

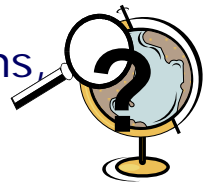
Performance, Capacity, & Availability Management for Enterprise Servers



enterprise monitoring and planning software that just works™.

About uptime software

- ✓ Helping clients improve server performance and availability since 2000
- ✓ Global Fortune 500 Client Base
- ✓ 900+ Clients in High Tech, Financial Services, Telecommunications, Insurance, Healthcare, Transportation, Education and Government
- ✓ International Client Base spans 32 countries across US, Canada, Europe, Asia, Latin America and Australia
- ✓ Our Technology Partners include :
Sun, IBM, HP, Microsoft, Red Hat, Oracle, Novell, Network Appliance, VMware



Global industry leaders use up.time™



Why use up.time™?

- ✓ **Increases Enterprise uptime** and ROI while decreasing system management costs by at least 35%*
- ✓ **Quickly identify** problems before they occur to keep you in control.
- ✓ **Easily forecast** capacity and growth trends for consolidation and virtualization with best-in-class historical reports and graphs.

* On average, companies save between 30% and 70% using up.time versus other competing enterprise level products.

In a nutshell...

In a 24/7 world, business are becoming more and more dependent on on-line access to systems. up.time has **industry leading secure web browser based technology** that securely administrators to monitor systems at anytime, from anywhere.

up.time Simplifies systems management by turning server and application statistics into useful information for managing an IT operation

Provides instant server **performance and service availability statistics** for:

- Server Capacity Monitoring and Reporting
- IT Service Health Monitoring and Reporting
- Resource Trend Analysis and Capacity Planning
- Performance Root-Cause Analysis
- Stress and Load Test Impact Analysis
- Server Consolidations and Virtualization projects
- Supporting Effective Management Decisions



What's New in up.time 4.0?

New Agent-Less Server Monitoring Option

- ✓ Server Resource Monitoring supported using NetSNMP
- ✓ Allows for rapid deployment and easier administration

New Enterprise Administration Options

- ✓ More flexible User Role based Access
- ✓ Global & Regional Level Administration
- ✓ MyPortal for Individual Views of Enterprise

High Scalability & Performance for Very Large Deployments

- ✓ New Database Support for up.time DataStore (ORACLE, SQL Server, mySQL)
- ✓ Monitor tens of thousands of servers globally

Monitor & Report ANY Custom Business Metrics

- ✓ Java/XML API allows monitoring & retention of custom or 3rd party application data
- ✓ Supports extensive IT Service Level management and reporting

Simplified integration with existing Enterprise Management Consoles

- ✓ SNMP traps sent directly to any 3rd party enterprise console
- ✓ (Tivoli, Unicenter, Netcool, BMC etc.)
- ✓ Supports multi-vendor systems management strategy

Improved Application & IT Service Level Reporting

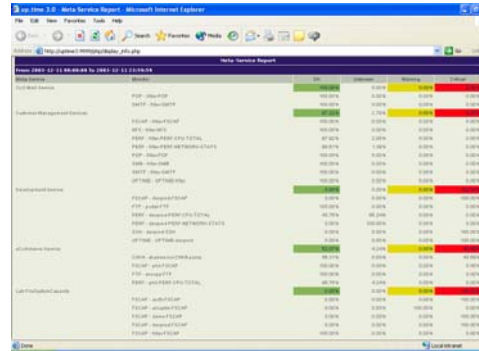
- ✓ Improved SLA & Downtime Reporting

up.time™ at a Glance

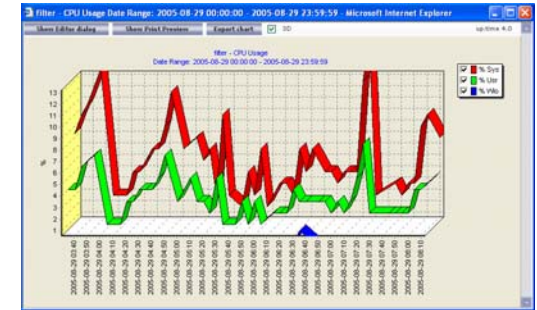
Performance and Availability Monitoring and Alerting



