



**WHITEPAPER
FOR
eNlight 360°**



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1 Introduction to eNlight Cloud Services

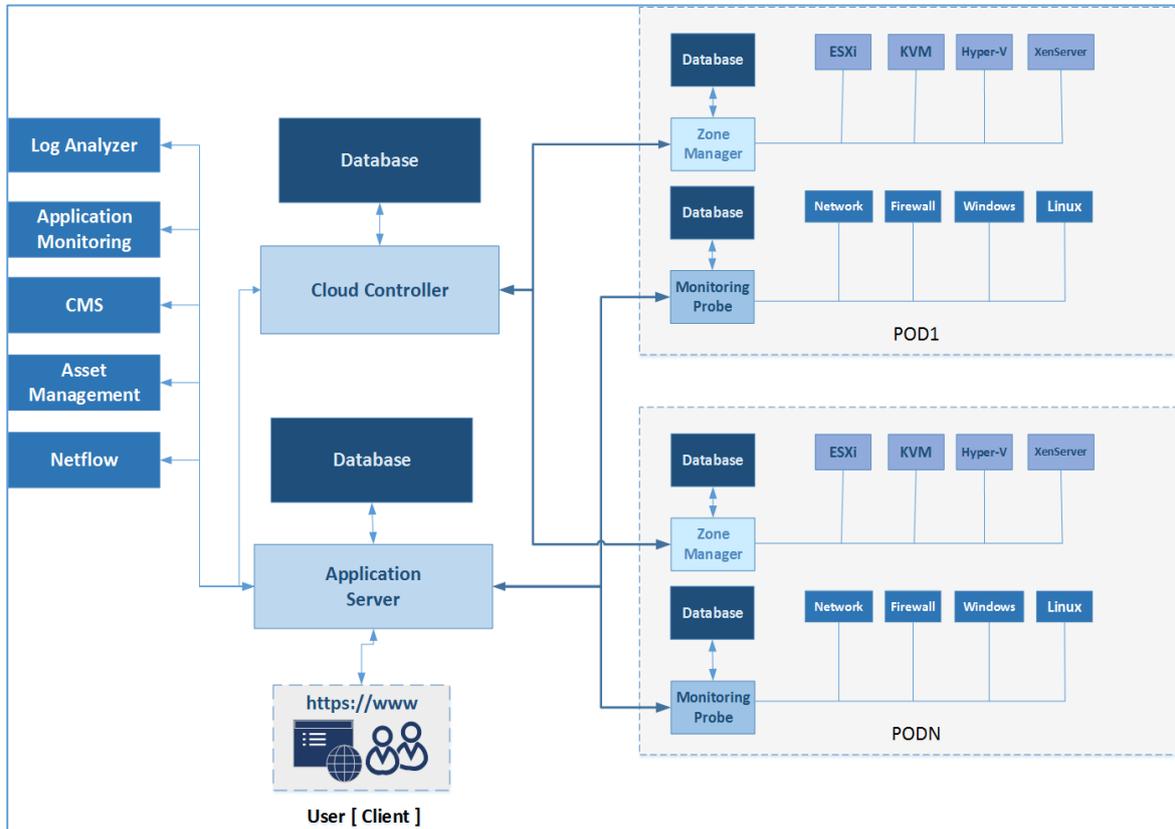
ESDS' eNlight 360° cloud solution comes with Hybrid Cloud Orchestration along with complete Datacenter Management Suite that makes it the unique offering in the market today. It is a next-generation technology that supports multiple hypervisor management and can be setup in a user's own premise, thus giving the customer security of a Private Cloud and scalability like a Public Cloud.

eNlight 360° interfaces with the underlying infrastructure through open source or vendor provided drivers thus making it universal in its application. This standardized abstraction helps prevent customers from being locked into a specific technology or tool, which saves time, money and effort for the customer. eNlight 360° provides additional services such as identity management, cloud orchestration and metering; all managed in the same programmatic manner through API. eNlight 360° is not an exclusive to a hypervisor, but it supports multiple hypervisors through an abstraction layer. The software supports popular commercial and open source hypervisors including VMware, KVM, Xen and Microsoft Hyper-V. These hypervisors can be installed on x86 Architecture based Intel or AMD servers. It deals with three main streams – Orchestration, Monitoring, Inventory as well as logs and reports.

