touchNOC

by Leaping Bytes, LLC & PlexLogic, LLC

www.touchNOC.com

Hi, my name is Andrei Tchijov and I am here to present touchNOC.

WHAT is touchNOC

- a mobile application ?
  (actually, two: iPhone native and Sencha Touch)
- not just a mobile application
  (touchNOC is SaaS system management tool)
- touchNOC is a combination of
  - client (runs on your smartphone)
  - agents (monitor your systems)
  - server (provides connection to agents)

So what is touchNOC? Obviously, it is a mobile application. Otherwise, I would not be here making this presentation.
Actually, there are two mobile applications. touchNOC exists in a form of iPhone native app and a Sencha Touch based mobile web app.
But it is not just mobile app. touchNOC is a Software as a Service system management tool. From 10.000 feet point of view, touchNOC consists of a client that runs on your smartphone, agents that monitor your computers and a server that provides bridge between the client and the agents.

WHY is touchNOC

- we needed a tool to monitor our servers
- away from a desktop, but with an iPhone in the pocket
- to detect a problem early really need local agents
- do not want to connect to each agent individually, have to have server
- have to be able easily extend monitoring functionality.

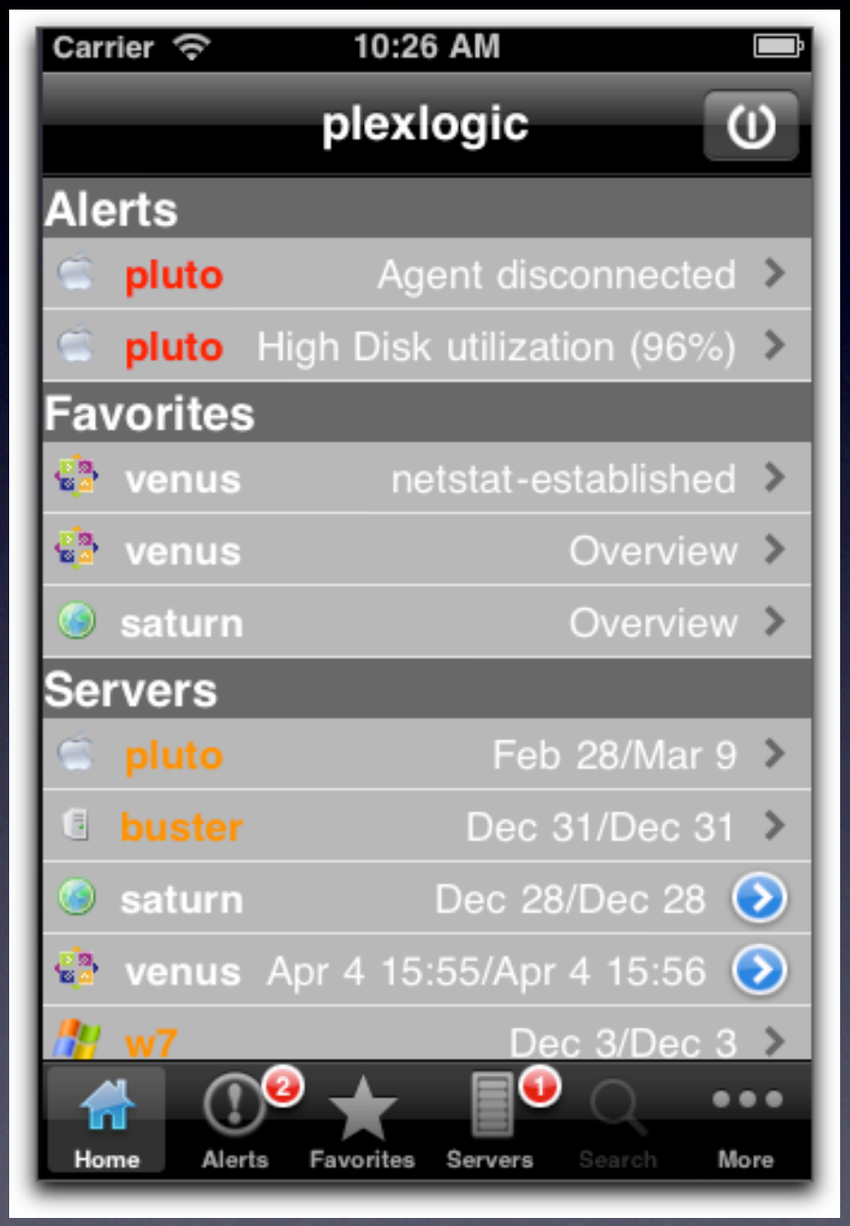
We needed a tool to let us monitor our own servers. But not just any tool. From the beginning we decided that touchNOC should make it possible to perform most of sysadmin functions on the go via smartphone. Some can argue that all you really need for heavy duty sysadmining is an ssh client, but we wanted to develop something that, while as powerful as SSH, would require far less typing.