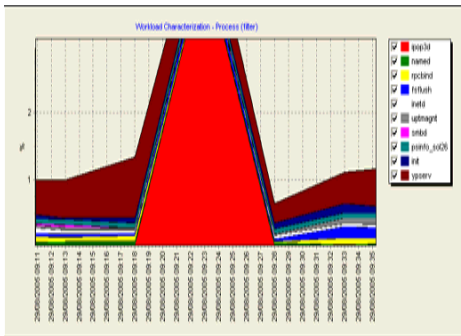
IT Service Health Monitoring



Easy Resource Trend Analysis



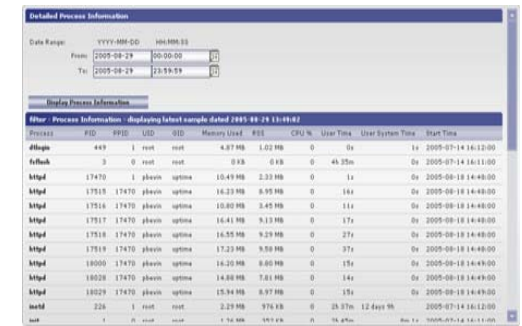
Stress/Load Impact Analysis



Instant Summary Reporting



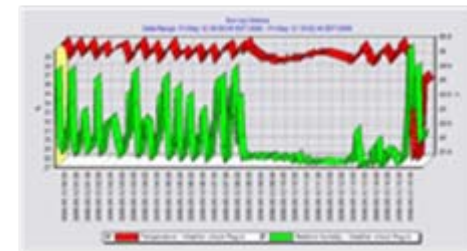
Quick Root-Cause Analysis



Flexible Administration and Fast Customization

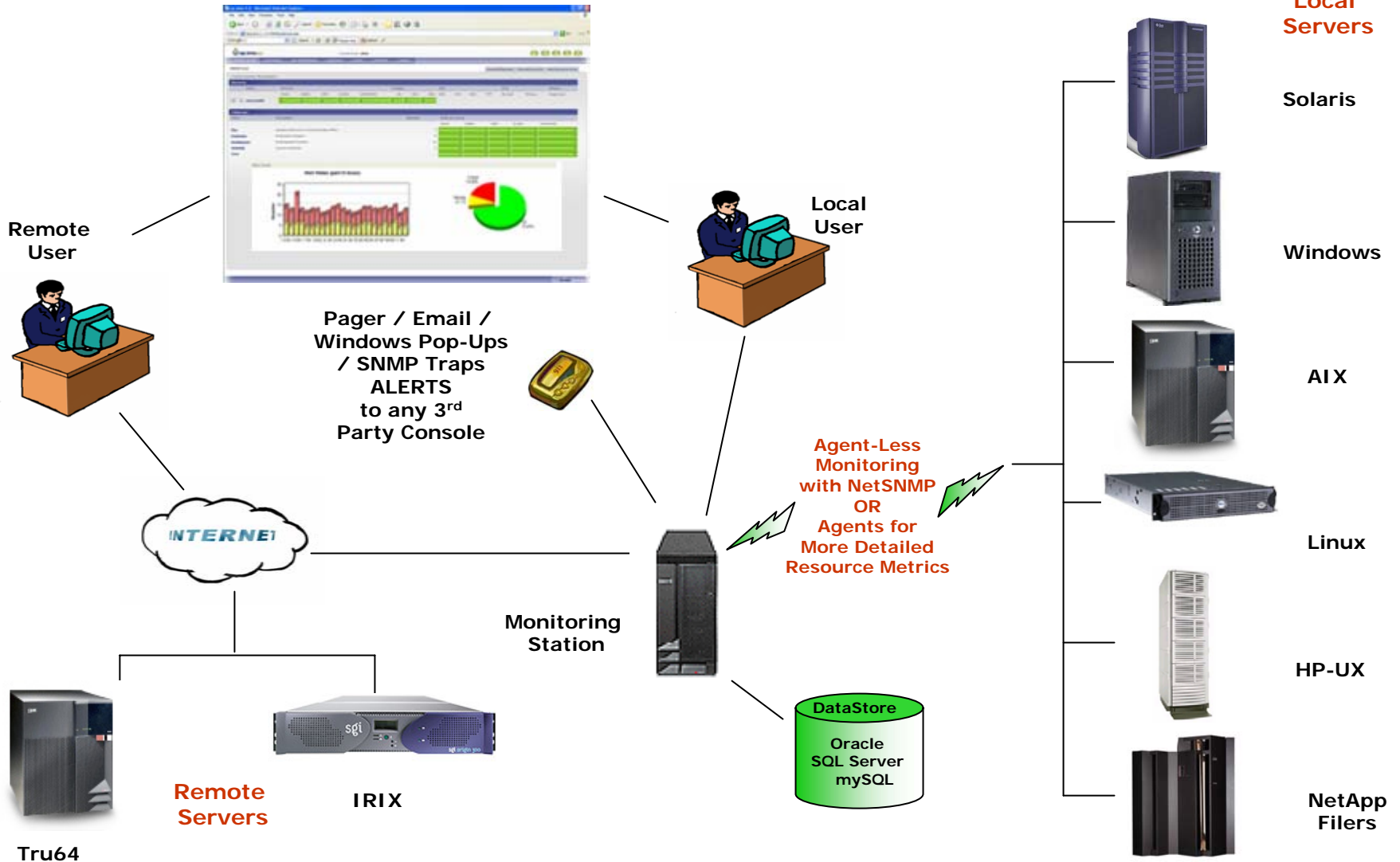


Custom Plug-in Monitors: Data Center Temperature and Humidity Monitors



How up.time™ Works

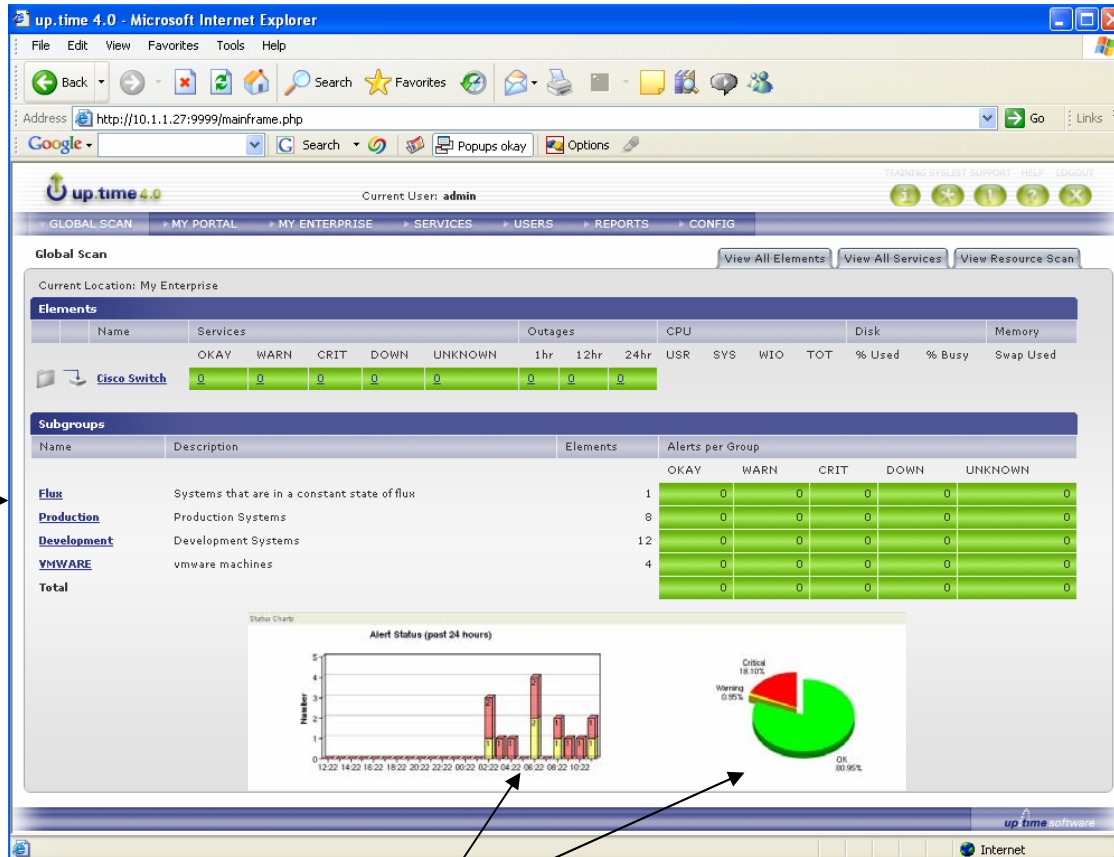
24/7 Anytime, Anywhere Instant Browser Access



GlobalScan™ View

- ✓ Global & Regional Availability Views
- ✓ Drill down to any region, system or application group

Click to drill down to Regions or Application Groups



The screenshot shows the up.time 4.0 Global Scan interface in a Microsoft Internet Explorer browser window. The browser address bar shows `http://10.1.1.27:9999/mainframe.php`. The interface includes a navigation menu with options like GLOBAL SCAN, MY PORTAL, MY ENTERPRISE, SERVICES, USERS, REPORTS, and CONFIG. The main content area displays the 'Global Scan' for 'My Enterprise'. It features a table of 'Elements' with columns for Name, Services, Outages (OKAY, WARN, CRIT, DOWN, UNKNOWN), and CPU/Disk/Memory usage. Below this is a 'Subgroups' table with columns for Name, Description, Elements, and Alerts per Group (OKAY, WARN, CRIT, DOWN, UNKNOWN). At the bottom, there are two charts: a 'Status Chart' titled 'Alert Status (past 24 hours)' showing a bar chart of alert counts over time, and a pie chart showing the distribution of alert severity levels: Critical (18, 10%), Warning (0, 0%), and OK (160, 90%).

Name	Description	Elements	Alerts per Group				
			OKAY	WARN	CRIT	DOWN	UNKNOWN
Flux	Systems that are in a constant state of flux	1	0	0	0	0	0
Production	Production Systems	8	0	0	0	0	0
Development	Development Systems	12	0	0	0	0	0
VMWARE	vmware machines	4	0	0	0	0	0
Total			0	0	0	0	0

Global Availability Status and Trend

MyPortal™ View

- ✓ Instantly access all your custom graphs and reports
- ✓ Provide management with instant reports at the click of a button



Instant Access to Custom Graphs and Reports

up:time 4.0 Current User: admin

GLOBAL SCAN MY PORTAL MY ENTERPRISE SERVICES USERS REPORTS CONFIG

Welcome to My Portal. On this screen you can immediately access stored Graphs and Reports. Click on My Enterprise to manage elements (systems, nodes, virtual nodes, applications) that comprise your organization. Click on GlobalScan to see what the current status is of all the elements in your organization.

Stored Graph Name	Stored Graph Description
Process Workload oradbapp1	Workload characterization of Oracle process on oradbapp1
Page Scan Check	Page scanning graph on 48 cpu billing system

Report Name	Report Description	Scheduled?
SAP/HR App Systems	Resource Report of all systems that provide our SAP HR application	✓ Yes
Oracle DBs	Resource Report of all Oracle instances	✓ Yes
Enterprise File Usage	File System Capacity report for all systems in our enterprise	✗ No

up:time software

MyEnterprise™ View

- ✓ Browse to any server, virtual server, network device or application
- ✓ Get detailed or summarized information for any element within your enterprise

Organize All Elements in your Enterprise into Easily Accessible Groups

The screenshot shows the 'My Enterprise' view in the up.time 4.0 software. The interface includes a navigation menu with options like 'GLOBAL SCAN', 'MY PORTAL', 'MY ENTERPRISE', 'SERVICES', 'USERS', 'REPORTS', and 'CONFIG'. The main content area displays a table of monitored systems, organized into several groups:

- Cisco Switch**: Lab switch, Architecture: -, OS version: -, Monitored? ✓ Yes
- Flux**: Systems that are in a constant state of flux
- Production**: Production Systems
 - brightmail**: AntiSpam, Architecture: Windows_NT x86 Family 15 Model 3 Stepping 4, GenuineIntel, OS version: Windows Server 2003, Monitored? ✓ Yes
 - elinux**: Demo Machine, Architecture: Linux elinux 2.4.18-3 #1 Thu Apr 18 07:37:53 EDT 2002 i686 unknown, OS version: 2.4.18, Monitored? ✓ Yes
 - filter**: Main System, Architecture: SunOS filter 5.9 Generic_118558-03 sun4u sparc SUNW,Ultra-Enterprise, OS version: 5.9, Monitored? ✓ Yes
 - firebox**: Main firewall and gateway, Architecture: Network/system node, OS version: -, Monitored? ✓ Yes
 - fireboxloghost**: Firebox X500 Loghost, Architecture: Windows_NT x86 Family 15 Model 2 Stepping 9, GenuineIntel, OS version: Windows Server 2003, Monitored? ✓ Yes
 - qinger**: Production VMware instance, Architecture: Network/system node, OS version: -, Monitored? ✓ Yes
 - NBX100**: Phone Switch, Architecture: Network/system node, OS version: -, Monitored? ✓ Yes
 - www.uptimesoftware.com**: www.uptimesoftware.com, Architecture: Network/system node, OS version: -, Monitored? ✓ Yes
- Development**: Development Systems
- VMWARE**: vmware machines
 - Matrix**: Support Machine, Architecture: Windows_NT x86 Family 15 Model 4 Stepping 1, GenuineIntel, OS version: Windows Server 2003, Monitored? ✓ Yes
 - Stargate**: QA vmware machine, Architecture: Windows_NT x86 Family 15 Model 4 Stepping 1, GenuineIntel, OS version: Windows Server 2003, Monitored? ✓ Yes
 - Star Trek**: Development vmware machine, Architecture: Windows_NT x86 Family 15 Model 4 Stepping 1, GenuineIntel, OS version: Windows Server 2003, Monitored? ✓ Yes
 - Swordfish**: Production vmware, Architecture: Windows_NT x86 Family 15 Model 4 Stepping 1, GenuineIntel, OS version: Windows Server 2003, Monitored? ✓ Yes

Instant Drill Down to any Server or Application Group

ResourceScan™ View

- ✓ Get Enterprise, Group or Server Level Visual Metrics
- ✓ Drill down into real-time and historical data for root-cause analysis

Get Critical Capacity Metrics at the Enterprise, Group or Server Level



Analyze Current or 24 hour Metrics

Memory Usage Running High

Monitor & Report All Business Metrics

- ✓ Java/XML API allows you to monitor and import all metrics from enterprise applications, perform custom analysis and then create visual management reports

Add Service - Wombat Monitor - Page 2 of 2 Standard View

Name of Monitor:

Description:

Host: Single System Service Group Unassigned

Wombat Monitor Settings Retained Data Tracking

Wombat Port:

Wombats/hour:

Warning:

Critical:

Timing Settings

Monitored:

Timeout: sec.

Check Interval: min.

Recheck Interval: min.

Max Rechecks:

Alert Settings

Notification:

Alert Interval: min.

Alert On Critical:

Alert On Warning:

Alert On Recovery:

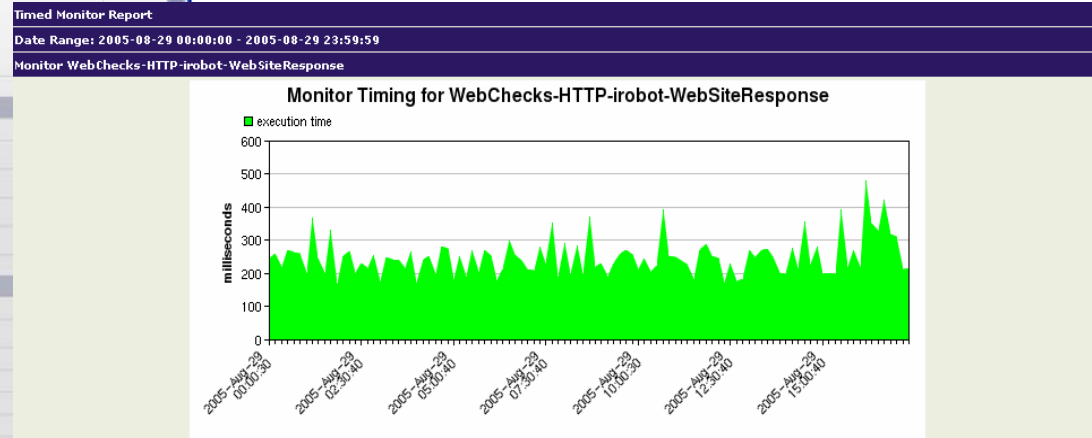
Alert On Unknown:

Time Period:

Alert Profile:

Action Profile:

Note:



Powerful SNMP Monitoring

- ✓ Browse to any MIB in your enterprise and start monitoring any SNMP element

The screenshot displays the 'up.time SNMP MIB Browser - Microsoft Internet Explorer' window. The main interface is titled 'Step 1 - up.time SNMP MIB Browser and Selector (BETA)'. It features a tree view on the left showing a hierarchy of MIBs, including 'SNMPv2-SMI', 'org(3)', 'dod(6)', 'internet(1)', 'directory(1)', 'mgmt(2)', 'mib-2(1)', 'system(1)', 'sysDescr(1)', 'sysObjectID(2)', 'sysUpTime(3)', 'sysContact(4)', 'sysName(5)', 'sysLocation(6)', 'sysServices(7)', 'sysORLastChange(8)', 'sysORTable(9)', 'ip(4)', 'icmp(5)', 'tcp(6)', 'udp(7)', 'transmission(10)', 'snmp(11)', 'ipMIB(48)', 'tcpMIB(49)', 'udpMIB(50)', 'experimental(3)', 'private(4)', 'security(5)', and 'snmpV2(6)'. The 'Selected OIDs' list on the right shows '1.3.6.1.2.1.49.2.1.1 tcpMIBCompliance' and '1.3.6.1.2.1.48.2.1.1 ipMIBCompliance'. The configuration panel on the right is titled 'Add Service - SNMP1125344750198 - Page 2 of 2'. It includes fields for 'Name of Monitor', 'Description', and 'Host'. The 'Host' is set to 'Single System' with a dropdown menu. Below this, there are sections for 'SNMP1125344750198 Settings' and 'Retained Data Tracking'. The 'Community' is set to 'public'. There are checkboxes for 'TCP-MIB : tcpMIBCompliance' and 'IP-MIB : ipMIBCompliance'. Each has a 'Warning' and 'Critical' section with a 'Comparison Method' dropdown and an input field. The 'Timing Settings' section includes a 'Monitored' checkbox (checked), 'Timeout' (60 sec), 'Check Interval' (10 min), 'Recheck Interval' (1 min), and 'Max Rechecks' (3). The 'Alert Settings' section is partially visible at the bottom.

Integrate with any 3rd Party Enterprise Console

- ✓ Send SNMP Trap Alerts to any 3rd party Enterprise Console (Tivoli, BMC Patrol, NetView, NetCool, OpenView etc.)

The screenshot shows a web browser window titled "http://10.1.1.27:9999 - ActionProfile - edit - Default Action - Microsoft Internet Explorer". The page content is organized into several sections:

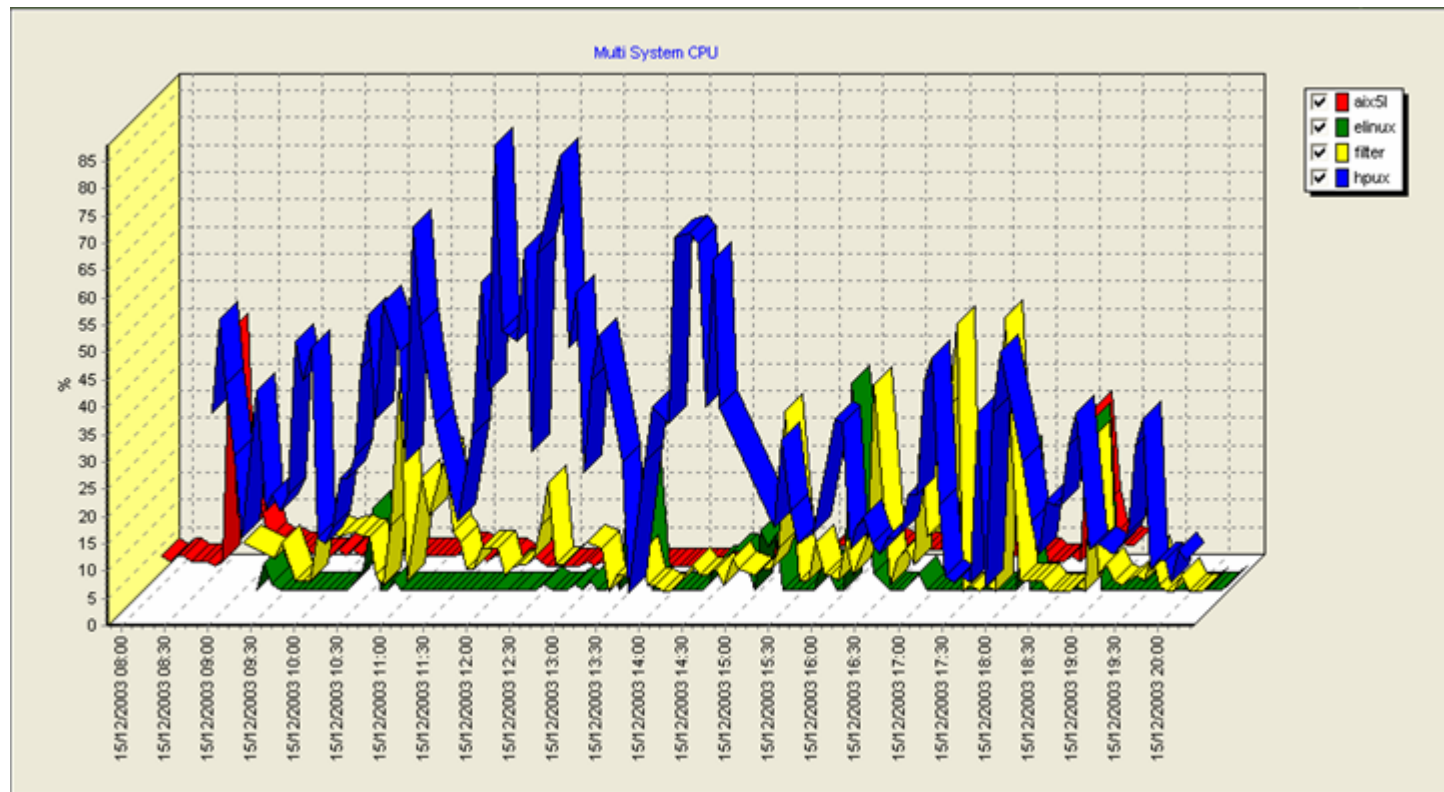
- Action Profiles**
 - Name of Action Profile: Default Action
 - Start Notifications (Integer): 1
 - End Notifications (Integer): 0 Never Stop Notifying
- Log to File**
 - Log File: logfile.txt
- Recovery Script**
 - Recovery Script: (empty field)
- Windows Service**
 - Windows Host: (empty field)
 - Windows Service: (empty field)
- Action**
 - Start
 - Stop
 - Restart
- Password (optional):** (empty field)
- SNMP Trap**
 - SNMP Trap Host: (empty field)
 - SNMP Trap Port: (empty field)
 - SNMP Trap Community: (empty field)
 - SNMP Trap OID (optional): (empty field)

At the bottom right of the form are "Cancel" and "Save" buttons. The browser's status bar at the bottom shows "Done" and "Internet".

Forward Alerts
to 3rd Party
SNMP Trap
Manager

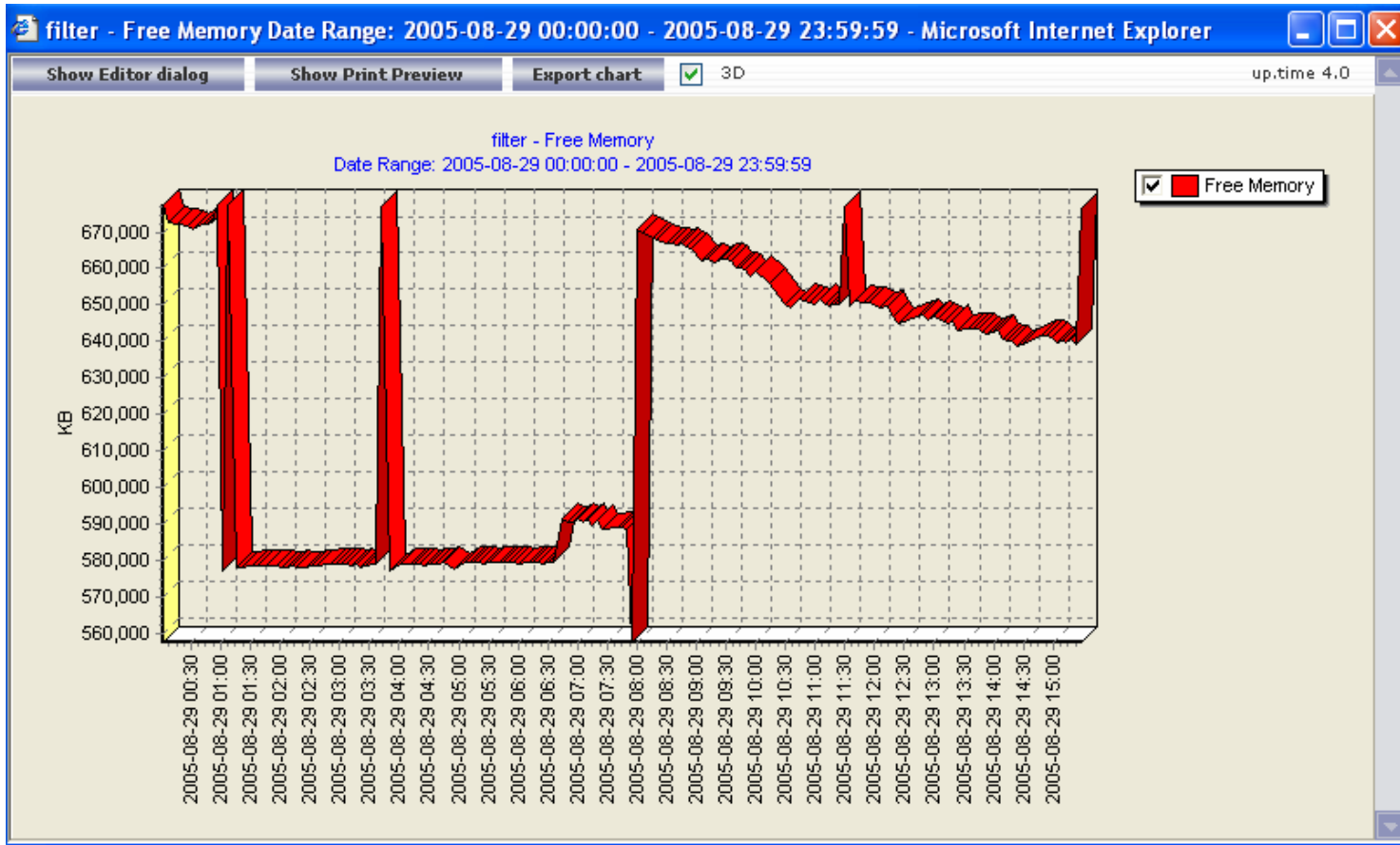
Multi-Server Utilization Comparison

- ✓ Quickly and easily graph all performance metrics and compare utilization when planning for capacity and allocating budget for system upgrades



Capacity Plan: Resource Trend Analysis

- ✓ Perform in-depth analysis on system resources and quickly isolate potential issues



Quick Root-Cause Analysis

- ✓ Find any processes that cause performance degradation and how much resource they consume

