Care](#)** helps when there is a problem and has a choice of response levels. Collaborative software support is included and provides troubleshooting help for ISVs running on your server. [Read more](#).

### **Other related services**

**[Defective Media Retention](#)** is optional and applies only to Disk or eligible SSD/Flash Drives replaced by HPE due to malfunction.

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Consult your HPE Sales Representative or Authorized Channel Partner of choice for any additional questions and support options.



For additional technical information, available models and options, please reference [the QuickSpecs](#)

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Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product quick-specs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.

Image may differ from the actual product  
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