WHEN is touchNOC

- started about 1 year ago
- Jun'10. Started using internally (with a web based client).
- Jul'10. Sencha Touch client
- Aug'10. Client in the iTunes Store and started Open Beta
- May'11. GA

We started this project about a year ago. Got it to the point when touchNOC became "internally useful" by Jun 2010.
About the same time, Sencha Touch began to happen, so we jumped on it and by July we had Sencha Touch version of touchNOC client.
At this point we started thinking about "productizing" touchNOC.
Got iPhone native app approved for iTunes store in Aug and started the open beta.
We just finished the open beta period and planning to have the GA release of touchNOC ready for May.

ANATOMY of touchNOC App



5 major areas

- home screen
  (instant access to most important information)
- alerts screen
  (allows to see all alerts and access alerts history)
- favorites screen
  (ability to edit favorites)
- servers screen
  (lists all servers)
- user configurable touchNOC app screens

There are 5 major areas. The home screen that shows most important information in compact form. The alerts screen that shows all alerts and allows you to access alerts history. There is an ability to mark some screens as “favorite” for direct access. Top 5 will be shown on the home screen and you can see the rest on the favorites screen. The home screen shows up to 5 servers, you can see the rest on the servers screen. Once you “dive” into particular server, you will see what we call “touchNOC Apps” that are run by an agent and user configurable.

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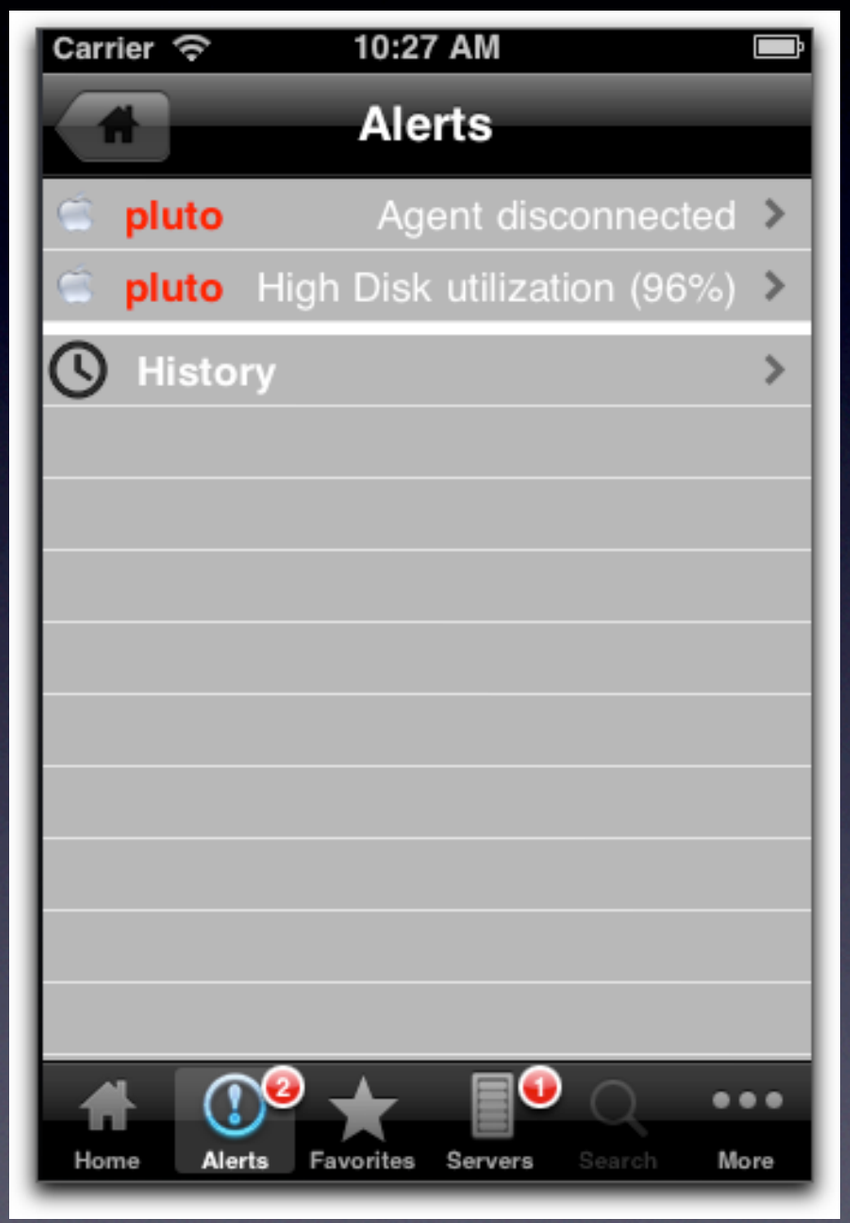