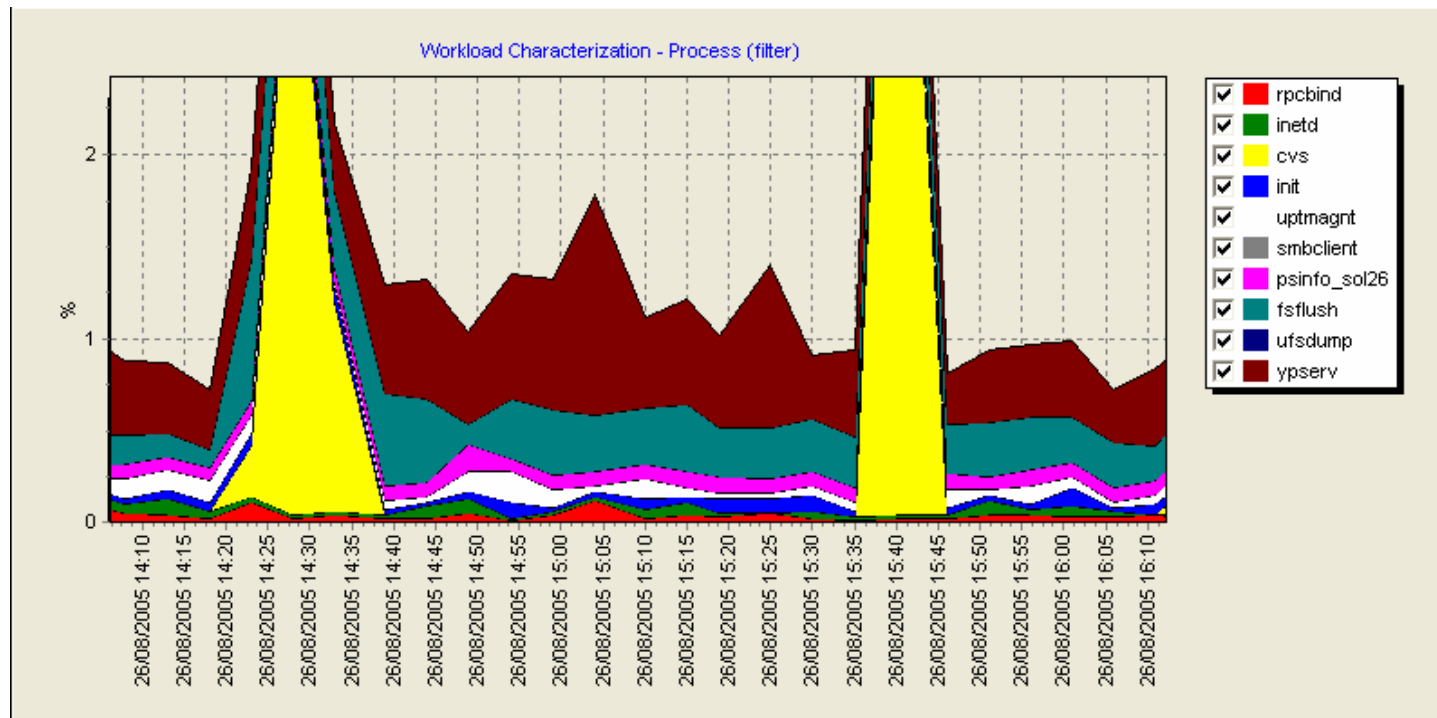
filter - Process Information - displaying latest sample dated 2005-08-29 16:03:35

Process	PID	PPID	UID	GID	Memory Used	RSS	CPU %	User Time	User System Time	Start Time
dtlogin	449	1	root	root	4.87 MB	1.02 MB	0	0s	1s	2005-07-14 16:12:00
fsflush	3	0	root	root	0 KB	0 KB	0	4h 36m		2005-07-14 16:11:00
httpd	17470	1	pbevin	uptime	10.49 MB	2.33 MB	0	1s	0s	2005-08-18 14:48:00
httpd	17515	17470	pbevin	uptime	16.23 MB	8.95 MB	0	16s	0s	2005-08-18 14:48:00
httpd	17516	17470	pbevin	uptime	10.80 MB	3.45 MB	0	11s	0s	2005-08-18 14:48:00
httpd	17517	17470	pbevin	uptime	16.41 MB	9.13 MB	0	17s	0s	2005-08-18 14:48:00
httpd	17518	17470	pbevin	uptime	16.55 MB	9.29 MB	0	27s	0s	2005-08-18 14:48:00
httpd	17519	17470	pbevin	uptime	17.23 MB	9.58 MB	0	38s	0s	2005-08-18 14:48:00
httpd	18000	17470	pbevin	uptime	16.20 MB	8.80 MB	0	16s	0s	2005-08-18 14:49:00
httpd	18028	17470	pbevin	uptime	14.88 MB	7.81 MB	0	14s	0s	2005-08-18 14:49:00
httpd	18029	17470	pbevin	uptime	15.94 MB	8.97 MB	0	15s	0s	2005-08-18 14:49:00
inetd	226	1	root	root	2.29 MB	976 KB	0	2h 38m	12 days 10h	2005-07-14 16:12:00
init	1	0	root	root	1.26 MB	352 KB	0	2h 45m	8m 1s	2005-07-14 16:11:00
ipop3d	28228	226	lorraine	other	3.17 MB	2.05 MB	0	0s	0s	2005-08-29 16:03:00
mysqld	17436	17409	pbevin	uptime	34.80 MB	13.53 MB	0	13m 18s	0s	2005-08-18 14:48:00
named	15895	1	root	other	9.44 MB	7.49 MB	0	1h 38m	0s	2005-07-28 14:47:00
nfsd	444	1	root	root	2.22 MB	1.37 MB	0	1 day 19h	0s	2005-07-14 16:12:00
nmbd	477	1	root	root	2.70 MB	1.45 MB	0	15m 16s	0s	2005-07-14 16:12:00
nscd	281	1	root	root	3.85 MB	2.93 MB	0	59m 26s	0s	2005-07-14 16:12:00
ora_clpt_spyn	642	1	oracle	dba	55.95 MB	25.21 MB	0	6m 14s	0s	2005-07-14 16:12:00
ora_dbw0_spyn	625	1	oracle	dba	56.28 MB	25.61 MB	0	1s	0s	2005-07-14 16:12:00
ora_lgwr_spyn	634	1	oracle	dba	56.03 MB	25.23 MB	0	0s	0s	2005-07-14 16:12:00
ora_pmon_spyn	620	1	oracle	dba	56.58 MB	25.65 MB	0	0s	0s	2005-07-14 16:12:00
ora_reco_spyn	661	1	oracle	dba	55.98 MB	26.16 MB	0	0s	0s	2005-07-14 16:12:00
ora_smon_spyn	658	1	oracle	dba	56.06 MB	27.27 MB	0	24s	0s	2005-07-14 16:12:00
psinfo_sol26	28523	28522	nobody	nobody	2.07 MB	1.34 MB	0	0s	0s	2005-08-29 16:03:00
rpc.nisd_resolv	194	192	root	root	1.98 MB	1.26 MB	0	17m 52s	0s	2005-07-14 16:12:00



