



# OPSGrok Information Factory™ (OIF) For IoT

The OPSgrok Information Factory™ enables IoT companies to outsource real-time data production operations in order to lower costs, increase customer satisfaction and create greater focus on core competencies.

## Outsourced Data Production Operations

Scalable, Reliable, Affordable Operations-as-a-Service (OaaS)

### SERVICES

- Operational Services Program
- Operations Planning

### KEY FEATURES

- IoT data aggregation
- Data receiving quality monitoring & management
- Monitoring, operation and change management of customer's production analytics
- Monitoring, operation and change management of customer's web visualizations
- E2E 24x7 incident management
- Tier 1 customer support
- ITIL-based change, incident and problem management
- Maintenance management
- Scalable Infrastructure

### KEY BENEFITS

- Reliable info service delivery
- Measured and predictable info service quality
- Real-time awareness of data quality
- Pro-active customer incident response
- Reduced headcount
- Improved management and engineering focus
- Improved customer satisfaction

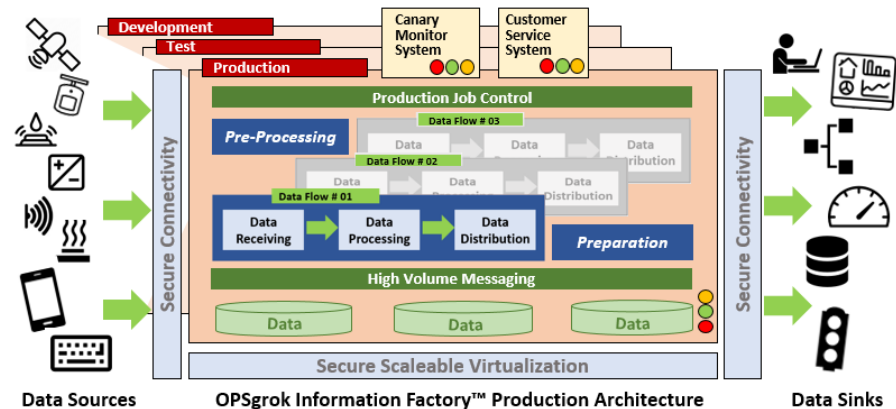
### RELATED PRODUCTS

- OPSCon Operational Assessment
- OPSGrok Commercialization Program (Pre-revenue Support)
- OPGgrok Infrastructure (IaaS)

Building on decades of operations experience in the space industry as well as integrated IT environments, the OPSgrok Information Factory™ reuses systems, people, process and tools to share common services among multiple customers in the same way that electronics manufacturers share factories among OEMs and cloud service providers share servers and storage. This sharing leads to massive cost savings and increases in reliability and scalability.

## Production Platform

Turning raw data into useful information at scale is the purpose of the OPSgrok Production Platform. The Platform is an architected and continually evolved set of high-performance modules that are fine-tuned for each customer.



## Technical Modules

### Data Flow

Sensor and customer connectivity, inbound logistics, outbound logistics, internal real-time distribution.

### Data Processing

Deployment and operation of customer analytics and rule sets to data, for transformation, event detection and routing.

### Data Storage

Cache and persistence supporting edge processing, pre-processing, analytics, archiving.

### System Infrastructure & Networking

Messaging, database, network, virtualization, security including key management, operating system, backups, management interfaces.

### Production Management

Real-time E2E monitoring of data flows, system state, infrastructure. Process control.

### Support Systems

Life-cycle tracking of incidents, escalation management, documentation, customer communications, after event reviews.

### Development & Change Management Systems

Software version control, workflow and rules modeling, data test suite, engineering test beds and customer sandboxing and more.

**KEY CHALLENGES**

- Identifying all required flow management processes
- Evaluating and selecting appropriate toolsets
- Implementation of toolsets
- Hiring appropriately skilled staff
- On-going training of staff

**TIER 1 SUPPORT**

On-going 24x7 support is a critical success factor for OPSGrok production services.