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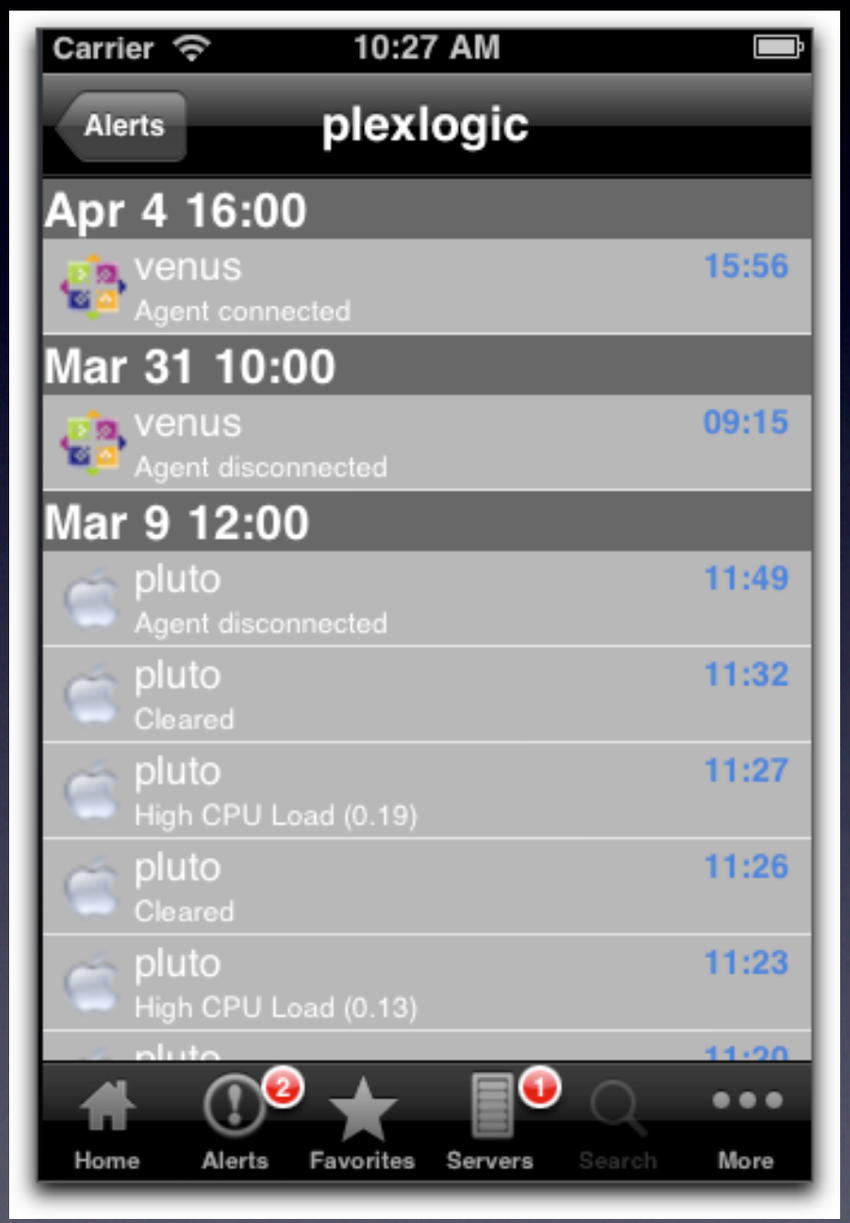