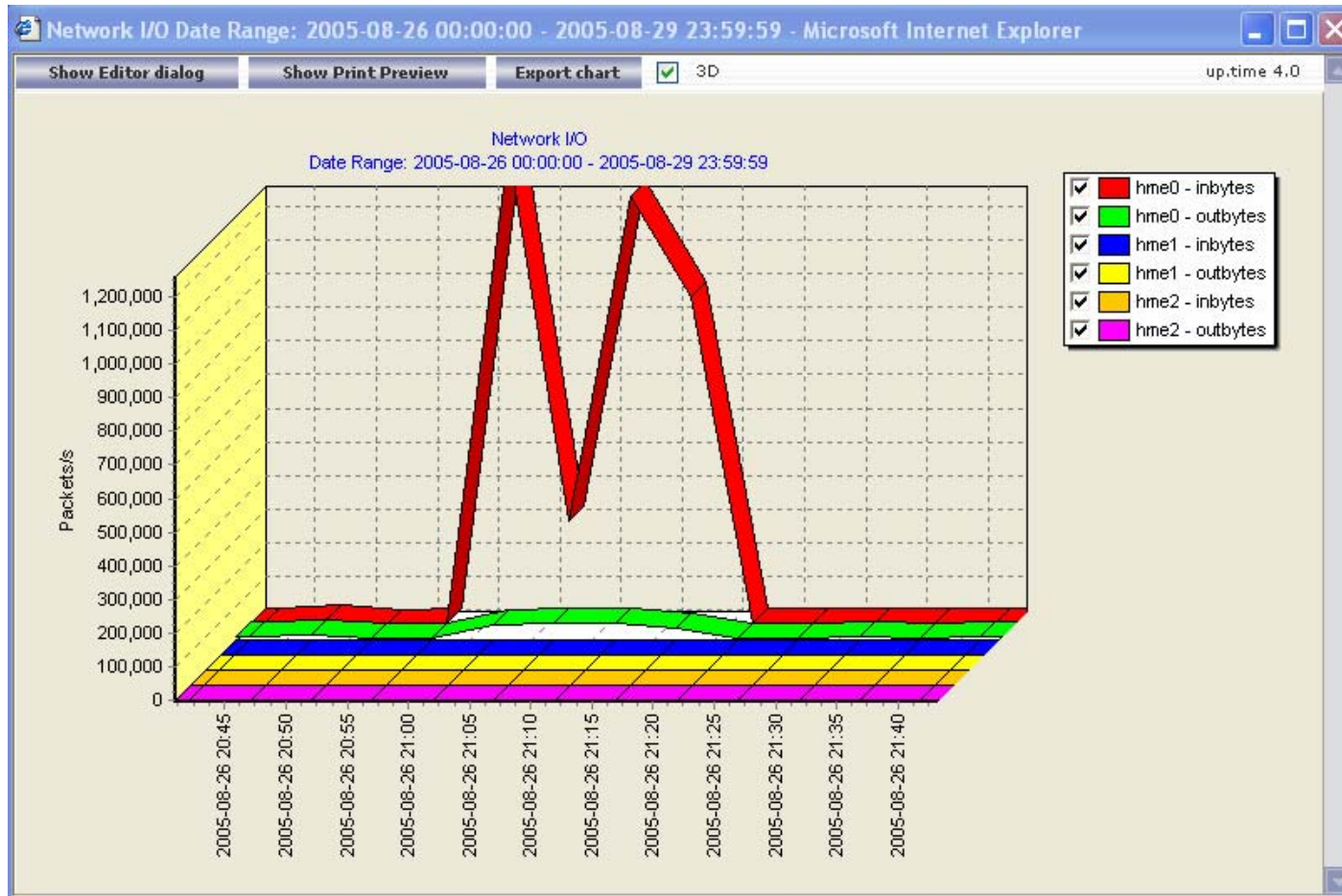
Application Workload Characterization

- ✓ Get an instant consumption report of CPU and Memory across Users, Groups & Processes



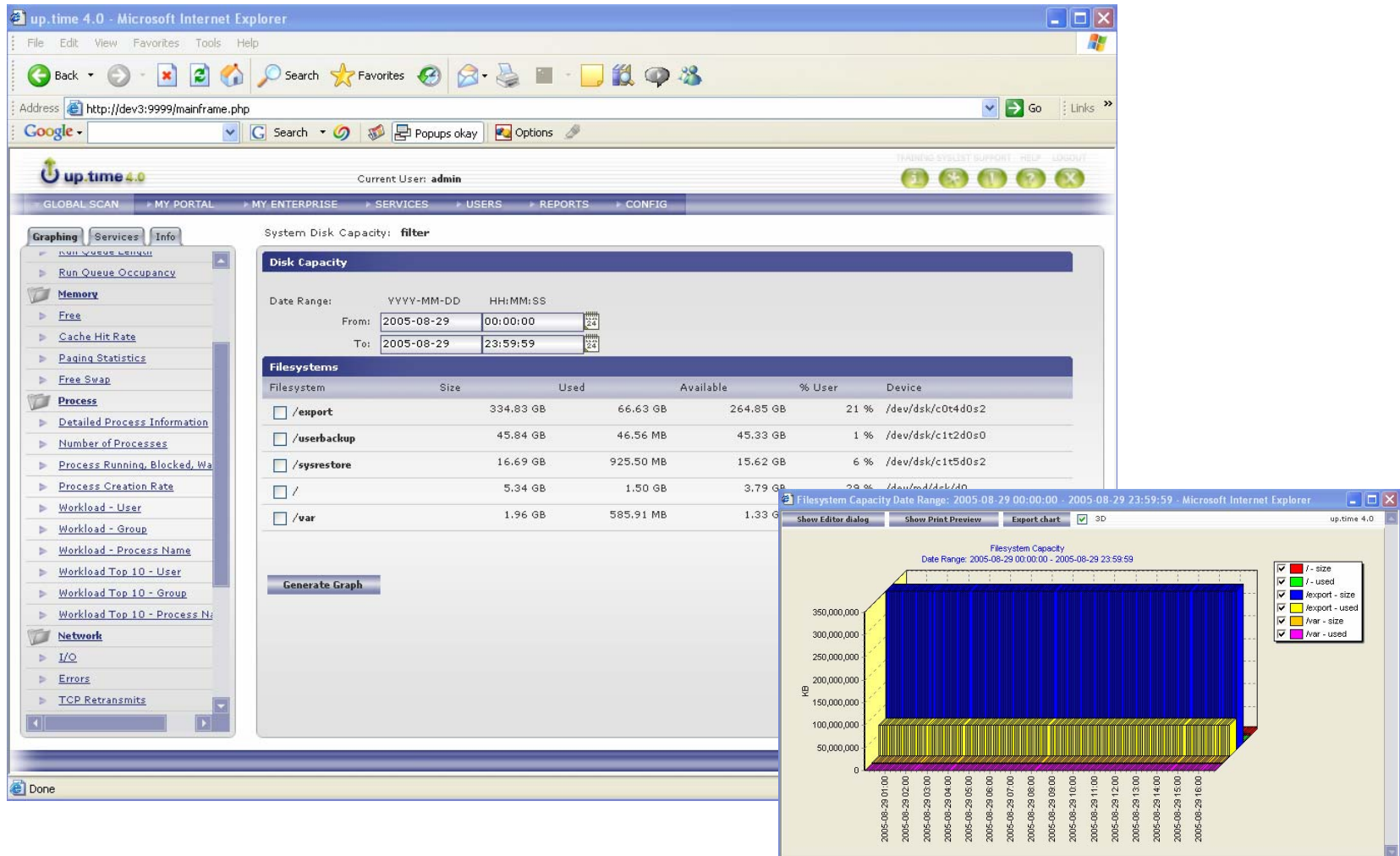
Network Performance Statistics

- ✓ Quick access to network I/O, network errors and re-transmissions helps you isolate network outages and plan for optimal capacity