The main USP of this revolutionary product is that it gives a 360-degree cover to all the IT infra of the company and thus is deemed as the CIO's Veto Power. All applications can be monitored under one umbrella with a unified Interface, Single License and the only Skillsets, which is required to operate the system. You can literally manage everything about your private or hybrid Cloud on Premise through this Single Software. It's called a 360-degree product because it is a full-blown software suite packed with cloud orchestration and end-to-end management of every DC technology component in your IT infrastructure including the Physical devices, virtual devices, storage, network, compute, connectivity, users, business work flows and much more. There is no need of a second tool for managing or monitoring and IT ecosystem if eNlight 360° is deployed.



2 Global Infrastructure





3 Security and Compliances

eNlight 360° complies with highest security standards that all products and services in ESDS are subjected to, security being the top-most priority. The IT services that eNlight 360° provides to its customers are designed and managed in alignment with best security practices. The Hybrid Cloud Orchestration layer provides security-specific tools and features across network security, configuration management and access control. It has been designed keeping in mind the threats of today's online ecosystem. With eNlight 360° you can be sure that your application, website and data are all protected against threats. Moreover, we assure that our customers' data is kept highly confidential and we are certified and competent to ensure total security against data theft and information leakages.

eNlight 360° is compliant with ISO 9001, ISO 22301 ISO 20000/BS 15000, ISO 27001/BS 7799 standards to ensure maximum security.

eNlight 360° stores data on enterprise storages having multiple security layers. These security layers are further strengthened by the best practices followed to store data, including isolation of storage from public network and secure provisioning of storage to negate sharing. Proper data isolation and logical storage segregation forms the basis of the software's security promise.

eNlight 360° is based on hardware virtualization technology isolating cloud servers at the hypervisor layer for additional data security. This explicit virtualization of the physical resources leads to a clear separation between guest and hypervisor, resulting in additional secure separation between the two.

The software offers a comprehensive, centrally managed platform to help you simplify security operations. It provides Network virtualization techniques that separate different networks on the same hardware and therefore, partition resources accordingly. This ensures excellent isolation along with regulated network resource sharing within different users.

eNlight 360° environments are continuously audited, with certifications from accreditation bodies. The eNlight 360° infrastructure puts strong safeguards in place to help protect your privacy. All data is stored in highly secure ESDS data centers.

3.1 Hypervisor Level

eNlight 360° can detect and prevent advanced attacks by offering real-time detection at the hypervisor layer. Leveraging the hypervisor to tap directly into raw memory hypervisor-level security solutions can secure workloads from outside the operating system. eNlight 360°'s hypervisor- level security systems protects against malicious techniques and most importantly isolates the security virtual appliance from guest VMs that may be housing malware.

3.2 Network Level

At the network layer in eNlight 360°, virtual networks, routers and other virtualized networking components are safeguarded eliminating all the risk factors. We ensure



confidentiality and integrity of the client's data-in- transit apart from ensuring proper access control (authentication, authorization, and auditing) to all the resources that are used at ESDS. Preventive controls are taken in the form of network access control like firewalls and

encryption of data with SSL and IPsec. eNlight 360° is also equipped with detective controls including aggregation of security event logs (security incident and event management, or Log Analyzer), network- based intrusion detection system/intrusion prevention system (IDS/IPS).

3.3 Storage Level

On the storage level, eNlight 360° follows a no compromise principal in confidentiality, integrity and availability. It involves various types or categories of controls, such as technical, procedural/administrative and physical.