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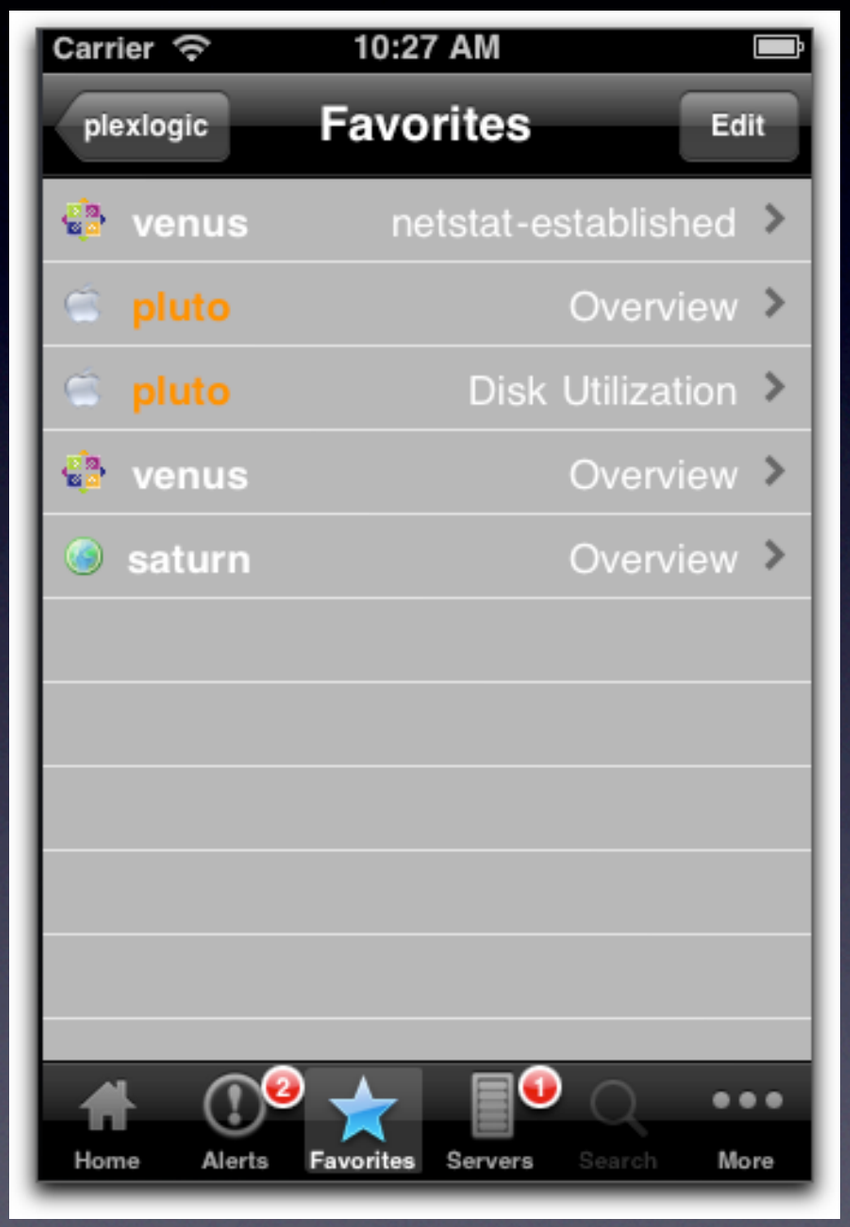