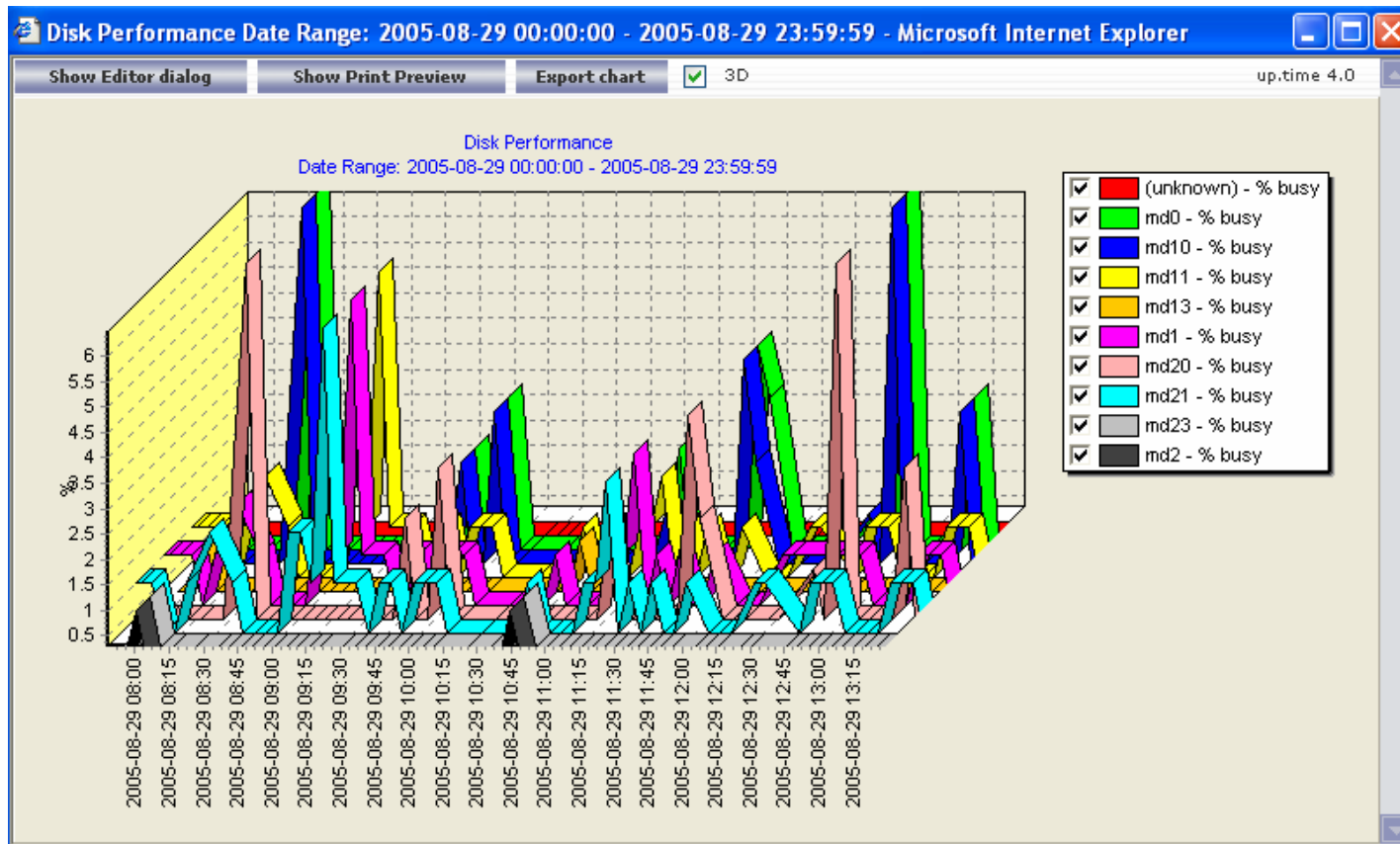
Detailed File System Statistics

- ✓ Quickly determine file system growth trends and plan for optimal capacity



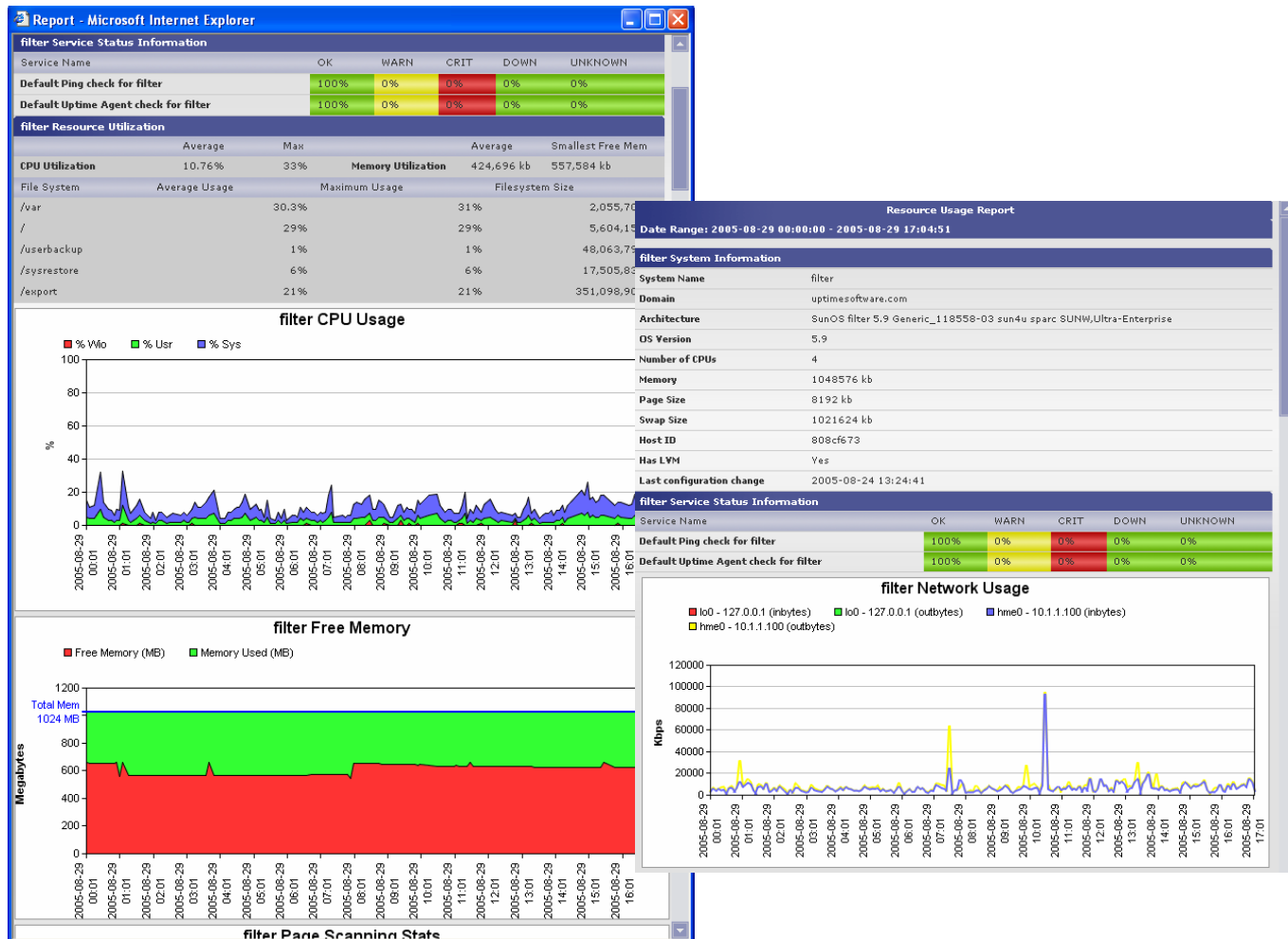
Granular Disk Performance Statistics

- ✓ Quickly analyze numerous disk performance metrics, isolate “hot spots” and plan for optimal capacity

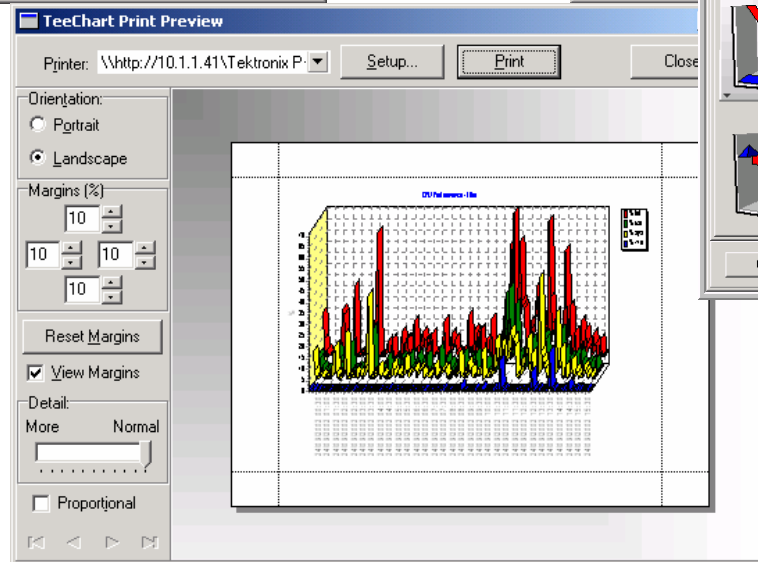
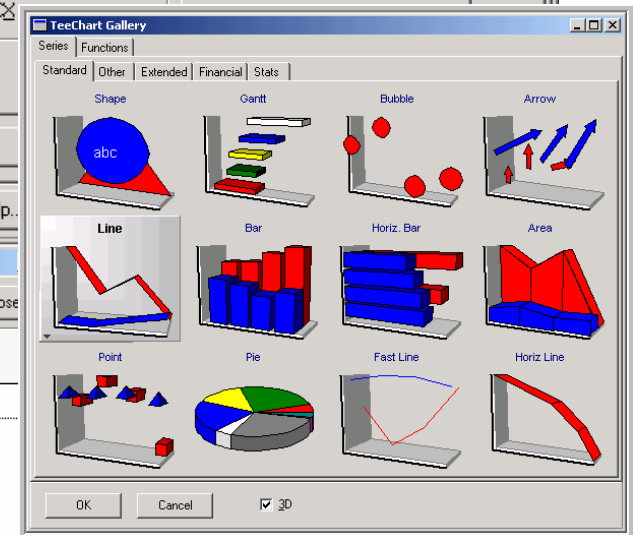
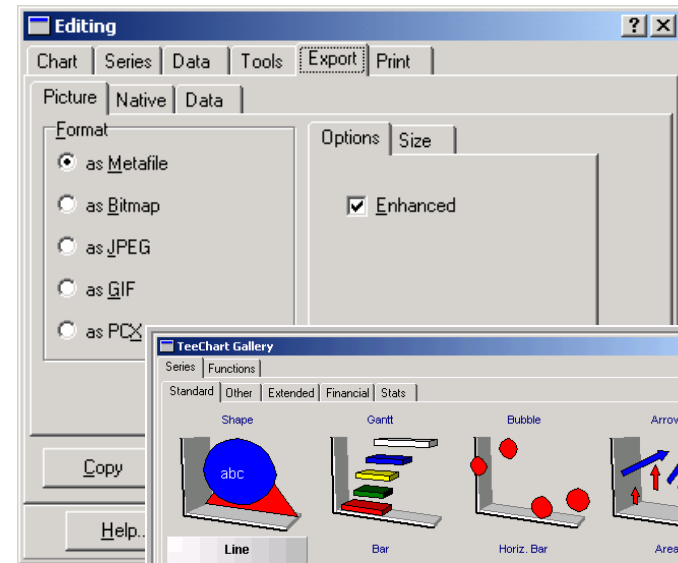