Also, servers that are responsible for storage in the eNlight 360° Cloud are fully isolated from the public network; this reduces the threat of any attacks, because hackers can't access the private network on which the storage servers are hosted. Furthermore, our employees are limited to viewing the metadata of the client's files only and will not have access to the contents of your eNlight 360° account. Regulated routing policies are also implemented that specify the users who are allowed to access the cloud resources.

eNlight 360° also utilizes a high security Tier III data center that is based around a core network, which features no black holes or single points of failure. Multiple Tier III connections are responsible for adding a level of redundancy to our core network guaranteeing fast connection speeds for all customers.

Hardware failure is totally prevented with the use of equipment from well- known brands such as Cisco and HP. The network utilizes Border Gateway Protocol v4 (BGP4) over dark fiber and long haul wavelengths, the switches used in the eNlight 360° Cloud are connected to the core router via fiber.

The cloud provides security at all levels; these levels being the operating system of the host machine, the OS running on the VM and the firewall. The following is a list of compliances with which eNlight 360° conforms with:

- 1) MIETY empanelled Cloud Service Provider
- 2) PCI DSS Certified
- 3) Uptime Institute Certified – Tier III design
- 4) STQC Audited



4 System Features

Following are Features of eNlight 360°:

4.1 Multi Tenancy & Identity Management

Multi Tenancy refers to the architecture in which a single instance of software runs on a server and serves multiple tenants. A tenant is a group of users that share a common access with specific privileges to the software instance. eNlight 360° supports multi tenancy, which is beneficial for all types of organizations or enterprises.

4.2 User Management

User Management allows users in creating various user, assigning roles and permission to them. The User Dashboard allows user to enable and disable the functionalities on Management dashboard, Main dashboard, Network devices, Servers and Network topology. Devices can be assigned to particular user or multiple users depending upon the requirement. Users can customize the specific data through this module.

4.3 Topology

eNlight 360°'s topology monitoring monitors network and system devices and creates easy topological view from where all the devices can be mapped. This view gets refreshed every few seconds and gives the status of the devices and services to datacentre managers.

Note: In future in the next version of eNlight 360°, we may integrate the Auto Discovery and Topology.

4.4 Auto Discovery

Auto-discovery of network devices through SNMP protocol is possible in eNlight 360°. If SNMP is enabled you can discover its hardware details, network details and its IP details. Once device is added to eNlight 360° bandwidth, service, health, process monitoring can be enabled on device.

4.5 Rack View

eNlight 360° Rack view function performs monitoring of entire IT infrastructure including application and services. The virtual layout of the datacenter can be seen in the rack view function. The location of the device can be easily traced out on the rack by viewing the rack view of datacenter. The alerts can be easily seen and noticed as the color next to the device in the rack changes. With this advanced feature, datacenter managers can perform suitable capacity management.

4.6 Monitoring

DCM (Data Center Management) tools include a set of applications that help system and network administrators manage a datacenter's IT infrastructure in a manner to achieve higher application availability and performance delivery. eNlight 360° will enable functions



like adding devices with automated method of discovery, managing IT assets like hardware and software, monitoring all resources of the devices like RAM, CPU, NIC bandwidth which measures bandwidth of any physical port of any device present, disk, capacity management, generating various alerts based on thresholds as well as troubleshooting system, network,

database and even application. In addition, newly added feature of Nmap, monitors a single hosts as well as vast networks that encompasses hundreds of thousands of devices and multitudes of subnets. It monitors open ports in the system and sends out alerts accordingly if any changes occur in the system.

4.6.1 Time Sync Monitoring

A new parameter in eNlight 360° of health check monitoring is introduced viz Time sync monitoring which works on SNMP protocol. In this type of monitoring, systems checks the time of the server and compares it with the time of the monitoring system. When the time difference set in crosses the time sync threshold system generates alerts and notifies the user.

4.6.2 Multi Threshold option in Health check monitoring

eNlight 360° does the monitoring of all resources of the devices like RAM, CPU.. etc. For the various Health check parameters like RAM and CPU, the user can add a particular threshold. If the parameter's usage in the system crosses the set threshold, the user is notified. The thresholds are set according to severity viz Attention (low severity), Warning (medium severity) and Critical (high severity), and if none of the thresholds is crossed then the system is running normally.