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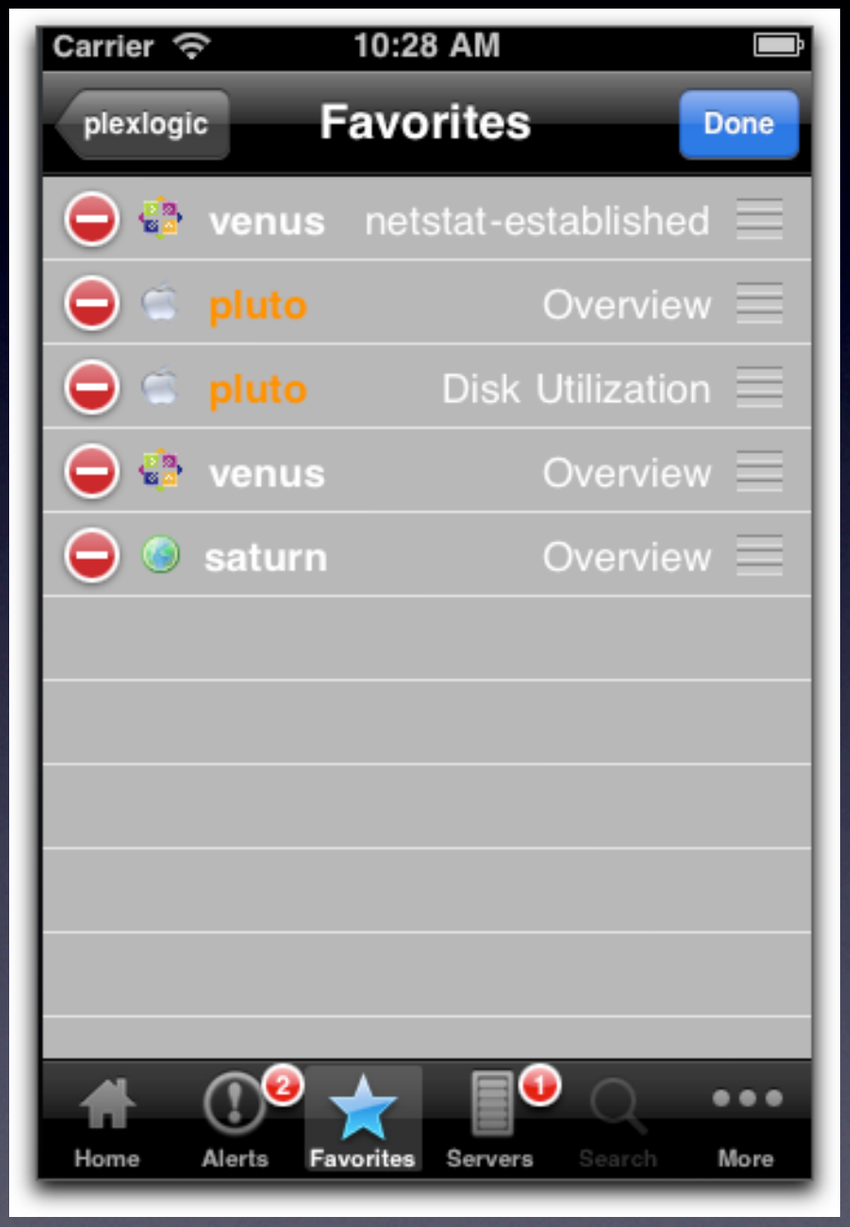

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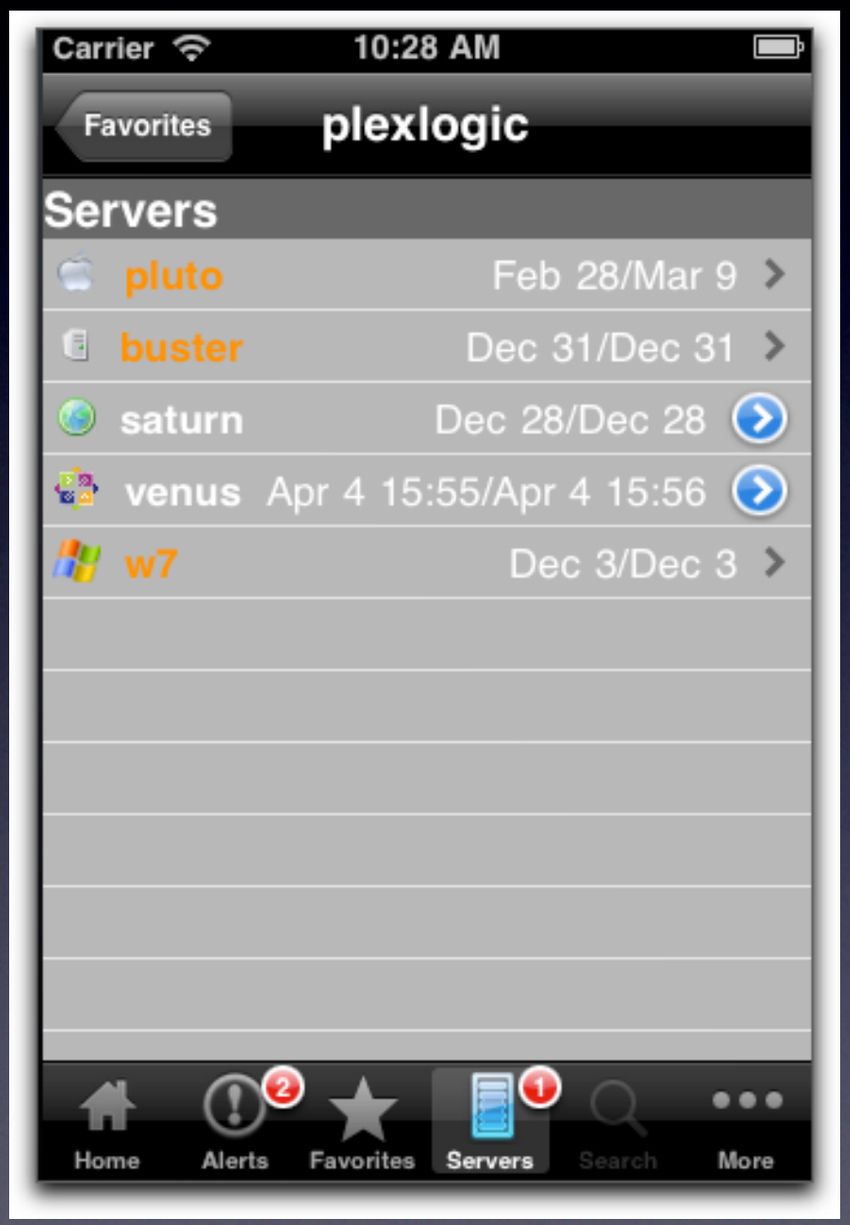

