



# Layer 7 Enterprise Service Manager

The Enterprise Service Manager offers Layer 7 customers:

## Centralized Gateway Management

Gain a single view of the health and performance of all your SecureSpan appliances and associated Web services, dramatically reducing the cost and complexity of managing enterprise-scale SecureSpan deployments.

## Streamlined Governance

Ensure environmental dependencies between dev, test, production, etc. are resolved before centrally pushing policies to any Gateway across the enterprise and the cloud, thereby minimizing the risk associated with initial service implementation and ongoing change management.

## Lightweight Services Management

Report globally on KPIs for services, and gain insight into individual user experiences without the need to instrument endpoints.

## Simplified Management

Through prebuilt APIs (including SOAP, WS-Management, SNMP and WSDM) customers can easily integrate ESM functionality with their existing management products.

To learn more about Layer 7 and how it can address your organization's cloud and Web services needs, call 1-800-681-9377 (toll free within North America) or +1.604.681.9377. You can also email us at [info@layer7.com](mailto:info@layer7.com); friend us on [facebook.com/layer7](https://www.facebook.com/layer7); visit us at [layer7.com](http://layer7.com), or follow-us on twitter [@layer7](https://twitter.com/layer7)

Centrally manage all SecureSpan Gateways and associated services traffic across the enterprise and into the cloud

An integrated operations console lets administrators manage SSGs, migrate policies and monitor performance, dramatically lowering operational costs

## Enterprise-scale Management

As enterprises expand their use of SecureSpan Gateways (SSGs) – from securing internal resources to guarding cross domain interactions to enabling SOA in the cloud – administering multiple SSGs across the distributed organization can become a complex, time and resource consuming exercise.

The Layer 7 Enterprise Service Manager (ESM), embedded within the SecureSpan Gateway provides a pre-integrated operations management console that allows you to centrally:

- Manage the health and performance of all SSGs/SSG clusters
- Measure and track the performance of all proxied services
- Streamline the migration of policies between environments (development, test, staging, production, etc.), settings (enterprise, cloud, etc) and geographies
- Facilitate an availability and disaster recovery strategy

ESM is designed to give administrators and network operators real time visibility into the health of the SOA landscape by providing configurable dashboarding and reporting for a host of SSG operation-level and services-level key performance indicators. In this way, ESM provides at-a-glance insight into the usage and quality of SSGs across multiple geographies, datacenters, and cloud environments, allowing the operations group to spot problems before they impact the organization. Additionally, administrators can mitigate the risk associated with deploying, updating and maintaining SSGs and their associated services by gaining a holistic view of change impact. Data can also be aggregated over time to create a historical perspective and help identify trends.

ESM reporting capabilities help administrators manage their services by giving them insight into service performance and user experience. Out-of-the-box reports measure throughput, routing failures, utilization and availability rates, which can be tracked over time to provide a performance history and facilitate capacity planning. Service Level Agreements can be measured by customer, client or composite (i.e., process or transaction using a service) to ensure SLAs are being met. Failed authentications and/or policy violations by service/customer can be tracked to identify patterns and potential threats.

## Automate Policy Migration

The ESM provides a central point from which policies can be provisioned to Gateways across the enterprise, as well as between the enterprise and the cloud. Administrators can leverage a graphical user interface to copy, promote or clone policies between different environments (development, test, staging, production, etc), settings (enterprise, cloud, etc) or geographies, facilitating backup and restore, as well as simplifying service provisioning. Uniquely, the ESM also flags and prompts you to resolve any discrepancies in resources between environments (such as different IP addresses; differently named LDAPs; mismatched RBAC, etc), dramatically reducing the risk of deploying new or modified services. By saving these dependency resolutions as templates, administrators can automate future migrations.

<b>Key Features</b>	
<b>Gateway Management</b>	
Operations Console	A single, real time view of all the SSGs across the enterprise and cloud showing audits, events and key metrics (such as disk usage, CPU temperature, clock drift, audit and log file size, as well as throughput, routing failures, utilization and availability rates) allowing administrators to proactively troubleshoot, improve capacity planning, and justify future infrastructure investments.
Reporting & Analysis	Configurable, out-of-the-box reports provide insight into SSG operations, service-level performance, and user experience.
Customer Mapping	Report on service performance, policy violations and SLA conformance based on specific customers, composites (i.e., processes and transactions using a service) or clients to build a profile of actual enterprise/cloud user experience.
Troubleshooting	Gain insight into the health of the entire SSG infrastructure and associated services, proactively monitoring for exceptions and taking action in real time to minimize business impact.
<b>Policy Governance</b>	
Policy Migration	Centrally move policies and policy fragments between SSGs located in different environments (development, testing, staging, production, etc), settings (enterprise, cloud, etc) or geographies in an easy-to-use, graphical manner, speeding time to deployment.
Dependency Resolution	When migrating policies, ESM flags discrepancies between environments (such as SSG licenses, RBAC differences, IT resources [i.e., LDAPs may be named differently]), allowing administrators to resolve the differences and save the mappings for subsequent use, thereby mitigating the risk associated with policy migration.
Policy Organization	Create views of policies by business function (i.e., by business unit, by customer, etc) or SSG infrastructure (i.e., by geography) to reflect the way your business works, simplifying policy management.
<b>Remote Management</b>	
API Access	Remote management APIs allow customers to hook their existing, third-party management tools into the SSG, simplifying asset management.
Remote Troubleshooting	Remotely access logs & audit files on any SSG /SSG cluster in order to identify and trace issues.
Centralized Operational Control	Leverage policy migration capabilities to quickly “clone” multiple policies between geographically diverse or enterprise/cloud SSGs to support fail-over, follow-the-sun and disaster recovery scenarios.
<b>Supported Standards</b>	
XML, JSON, SOAP, REST, PCI-DSS, AJAX, XPath, XSLT, WSDL, XML Schema, LDAP, SAML, XACML, OAuth, PKCS, X.509 Certificates, FIPS 140-2, Kerberos, XML Signature, XML Encryption, SSL/TLS, SNMP, SMTP, POP3, IMAP4, HTTP/HTTPS, JMS, MQ Series, Tibco EMS, FTP/FTPS, WS-Security, WS-Trust, WS-Federation, WS-SecureExchange, WS-Addressing, WS-SecureConversation, WS-MetadataExchange, WS-Policy, WS-SecurityPolicy, WS-PolicyAttachment, WSIL, WS-I, WS-I BSP, UDDI, WSRR, MTOM, IPv6, WCF	

The Layer 7 Enterprise Service Manager supports SecureSpan/CloudSpan Gateway Version 5.0 or later.

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