4.7 Compute Host Discovery

Previously cloud POD dashboard for compute displayed only the master node and its information. The functionality Compute host discovery is introduced in eNlight 360° which helps the user in discovering the slave of master automatically using this functionality. Once master details are submitted, slaves will get added automatically without user intervention.

4.8 Asset Lifecycle Management

eNlight 360° DCM helps to manage the inventory of a datacenter IT infrastructure. Both the software and hardware inventory can be monitored and tracked using the DCM. Managing the inventory through remote office is also possible under this software. An alert mechanism has also been orchestrated to notify datacenter managers whenever there is any change in the IT inventory.

4.9 IP Management

With this function data center, managers can overlook the IPs configured on every device. Management of IPs configured on any physical ports is also an added property.

4.10 URL Monitoring under maintenance mode

URL monitoring is checking for its availability and functionality. This consist of two types of monitoring:



- Health check monitoring of URL - In this type of monitoring we monitor the health of URL which includes response time, (Domain Name System) DNS, resolution time, SSL certificate.
- Content Monitoring - If any change in content of website occurs, it can be monitored with this feature. Whenever user defines any keyword for URL whatever it may be alphabetic or numeric, it will monitor and check whether the keyword is found or not and give result in form of alerts.

With this feature, maintenance mode can be enabled for the specific URL. User can set the time specifically in minutes or hours and in days and months so on that time it will stop its monitoring. When a system falls under maintenance mode, a flag option on the UI will help the user to disable/enable all the alerts throughout the system. This provides the user from getting unwanted or false notifications. Either flag can be enabled or disabled after which the system can perform whether to give alerts or not.

4.11 Basic IP firewall rules

Firewall rules define what kind of traffic is allowed or blocked. A Security Group is a collection of such firewall rules. Applying a Security Group to VM essentially configures sets those firewall rules for that VM. As the user selects IP pool while creating VM or VIF similarly, user should also be able to select the security groups (web security group, database security group etc.) which is to be applied to the respective VM. While editing VIF user can edit or apply these changes to security groups.

These groups define L4 security rules. Each of these security groups have particular set of predefined rules. Currently, we can allow; IPv4 & Ipv6 IP address and can be removed. Bulk ping check option is also available for both types of IPs(IPv6 & IPV4).

4.12 Netflow

Netflow is a network protocol, which collects and monitors network data traffic that is generated by routers and switches. IT professionals use Netflow to analyze the network traffic and volume to ascertain where the traffic is coming from, where it is leading, and what amount of traffic is being generated. It provides the ability to collect IP network traffic as it arrives into an interface or leaves an interface.

4.13 Product IPv6 Compatibility

eNlight 360° is now compatible with IPV6 for these features:

- ✓ Hardware Discovery
- ✓ Software Discovery
- ✓ Monitoring using SSH & SNMP protocols
- ✓ IPSLA Monitoring

4.14 Log Analyzer

Log Collection: Universal Log Collection is a challenging requirement for enterprises who intend to deploy a Log Analyzer solution. eNlight 360°'s Log Analyzer has the ability to accumulate logs from different sources (Windows systems, Unix/Linux systems,



applications, databases, routers, switches and other devices) at a central location. The benefit of eNlight 360°'s unique Universal Log Collection feature is that it collects and analyzes all type of log data format from all types of sources. Meanwhile, using agents or not depends on the security policies that engaging enterprises follow.

Log Analysis: IT admins test log data displayed on dashboard for better understanding of user activity, network threats and event trends within a short span of time. Examining unprocessed log data and generating intelligence for IT security in actual time is the base of eNlight 360°'s log analyzer. The unprocessed log data is examined and applicable security data is represented in convenient charts, graphs and reports.