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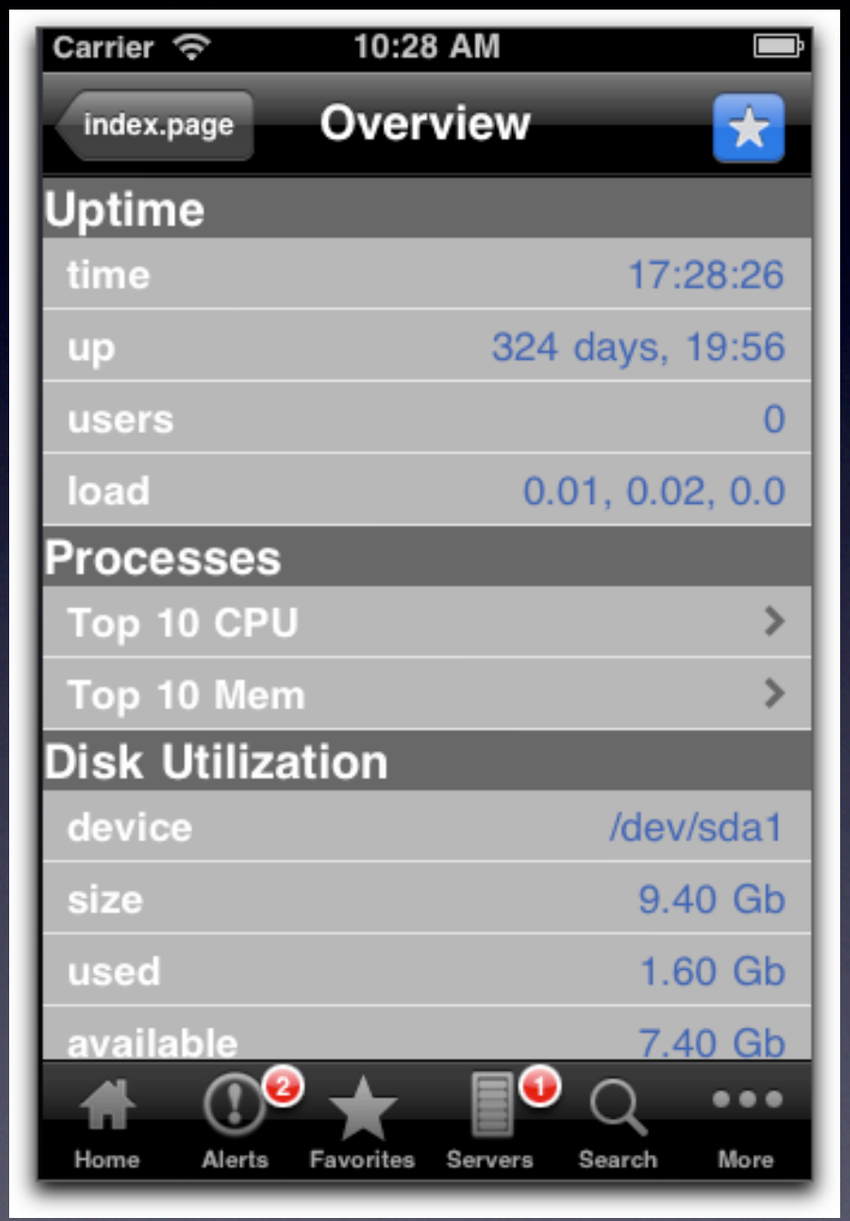

