

## FireScope Tech Brief : Agent vs. Agent-less

“Agents offer value. They allow you to extend your policy outside of your network and to control activities on endpoints no matter where they are. But there is a need to reduce the complexity of agents,”

- Charles Kolodgy, Network World

Commonly in the IT world we must all work within the policies and politics of our organization. This is especially true when it comes to using an Agent or Agent-less IT Services Management solution.

At FireScope we recognize this fact by providing a single-box solution integrating both the “Agent” and “Agent-less” approach making for an extremely flexible and robust approach with better comprehensive coverage to collect your critical business data, allowing for virtually limitless flexibility to fulfill an organizations’ needs. Agent-less setups can collect data and metrics from many systems such as routers, switches, firewalls, and many other embedded systems using SNMP v1, v2, v3, SNMP-Traps and Syslog. FireScope Dash can also collect metrics using “Simple Checks” (pings and response times, as well as verify open ports and service on those ports), “Web Monitoring” to check critical web applications and ESB (Enterprise Service Bus).

However, sometimes an organization needs richer data from critical systems. FireScope’s lightweight agents have a minimal resource footprint and thus minimal effect on the systems they are installed. Agents can collect a much richer array of metrics and data critical to organizations’ day to day requirements. Lastly an Agent using “Store and Forward” can protect your data from being lost by caching the data in the event connectivity is lost. This leads to more accurate trends, truer SLAs and few data gaps. It is this kind flexibility that allows an organization to be able to collect metrics on virtually any network device, server, custom applications, legacy applications, internally developed applications and related services. Remember the flexibility of FireScope Dash empowers YOU to collect your organizations’ business critical metrics as you see best and around your organizations’ policies, not be forced to change to suit a vendor’s process.



### Key Features

#### Agent

- Natively collect 100's of different attributes and is extendable to 1000's of possible attributes allowing for richer data collections
- Store and Forward ability reduces network traffic and reduces virtually all data loss
- Built to use native system API and system calls

#### Agent-less

- Allows for the collection of metrics using native protocols and built in services
- Works for devices that have embedded operating systems (router, switches, ect.) where agents cannot be installed

### Business Value

- Highly flexible allowing for a full range of data collection technology (using both Agent and Agent-less) for a complete view of metrics to suit a business’ needs
- With Store and Forward lost data due to network issues can be drastically reduced, therefore allowing for more accurate baselines, better trending, and few data gaps
- Using both the Agent and Agent-less approach also allows for full business critical metrics of custom, legacy, as well as internally developed business applications
- Data collected is the data provided by using system API's and native systems calls, and is unmodified

### Competitive Advantage

- FireScope empowers you to collect your business critical metrics your way suiting your organizations’ policies
- FireScope’s ability to collect business metrics using both an Agent and Agent-less approach with a single extremely flexible product results in fewer gaps in coverage putting FireScope head and shoulders above its peers
- As a one box solution using both an Agent and Agent-less approach, FireScope Dash requires fewer man hours and resources which allows for quicker implementation and effective maintenance
- FireScope’s use of native system APIs and system calls for both the Agent and Agent-less approach allows for richer business metrics with minimal impact to the critical systems and services, resulting in a more comprehensive view of your entire infrastructure