Event Correlation: Real-time Event Correlation is mainly about proactively handling threats. Correlation of events allows network admins advance network security by processing innumerable events concurrently to track peculiar events on the network. Correlation is based on log search, rules and alerts. In eNlight 360°, network policies are used to frame the correlation rules and alerts.

Log Forensics: eNlight 360°'s log analyzer solution can help you to conduct log forensic investigation by permitting them to go through a root cause analysis and then track down a network intruder or any event activity that has caused a network problem. The log forensic process is very user-friendly, allowing IT administrators to search through the unprocessed log data easily. Log search queries once entered by the IT administrator instantly points out the exact log entry that caused the security breach, finds the exact time of occurrence, reconstruct what happened and in what order.

4.15 Agent Based Monitoring

Agent Based Monitoring is a method, which is used to monitor devices. In ABM, EMSCA protocol is used send passive checks from external application (device) to monitoring sever. And EMRPE protocol is used to execute defined set of commands to remote device. Basically used to monitor local resources like CPU, Memory, and Disk. EMSCA is popularly known as passive monitoring whereas EMRPE is known as Active Monitoring. Main purpose of EMSCA protocol is to monitor devices when server is reachable from device but not vice-versa. And EMRPE is used when device is reachable from Monitoring Server. In SDN enabled network, ABM is the only way of monitoring devices.

4.16 Application Monitoring

The main goal of monitoring is providing best experience to the end-users ever. Applications in eNlight 360° allows user to manage and access application hosts. The end objective of an application monitoring in any business is to guarantee that the supply of services to end users is continuous and quality of conveyed end user experience is incomparable.

There are various types of applications available, viz Database, Web Server, Application Server & Mail Server.

Applications Monitoring offers numerous analytical capabilities to measure and track database utilization as well as database performance trends. Database mainly includes:



-
- MYSQL
 - MSSQL
 - Oracle
 - SAP HANA
 - Postgre SQL

Web Server- eNlight 360° has web server monitoring which assists user and helps them to monitor web server performance and availability. Currently Web server / Services includes:

- IIS
- Apache

Application Server- To ensure optimal performance of business applications, it is important to employ application server monitoring tools that offers insights into the health and uptime of your applications. It mainly consists of:

- JBoss
- Active Directory
- Tomcat & HA Proxy

Mail Server- This feature enables the monitoring of response time and other important parameters of the server and notifies the user if it finds anything beyond the threshold limits. It also ensures availability and health through automated event escalation via email, SMS etc. Currently eNlight 360° has MS-Exchange application under Mail server monitoring.

4.17 Change Management System

Change Management System is not just a nice thing to have in the cloud, it is now extremely imperative. In eNlight 360° it is an important process used for ensuring that standardized procedures are practiced to reduce the number and impact of incidents and ultimately increase efficiency in handling all the 'changes' in order to control the IT infrastructure. The systems direct change requests to the most appropriate queue. Designated approvers can request additional information, reject, or approve changes. It allows an organization to establish a baseline from which it can plan, implement, and measure. It is used to demonstrate compliance and to measure improvement and to ensure that all changes are assessed, approved, implemented and reviewed in a controlled manner. The CMS is composed of the raising and recording of changes, assessing the impact, cost, benefit and risk of proposed changes, developing business justification and obtaining approval, managing and coordinating change implementation, monitoring and reporting on implementation, reviewing and closing change requests.

4.18 Multi Hypervisor Support

With multi hypervisor support eNlight 360° helps in managing all the resources and different hypervisors from a single screen or dashboard.

- ✓ Citrix Xenserver
- ✓ Microsoft Hyper-V
- ✓ VMware ESX



-
- ✓ Ubuntu KVM

4.19 Auto Scaling

Vertical scaling is a patented (US 9176788) (UK GB2493812) and unique feature of eNlight 360° Cloud orchestration software. eNlight 360° automatically scales virtual machine resources on the fly. The resources of a virtual machine are scaled between the minimum and maximum resources assigned to it in proportion to load over it. This is done by an intelligent algorithm that monitors its resources and scales them up or down accordingly. This helps in cutting down the cloud expenses while providing consistent performance to users. It makes eNlight 360° a cost effective and one of its kind Cloud Orchestration software.