Flexible & Customized Reporting

- ✓ Get automated in-depth performance and availability reports emailed to you or posted to your internal performance portal



Powerful Graphing, and Reporting Tools



Quickly Setup Application & Service Monitors

- ✓ Powerful Resource, Service and Application Monitors allow you to quickly know when resources are exceeding thresholds

The image displays three overlapping screenshots of the 'Add Service' wizard in up:time software, illustrating the process of selecting a service monitor.

Top Screenshot: Agentless up:time monitors

- Select a Category:** List monitors that require the up:time agent, List agentless up:time monitors, List other Monitors
- Select a service monitor to start:**
 - DNS
 - IMAP (Email Retrieval)
 - NFS
 - Oracle (Advanced Metrics)
 - Ping
 - SNMP
 - SSH (Secure Shell)
 - Windows File Shares (SMB)
 - FTP
 - LDAP
 - NIS/YP
 - Oracle (Basic Checks)
 - POP (Email Retrieval)
 - SQL Server
 - HTTP (Web Services)
 - MySQL
 - NNTP (Network News)
 - Oracle Tablespace Check
 - SMTP (Email Delivery)
 - SQL Server Tablespace Check

Middle Screenshot: Monitors that require the up:time agent

- Select a Category:** List monitors that require the up:time agent, List agentless up:time monitors, List other Monitors
- Select a service monitor to start:**
 - Exchange
 - Process Count Check
 - Windows Event Log Scanner
 - File System Capacity
 - SQL Server (Advanced)
 - Windows Service Check
 - IIS
 - Uptime Agent

Bottom Screenshot: Other Monitors

- Select a service monitor to start:**
 - Custom
 - Custom with Retained Data
 - External Check

Monitor Oracle Availability & Performance

Add Service - Oracle (Advanced Metrics) - Page 2 of 2 Standard View

Name of Monitor: Oracle-SAP-Check

Description: Monitor Production Oracle Instance

Host: Single System Unassigned

Oracle (Advanced Metrics) Settings Retained Data Tracking

Port: 1521

Username: aphid

Password: *****

SID:

Buffer Cache Hits

Buffer Cache Hits

Warning: Comparison Method 555585

Critical: is greater than or equal to 90

Data Dictionary Cache Hits

Data Dictionary Cache Hits

Warning: is greater than 125000

Critical: is greater than or equal to 199999

Library Cache Hits Ratio

Library Cache Hits Ratio

Warning: Comparison Method

Critical: Comparison Method

Redo Log Space Request Ratio

Redo Log Space Request Ratio

Warning: Comparison Method

Critical: Comparison Method

Disk Sort Rate

Disk Sort Rate

Warning: Comparison Method

Critical: Comparison Method

Active Sessions

Active Sessions

Warning: Comparison Method

Critical: Comparison Method

Oracle Blocking Sessions

Add Service - Oracle (Basic Checks) - Page 2 of 2 Standard View

Name of Monitor:

Description:

Host: Single System Unassigned

Oracle (Basic Checks) Settings Retained Data Tracking

Port: 1521

TNSPING Only? TNSPING Only?

Username:

Password:

SID:

Script File

Script File:

Script

Script:

Match:

Timing Settings

Monitored

Timeout: 60 sec.

Check Interval: 10 min.

Recheck Interval: 1 min.

Max Rechecks: 3

Alert Settings

Automated Alerting & Recovery

- ✓ Increase your service availability 7x24 by letting up.time sense when applications/services are not responding and execute automatic recovery procedures

Action Profiles

Name of Action Profile:

Start Notifications (Integer) :

End Notifications (Integer) : Never Stop Notifying

Log to File

Log File:

Recovery Script

Recovery Script:

Windows Service

Windows Host:

Windows Service:

Action

Start

Stop

Restart

Password (optional):

Flexible and Easy Administration

✓ Flexible User Access, Role & Administration options allow you to configure up.time to work the way YOU do



The screenshot displays the up.time 4.0 administration interface. The top navigation bar includes links for GLOBAL SCAN, MY PORTAL, MY ENTERPRISE, SERVICES, USERS, REPORTS, and CONFIG. The current user is identified as 'admin'. The interface is divided into several sections:

- Users Section:** A sidebar on the left provides navigation for 'Users', 'User Groups', 'Notification Groups', and 'User Roles'. The main area shows the configuration for the 'admin' user, including fields for Username, First Name, Last Name, Location, Email Address, Email Time Period, Pager/Cellphone Number, and various alert preferences.
- User Roles Section:** A modal window on the right allows for defining a new user role. It includes fields for 'Name of User Role' and 'Description of User Role'. Below these is a table for assigning permissions to various system components.

Permission	View	Add	Edit	Delete
Users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nodes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Virtual Nodes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entity Groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Portals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alert Profiles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Action Profiles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Escalations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Below the permission table, there is a section for 'Permission' with a dropdown set to 'Allowed'. This section includes checkboxes for 'up.time Administration', 'Acknowledgements', 'Save Graphs', and 'Reports'. At the bottom right of the modal, there are 'Cancel' and 'Save' buttons.

Why is up.time™ Better?

Easy-to-Install & Easy-to-Use

- ✓ Installs & deploys in a matter of hours/days NOT weeks/months like competitive tools
- ✓ Web browser interface makes it easy-to-use and access from anywhere

Monitors the Health of IT Services and Business Applications

- ✓ Monitor system level services, applications, databases and complex IT Services

Tailored to Fit Your IT Operation

- ✓ Alerting options and escalation options that work the way you do
- ✓ Reporting & feature customizations to fit unique requirements

Fast and Flexible Access to Historical Information

- ✓ Powerful and very granular statistics for detailed reporting

Simple integration with Enterprise Management Consoles

- ✓ SNMP traps sent directly to any 3rd party enterprise console (Tivoli, Unicenter, Netcool, BMC etc.)
- ✓ Supports multi-vendor systems management strategy

Lower Price Point

- ✓ No expensive consultants
- ✓ 35% - 70% lower cost than competitive tools

Our Clients Come First

- **99.2% Repeat Business:**
 - ✓ 100% of client installations have increased in last 12 months
 - ✓ 99.2% Client Support Service Renewal Rate

- **High % of New Business comes from Client Referrals**

- **Our tools are adaptable to meet your “real world” needs:**
 - ✓ Custom Software Enhancements
 - ✓ Report Enhancements
 - ✓ Specialty Integration and Scripting

Value Commitment

- We build powerful, easy-to-use and affordable tools for managing and improving server performance, capacity and IT service availability
- We deliver tools that clients really use and deliver value immediately
- We help you find your performance problems BEFORE your clients do
- We help every client tailor and configure our software to meet specific needs for managing performance and availability in their own environment

Our Client Commitment : We will deliver the most practical and useful performance and availability management tool that you have ever used