

FirstWave

An abstract graphic on a dark blue background. It features a large, solid red circle in the upper right quadrant. Below and to the left of the circle is a dark blue, wavy shape that resembles a stylized wave or a ribbon, extending from the left edge towards the center.

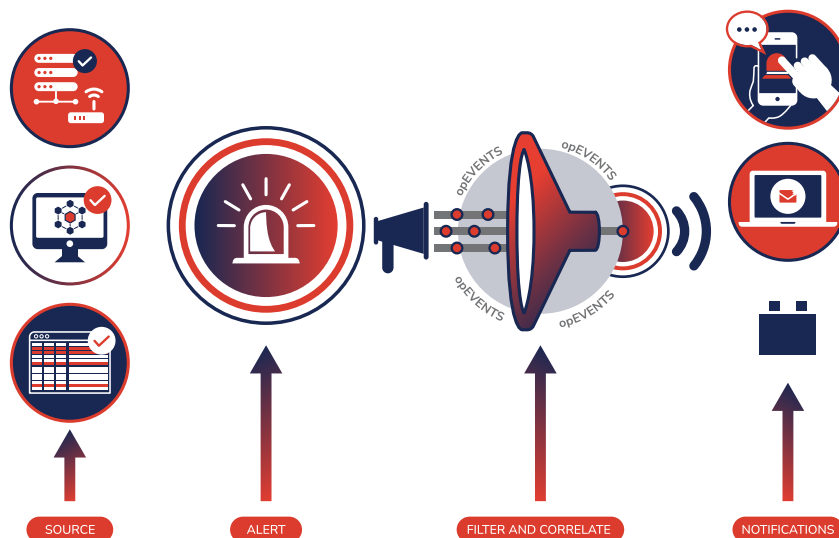
opEvents

**Centralized Log and
Event Management**

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Automate, control, lead – opEvents is an industry-leading event management system leveraging ITILv3 best practices for service management. By centralizing event log management, it enables organizations to enhance security, streamline compliance, and maintain robust operational visibility. With intelligent automation that enriches, correlates, and organizes events, opEvents dramatically reduces mean time to resolution (MTTR) and improves network reliability. Real-time status updates through opHA Message Bus technology provide instant insights into event progression, empowering teams to proactively manage complex IT environments. The system's extendable policies automate event diagnostics and remediation, allowing technical teams to focus on strategic initiatives while maintaining a more reliable, efficient network infrastructure.

Visibility without noise

Gain visibility into your network health and performance without being overwhelmed with notifications.

Flexible event management

Monitor and report on events from many sources including SYSLOG, SNMP TRAP, LOG files, and the opEvents RESTful API.

Tailored business policies

Identify the event, enrich the data stream, and generate detailed notifications that reflect your business environment. Use opEvents to resolve events automatically.

Event and log data consolidation

Bring all your troubleshooting and event information into one handler. Enrichment, correlation, and a single pane of glass help event handling, while simultaneously lowering the amount of notifications.

Licensed by the node

opEvents is licensed by the number of nodes that are monitored, not the quantity of events created, meaning no surprises with billing.

Technical service desk

opEvents allows you to add a status to an event while troubleshooting. All information is at your fingertips to reduce mean time to resolution.

FEATURES

BUSINESS MANAGEMENT:

CUSTOM NOTIFICATIONS

- Email or SMS notifications.
- Notifications can be to one or more contacts.
- Real-time alert notifications or announcements.
- Planned outages – removing alerts during planned outage periods.
- Custom escalation policies.

TAILORED BUSINESS POLICIES

- Detailed notifications are generated to reflect your business environment.
- Modify escalation policies to suit your organizational structure.
- Create business hours with different policies that reflect your business environment.
- Reduce event noise while prioritizing important events to your organization.

USER MANAGEMENT

- RBAC control over devices.
- Custom business hours rules.

PURCHASING:

PRICING AND PURCHASING

- MSP Scale licensing available.
- Predictable license costs.
- 90-day satisfaction guarantee.
- Unlimited software use of the product.
- Licensed by the node and not by the quantity of events.

SALES AND SUPPORT

- Easy to purchase – just contact us.
- Support portal access.
- Complete documentation and support wiki.
- Pay-as-you-grow options are available.
- Free updates.

FLEXIBLE LICENSING

- opEvents is licensed by the node count.
- There are no limits on the number of events that can be generated.
- Perpetual and subscription licensing available.
- Infinitely scalable architecture.

EASE OF USE:

EASY IMPLEMENTATION

- Easy installation.
- CSV import and script ready.
- Support available for install and customization.
- Automatic installation of MongoDB and agentless log collection.

ACCESSIBILITY

- Large Community wiki.
- Accessible from any device.
- Single Sign On (SSO) across all our applications.

EASY TO USE INTERFACE

- Quickly navigate from the event list to node details.
- Execute a user-defined script, possibly capturing the output.
- Acknowledge events from the GUI.

EVENT MONITORING AND MANAGEMENT:

EVENT & LOG DATA CONSOLIDATION

- Enrich events with extra information from multiple sources.
- Event correlation allows for creation of a new event, incorporating many events.
- Multiple correlations are configurable as 'clauses'.
- Event deduplication will reduce overall notification while retaining all information.
- Event storms are quietened with deduplication.
- Single pane of glass to view and clear events.
- Planned outages – removing alerts during planned outage periods.

FILTER AND NORMALIZE EVENTS

- Blacklist rules that will remove certain events.
- Whitelist rules that ensure that events are processed.
- Archive events to meet compliance standards.
- Process the events based on rules.
- opEvents relates nodes to events.
- Events can be stateful – node down, node up, etc.
- Events can be stateless – node configuration changes.

ENRICH AND CORRELATE EVENTS

- Node details are automatically extracted from NMIS.
- opEvents utilizes additional information about nodes from NMIS to enrich the event.
- Event rules define stateful properties.
- Properties can be manually edited & updated.
- Combination rules can be defined to combine events from many sources.
- Combination rules help identify patterns of behavior in your network.
- Re-occurrence rules can be defined for specific events.

EVENT GENERATION – MULTIPLE SOURCES AUTOMATION

- Syslog Parsing.
- SNMP Traps.
- Log File processing.
- opEvents RESTful API.
- NMIS event logs.
- Custom JSON sources.
- Tivoli log file.
- Events will automatically close if a cause is resolved.

- Event Action Policy = flexible mechanism for reacting to events.
- Customization to resolve events automatically.
- Execute a user-defined script, possibly capturing the output.
- Actions can automatically change routing rules.
- Node status can be called when an event is current.
- Escalation policies will stop if issue is resolved.

CENTRALIZED LOGGING SOLUTION

- Provide centralized logging services for the purposes of operations, compliance, and audit.
- Centralized collection and archive of logs.
- Device Log Management.
- Audit and event logs.
- Active Directory Logs auditing.
- Applications Log Management.
- Cloud Infrastructure Log Monitoring.



Ready to level up?

If you need help with taking your cloud email security to the next level, please contact FirstWave and we will be more than happy to help assess your current situation and recommend a solution to help your business.

CONTACT AN EXPERT

BOOK A DEMO

A faded background image showing two business professionals, a man and a woman, in an office setting. The man is on the left, wearing glasses and a suit, gesturing with his hand. The woman is on the right, also in a suit, holding a tablet. They appear to be in a collaborative discussion.

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