4.20 VM Lifecycle Management

With eNlight 360°, you can actually manage many operations of VMs such as:

- ✓ Create VM and Download Image
- ✓ VM Snapshot
- ✓ Start | Stop | Restart | Delete VM
- ✓ Edit running VM; allows user to change the ownership but not the resources.
- ✓ Multiple count acceptable during VM creation; enables user in creating more than one VM, during VM creation based on resource Quota.
- ✓ Clone VM count; user can set the count of cloned VMs based on resource Quota with this new feature.
- ✓ Clone VM with SDN; user can clone VM on SDN based network.
- ✓ Create | Delete additional disk of VM
- ✓ Disk QoS in VM allows user to manage the storage also, user can select and change its class. Similarly, user can edit the existing class of Disk QoS. This feature is applicable to both running and halted VMs. There are 3 categories: Silver, Gold & Platinum and so on. For Cloud Administrators, an option is provided where the corresponding IO limit can be specified for each tier. E.g. Silver = 100 IOPS, Gold = 500 IOPS, Platinum = 1000 IOPS. Additionally, Monitoring parameter of Disk IOPS monitoring is added which is currently available for VMware & XEN
- ✓ Newly added feature of automatic POD selection checks availability of resources and allocates POD accordingly depending upon the historical data from the selected DC.
- ✓ Create | Delete additional network interface of VM
- ✓ Import VMs from existing infrastructure
- ✓ The enhanced advance search option helps user in filtering the VM's according to group, status, compute, tools installed and tags.
- ✓ Export and download the list of VMs based on the filtered or non-filtered data in form of PDF or CSV.



- ✓ Backup list management
- ✓ The new feature of outdated tools & listing gives the information of the tools and software of the VM along with its version under the basic information.
- ✓ Creating firewall only on those computes which has firewall tag.

4.21 Vlan Allocation

In eNlight 360° whenever user creates account and starts using services, before creating VM Vlan is automatically allocated to this new user from the available Vlans in the network.

4.22 Cloud Advisor

Cloud Advisor in eNlight 360° acts as a platform, which benefits the users by scanning and recommending the changes in their resources depending on their current usage. With this dashboard results, the user will get an idea of whether resizing the underutilized or overutilized resources is necessary or not. Cloud advisor will also find the compute instances which are no longer in use and it will recommend the user to stop them. Users must enable the monitoring of compute instances to receive the recommendations related to resource usage.

Another new functionality of Cloud Audit gives details of VMs which are of users account but these are displayed in admins account. Only admin has permission to move those VMs to the respective users accounts and bill it accordingly. Based on different parameters like group ID and Vlan of VM admin can find out in whose account VMs are currently present. Admin can see all VMS along with its client tags bill it accordingly.

4.23 Device Group Features

The Device Group feature of eNlight 360° helps user to group devices based on logical criteria. A group can be based on some criteria or could be just a random collection of devices. In this user can group devices and perform various operations in bulk for the group as a whole.

4.24 Tags

A new feature of tags is introduced in eNlight 360°. eNlight cloud tagging allows user to add metadata to resources, which enables user to define key values and associate them with the resources. These tags can be used to organize and list resources based on one's business requirements. Resources that can be tagged are VMs, templates, computes & storage. Resources can be searched based on these tags.

4.25 Remote Console Access

Using Remote console Access feature of eNlight 360° user will be able to get console for his remote machine from eNlight 360° itself. User will be able to take SSH and RDP session using



this. The best part of this feature is that admin will be able to provide console access of the device for any use without actually sharing the password.

4.26 Scheduling Management

Each action in the system is treated as a Job. And each such job can be scheduled to be executed in the future. This feature of eNlight 360° enables users to schedule a job or a batch of jobs to perform some coordinated task. Ever thought of automating your tasks while you are asleep in your bed all night? With this feature, one can schedule and automate any executable task in the cloud while not being physically or virtually present for the series. One cannot only automate one task, but a whole job sequence that affects every alternate task with eNlight 360°.

