

HCL HERO

An IT Administrator's Best Friend

HCL HERO effectively combines centralized application monitoring with Runbook automation, providing a solution dedicated to Workload Automation that makes your infrastructure easy to control and hassle-free. HCL HERO reduces manual labor and servers' downtime, and improves IT operational efficiency across the enterprise with HCL HERO.

Benefits & Value



Out-of-the-box Monitors and Runbooks: Eliminating the need to manually maintain custom monitor scripts. Open platform to integrate predefined custom monitor scripts and Runbooks.



Failure Prevention: Providing intuitive dashboard with warnings and errors prioritization and email notifications and allowing better control of internal queues exhaustion before the system hangs.



Prediction on KPI trends: Providing actual KPI's, such as throughout and queue monitoring as well as AI-powered trend estimation of KPI's to predict potential problems.



Achieve Optimum Performance: Gaining insights into your infrastructure weaknesses, monitoring critical agent availability and planning resource allocation.

Capabilities

- **Monitoring:** Enabling the health monitoring of multiple production and non-production environments simultaneously.
- **Measurement:** Providing dedicated performance indicators for Workload Automation, with predictive analysis and runbook recommendation.
- **Application and system-wide monitoring:** Thanks to the Log parsing capability HERO can monitor logs and outputs coming from the system or applications runbook recommendation.
- **Integration:** Easily integrate a runbook library with customized monitors and KPI's.
- **Recovery:** Recommending and executing runbooks correlated to specific issues identified on the components of your application server infrastructure.



About HCL Software

HCL Software, a division of HCL Technologies (HCL) develops, markets, sells, and supports over 30 product families in the areas of Customer Experience, Digital Solutions, DevSecOps, and Security and Automation. HCL Software is the cloud native solution factory for enterprise software and powers millions of apps at more than 20,000 organizations, including over half of the Fortune 1000 and Global 2000 companies. HCL Software's mission is to drive ultimate customer success with its IT investments through relentless product innovation. please visit www.hcltechsw.com