





hyphen

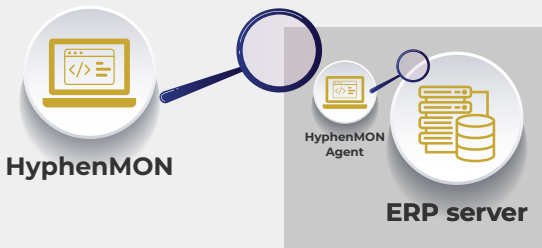
Use Case of Enterprise Service Management:
Monitoring (Agent Based Monitoring) & Self-healing.



Starring

-  **HyphenMON** : The best-in-class Monitor of Applications & Infrastructure
-  **HyphenDESK** : On-prem / Cloud-based ITSM Platform
-  **ERP Server** : A server running ERP Application
-  **Automation Layer** : A part of Hyphen Suite

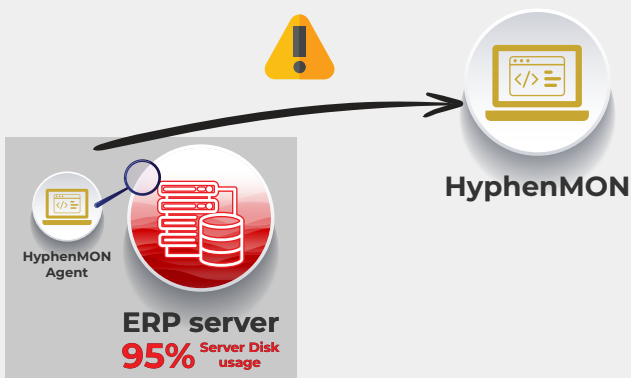
- 1 HyphenMON is monitoring the ERP server disk using its agent running on ERP server.



- 3 Now HyphenMON being integrated with HyphenDESK (a ticketing tool), it logs an incident (ticket) in HyphenDESK.



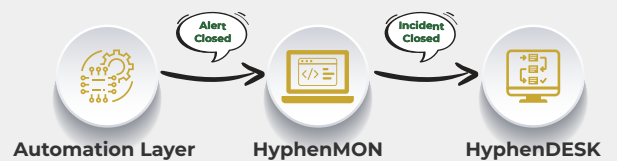
- 2 The agent detects that the disk utilisation is going above acceptable threshold (95% disk usage) and alerts HyphenMON.



- 4 HyphenDesk invokes the automation layer (a part of Hyphen suite) Which clears unwanted files from the server.



- 5 Agent on ERP server detects free space (owing to Automation Layer action) and closes alert on HyphenMON and HyphenMON closes the Incident on HyphenDESK.



Reach out for the
power of Hyphen.