4.27 Access Control & Workflow Management

With this feature user can define Access Control to permit or deny operation per group or per user. Workflow can be defined to escalate permission to group admins or system admins. VM ownership can also be defined to compartmentalize groups and users as per their grade.

4.28 Quota Management

Quota management includes limiting resources according to defined policies and quotas are essentially operational limits. This prevents system capacities from being exhausted without notification. Quotas can be enforced on user level. System can generate policy non-conformance reports to show user or department capacity usage and over-utilization. Quota can be allocated per user or per group for Compute, Storage and Network independently.

4.29 Faas

Function as a service is a category that has been introduced in eNlight 360° which provides the user a platform and the ability to deploy a single function or a part of an application. FaaS simplifies deploying applications to the cloud. With Serverless computing, users can install a piece of business logic, a “function,” on a cloud platform and the platform executes the function on demand. End-users can access the functions added by the admins and superadmin.

4.30 Showback & Chargeback

This feature enables extracting resource utilization statistics in terms of monetary expenses allowing users to keep a track of their return on investments (ROI). Chargeback helps in generating invoices and bills, and charging them on department level as well as user level.

4.31 Auto-Upgrade & Rollback

This feature enables user in upgrading their software to latest version so that whenever there is update for software user can update it without help of administrator. Similarly, if the system is not compatible and lacks in resources it can roll back to its previous version.



4.32 Reports

eNlight 360° users can access elaborate reports to analyze the performance of every aspect of the system and thus make informed decisions. These detailed reports can be accessed on deployed servers with the help of software installed on any of their devices. Monitoring of reports like resource usage viz average total usage of CPU & RAM of various devices of the users are generated, bandwidth details about which device is using what amount of bandwidth and other intricacies related to report creation can also be done with the help of eNlight 360°.

Scheduled reports: Using these feature users will also be able to leverage their resources by scheduling reports based on their needs and time, setting a frequency of receiving reports and related factors. One can also schedule reports on daily, weekly and monthly basis.

4.33 Bulk Alerts Acknowledgement

With Bulk, acknowledgement user can acknowledge for more than one alerts at a time. With this user need not to acknowledge every single alert. The feature of bulk alert acknowledgement reduces the efforts in acknowledging every single alert.

4.34 Alerts Grouping Mechanism

Alerting is a functionality in which the system collects all the notification of a particular pattern and then couples it together to form a single alert. In eNlight 360° the alert grouping mechanism classifies alert of similar type into a single notification. This newly formed alert will go to the user as a collation of multiple minor alerts. This especially helps during larger outages when multiple systems face issues at once and enormous alerts firing starts simultaneously.

4.35 Notification

eNlight 360° also enables display of all notifications generated for the device and gives users the capability to set various kind of alert via email, SMS, messaging system, third party portals and more. All the alerts that have been generated and not read will be displayed on the main dashboard in a separate section titled Unread Alerts/Notification. These alerts can be enabled and disabled when system falls under the maintenance mode. This feature helps from getting unwanted and false notifications. Along with this user can call back URL with the headers provided. Whenever the system will trigger an email or a sms, the URL will also be hit. Due to this, whatever functionality is defined in the URL will be automatically executed.

5 Conclusion

eNlight 360° delivers building blocks that users can bring together quickly to support virtually any workload. With this path-breaking software, users access a complete set of highly available services that are designed to work and composed to construct sophisticated scalable applications. Users can access high-performance compute, stable storage, complex



network, manages applications, audit infrastructure, get uptime reports and much more. All this is available with eNlight 360° without paying an extra penny.

These facilities help enterprises move rapidly towards the Cloud First strategy, lower IT costs, and scale intelligently. eNlight 360° is a trust-worthy product for large enterprises that

realize a wide variability of workloads, including web and mobile applications, game development, data processing and warehousing, and many others.