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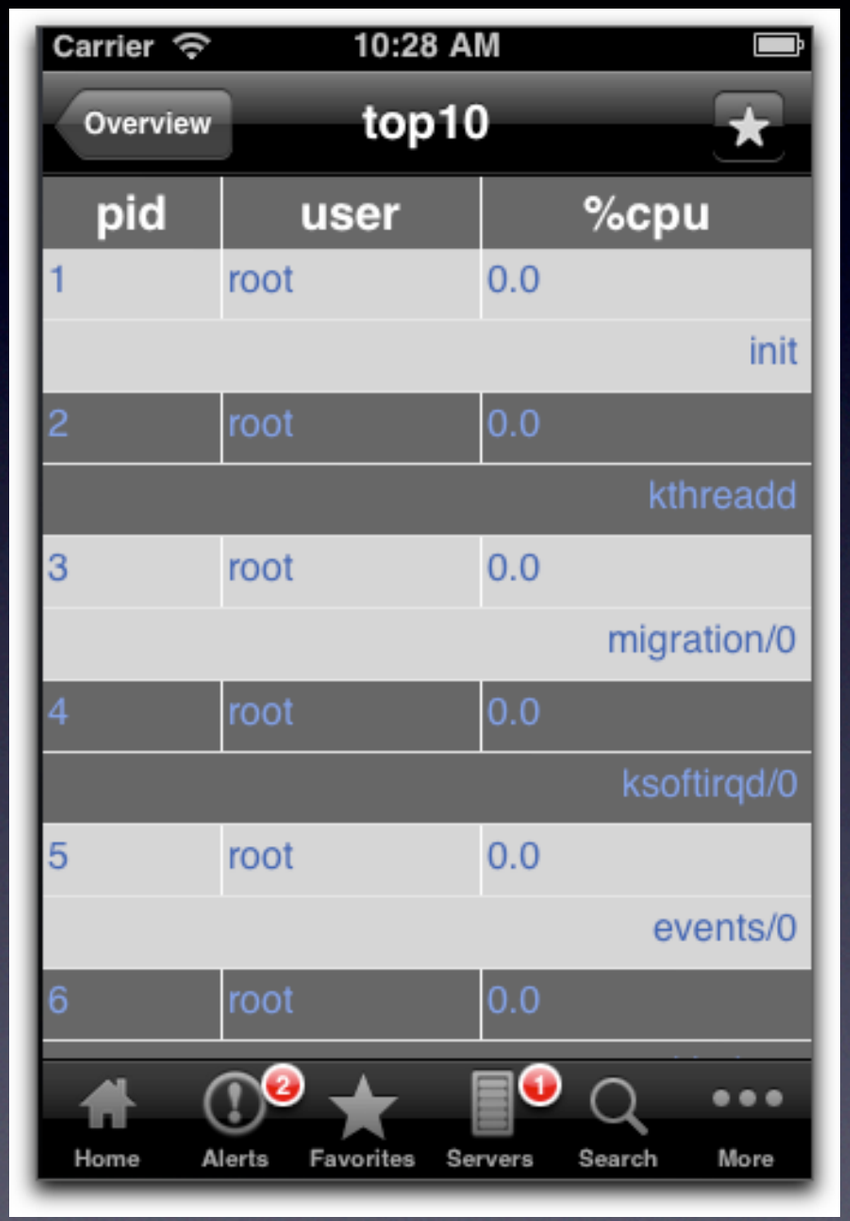

