

How are you planning to ensure quality of service globally while reducing IT costs?

- **29%** of IT cost base is staffing<sup>1</sup>
  - Can you ensure your teams are working on the right problems?
- **60%** of Virtual Infrastructure is not utilized<sup>2</sup>
  - Are you getting the most out of your virtual environment investment?
- **22%** of IT spend is on software<sup>3</sup>
  - Are you wasting your budget on old school monitoring tools?
- **75%** of IT Executives cannot accurately measure Quality of Service
  - Can you prove service levels to your line of business customers?
- **80%** of IT Managers feel they don't have enough visibility or control
  - Are you getting the right information at the right time to make the right decisions? Do you have a single version of the truth?

Many vendors promise to increase datacenter efficiency, but few deliver. up.time provides actionable insight to achieve **significant RESULTS within 90 days**.

up.time is a cross-platform systems management software solution that helps you manage, measure, and monitor across the datacenter and around the globe, ensuring global quality of service, enabling proactive IT, and immediately cutting costs.

## MANAGE, MEASURE, AND MONITOR ACROSS THE DATACENTER AND AROUND THE GLOBE

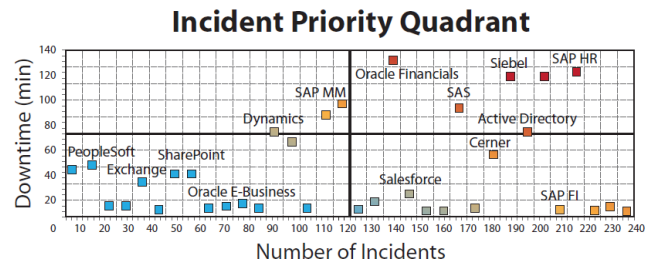


Data is just data. Executives need the insight that data provides brought to light in order to drive efficiencies in the business, ultimately accounting for reduced cost or revenue.

**up.time reduces your IT costs, reliably.** But don't take our word for it, talk to one of our +600 customers in 32 countries.

## ENSURE GLOBAL QUALITY OF SERVICE

### Incident Priority Quadrant: Where Are You Focused?

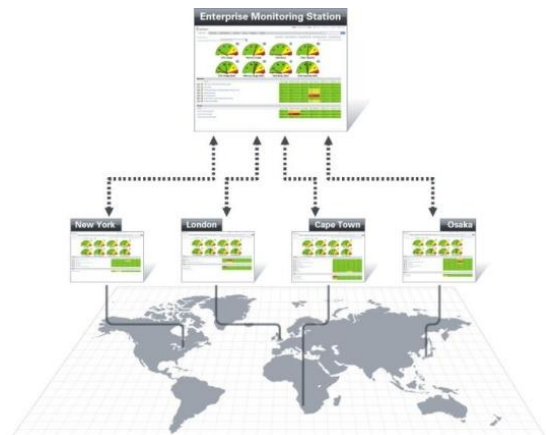


*"Which Systems and Applications are driving downtime and draining resources? Measure your environment within 30 days, have your IT team download up.time."*

A best practice approach to driving 'Quality of Service' is through the clear identification of IT priorities.

Unless you have accurate dashboards and reporting flowing from deep data, determining the right proactive actions can be nearly impossible. Views and reports need to illustrate current state, and highlight future priorities.

Whether it's driving performance and availability in one datacenter or many spread throughout the globe, up.time provides the insight to more effectively manage, measure and monitor distributed applications and services levels, maximizing enterprise-wide IT resources.



## ENABLE PROACTIVE IT MANAGEMENT

Manual fault management and provisioning consume +70% of datacenter staff activities (Gartner, 2009).

Reacting too often is a massive waste of resources. The ultimate goal should be to avoid outages from occurring. Proactive IT enables the shifting of staff from reactive break/fix mode into proactive downtime avoidance and high payback initiatives.

Proactive IT management isn't hard, assuming you have the right solution. up.time is intuitive systems management that helps you leverage automated actions to head off problems, in some cases without any manual intervention. This can drive a sizable increase in systems management staff productivity. Imagine if one administrator could now perform the job of 1 ½ IT staff.

## IMMEDIATE AND RECOGNIZABLE COST REDUCTION

In our current economic climate, cost reduction is essential. Is there a tradeoff between cost cutting and negatively impacting Service Level Agreements or compromising enterprise performance and availability? With the right solution, it doesn't have to be a zero-sum game.

A reliable solution must meet these demands and have the track record to back it up.

### up.time Helps Reduce Costs Today By:

- ✓ Immediately lowering license costs, maintenance costs, training costs, and on-going administration cost.
- ✓ Maximizing Performance of Existing Infrastructure.
- ✓ Speeding Time-To-Value (TTV) with fast deployment requiring little to no services.
- ✓ Reducing IT systems management staffing or outsourcing.
- ✓ Minimizing New Hardware Expenditure

## UP.TIME SYSTEMS MANAGEMENT INCLUDES:

Global Datacenter Visibility

Server Monitoring Across Multiple Technologies

VMware Monitoring and Management

Server Consolidation and Virtualization

Capacity Management and Reporting

Outage Triage and MTTR Reduction

Service Level Management

Application Monitoring and Reporting

Application Transaction Monitoring

### The 451 Group on up.time

"In today's challenging economy and with IT budgets constrained, lower-cost but full-featured offerings like uptime's will have a chance to shine."

Dennis Callaghan, Analyst for The 451 Group.

## ABOUT UPTIME SOFTWARE:

[HTTP://WWW.UPTIMESOFTWARE.COM](http://www.uptimesoftware.com)

Companies of all sizes rely on uptime to deliver IT value effectively. By delivering innovative and award-winning solutions, and an exceptional client experience, uptime helps IT professionals dramatically reduce downtime, maximize operational efficiency, and prove IT's value to its customers. With over 600 clients in 32 countries, trust your systems management to up.time.

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<sup>1</sup> Gartner. "Managing the Data Center Cost Portfolio During a Recession," page 4. Rakesh Kumar, Lars Mieritz. May 6, 2009.

<sup>2</sup> Gartner. "Server Virtualization for x86: A Benefits Impact Assessment," page 5. Cameron Haight, Stewart Buchman, Thomas J Bittman. May 26, 2009

<sup>1</sup> Gartner. "Managing the Data Center Cost Portfolio During a Recession," page 4. Rakesh Kumar, Lars Mieritz. May 6, 2009.