24x7 or 8x5 on-duty or on-call personnel; receive user-initiated incidents; detect and communicate system-initiated incidents; maintain timely communications during outages; maintenance notifications; rules-based escalation; tracking, logging and reporting

- E2E Incident Management
- Tier 1 resolution
- Rules-based escalations
- Escalation management
- Professional customer interface

**CONTACT US**

For more information about Operations as a Service and the OPSGrok Information Factory™, visit

[www.opsgrok.com](http://www.opsgrok.com)

or email us at

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**OPSGrok Information Factory™ Capabilities**

The OPSGrok Information Factory™ supports the entire life-cycle of OPSGrok customer data, from connectivity and acquisition, through quality assurance and event detection, to forwarding and distribution.

Capabilities	Use Cases
<p><b>Receiving</b></p> <p>Session Management, Data Ingestion, Quality Check, Pre-Processing, Data Flow Staging, Archiving, Alerting.</p>	<p><i>The right data for the work to be done</i></p> <ul style="list-style-type: none"> <li>• Data capture</li> <li>• Event detection</li> <li>• Quality assurance</li> <li>• Real-time alert generation</li> </ul>
<p><b>Processing</b></p> <p>Hosting and operation of partner’s analytics and visualization software. Manage: Data Flow Access, Rules Services, Analytics Services, Archiving, Data Processing, Alerting.</p>	<p><i>Turning data into information</i></p> <ul style="list-style-type: none"> <li>• Event detection</li> <li>• Anomaly detection</li> <li>• Alert generation</li> <li>• Quality assurance</li> <li>• Data transformation</li> </ul>
<p><b>Distribution</b></p> <p>Data Flow Access, Rules Services, Web Server, Outbound Data Flow Management, Alerting, Reporting Generation, Visualization, Delivery Monitoring, End-user access management and logging.</p>	<p><i>The right data to the right consumers</i></p> <ul style="list-style-type: none"> <li>• Output streaming to targets</li> <li>• Packaged product delivery</li> <li>• Alert generation</li> <li>• Report &amp; console access</li> <li>• Visualization presentation</li> </ul>
<p><b>Storage</b></p> <p>Persistence capabilities architected in support of Raw Data, Work-In-Process &amp; “Finished Goods”. Inbound high-performance caching. Analytics support for mass storage and RAM availability. Longer-term archiving.</p>	<p><i>Tuned for performance, utility &amp; security</i></p> <ul style="list-style-type: none"> <li>• Scalable data capture</li> <li>• Performant analytics support</li> <li>• Storage capacity monitoring</li> </ul>
<p><b>Production Control</b></p> <p>Production Execution System; Data Flow Monitoring, Engineering &amp; Deployment, Canary Monitoring System, Data Flow Dashboards, Sensor On-Boarding, System Load Monitoring, System Alerts.</p>	<p><i>Total visibility and control for your production line</i></p> <ul style="list-style-type: none"> <li>• End-to-End OIF Management</li> <li>• Customer Production Management</li> <li>• New process construction and deployment</li> </ul>
<p><b>Security</b></p> <p>Firewall, Key Management, Penetration Testing, System Status Monitoring, Patch Management.</p>	<p><i>Built-in by design for asset &amp; process confidence</i></p> <ul style="list-style-type: none"> <li>• Authorization Management</li> <li>• Perimeter Control</li> <li>• Disaster Recovery Planning</li> </ul>
<p><b>Infrastructure</b></p> <p>Message Queue, Data Stores, Networking, Identity Management, Virtualization, Operating Systems, Backup, Archiving, Monitoring, System Integration &amp; Test and Production Environments.</p>	<p><i>A powerful platform for data operations</i></p> <ul style="list-style-type: none"> <li>• Production Platform</li> <li>• Authorization Management</li> <li>• Perimeter Control</li> <li>• Asset Protection</li> </ul>

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