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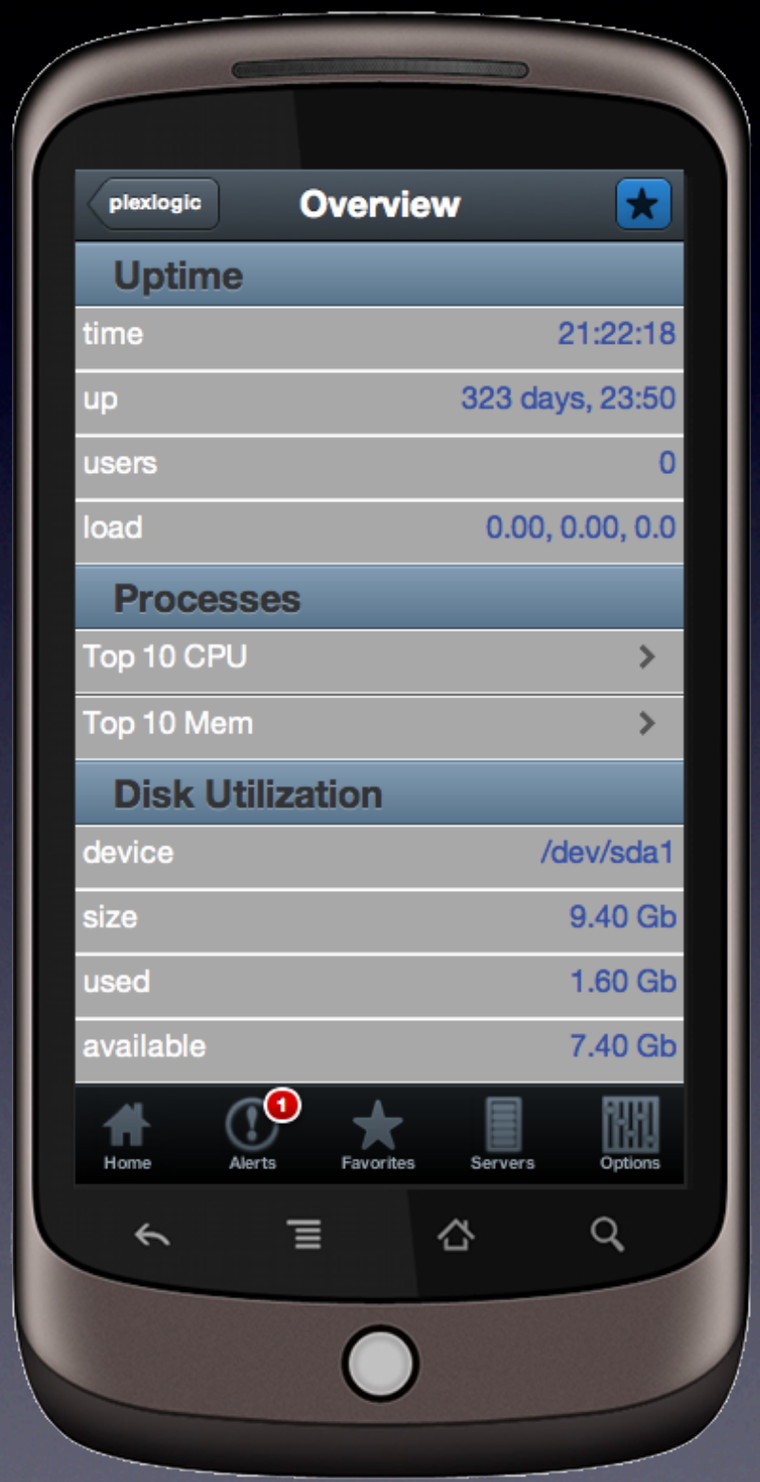
WHY Sencha App



- Android (and hopefully BlackBerry)
- Can run in a webkit browser == Live Demo

It may seem excessive to have two versions of touchNOC client which are intentionally identical.
But we have number of very good reasons for this.
First of all, on Sencha Touch ‘side’, it allows us to run it on Android and hopefully soon on BlackBerry.
Another reason, Sencha Touch runs on any webkit browser and this allows us to provide a live demo of touchNOC right on touchNOC website.

WHY iOS native App

- Push notifications
- iTunes store == free exposure
  (at least in theory)
- slightly nicer looking interface

Most important reason for native iPhone version is push notifications. When something about to go wrong with your servers, you want to know about it ASAP and Apple Push is hard to beat.
We had another, less technical reason for an iPhone app. When we started to think about “productizing” touchNOC, we thought that iTunes with millions of customers will provide us with some free publicity. To be honest, I should admit that from this point of view, results are mixed.

NEXT for touchNOC

- touchNOC v2.0 GA - May'11
- real time and historical charts
  (useless for real sysadminning, but look pretty)
- support for tablets
  (some people have pockets big enough for iPad)
- browser interface
  (sometimes sysadmins do sit in front of a desktop)

So what's next? As I mentioned before, we are planning to release touchNOC v2.0 in May (current version is 1.0.1)
Some of the new features are: historical and real time charting and support for tablets (some people REALLY like their iPads and want to be able to run EVERYTHING on them)

If you are touchNOC CURIOS

- www.touchNOC.com
  (tons of documentation + live demo)
- search YouTube for "touchNOC Sencha"
  (video showing iOS and Sencha versions of client running side-by-side)
- search iTunes for touchNOC
  (you can play with the demo account)
- talk to me

Any questions?