up.time software
because downtime is not an option

Performance, Capacity, & Availability Management for Enterprise Servers

up.time 4

enterprise monitoring and planning software that just works™.

About uptime software

uptime software
because downtime is not an option

- ✓ 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™

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Why use up.time™?

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- ✓ **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…

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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?

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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

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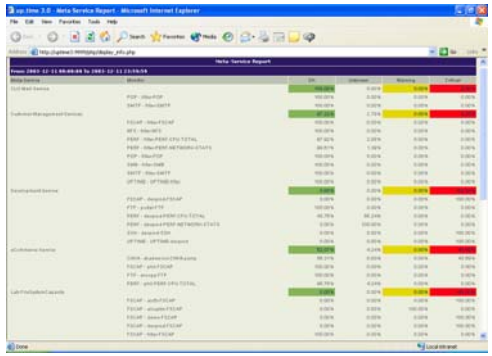
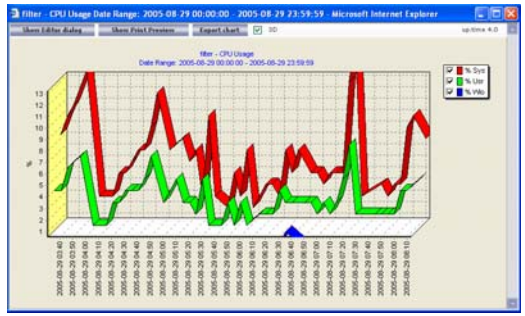
Performance and Availability Monitoring and Alerting

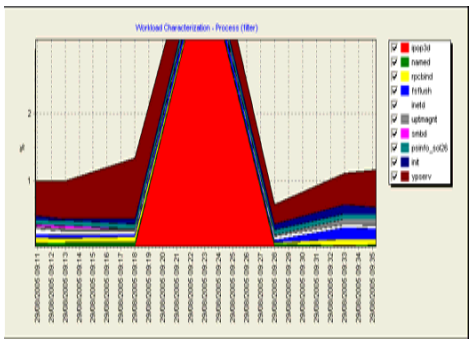
IT Service Health Monitoring



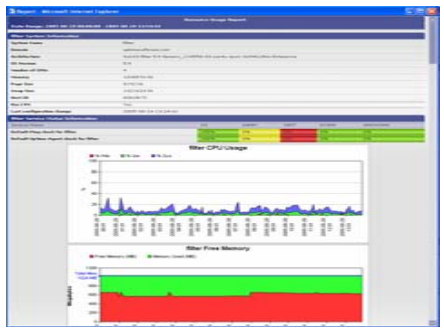
Easy Resource Trend Analysis



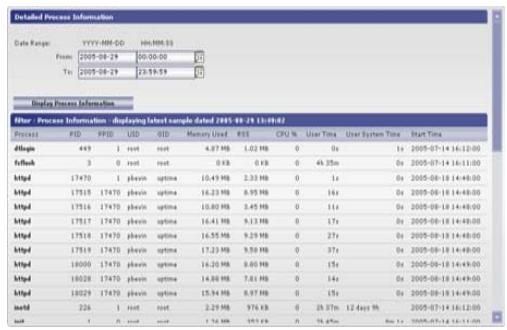
Stress/Load Impact Analysis



Instant Summary Reporting

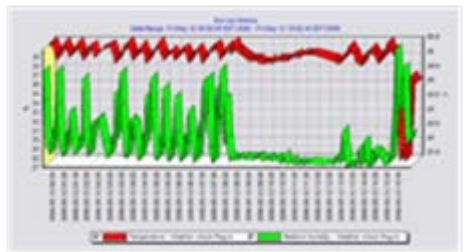


Quick Root-Cause Analysis



Flexible Administration and Fast Customization

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



How up.time™ Works

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24/7 Anytime, Anywhere Instant Browser Access

Remote User

Local User

Pager / Email / Windows Pop-Ups / SNMP Traps ALERTS to any 3rd Party Console

INTERNET

Monitoring Station

Agent-Less Monitoring with NetSNMP OR Agents for More Detailed Resource Metrics

DataStore
Oracle
SQL Server
mySQL

Local Servers

Solaris

Windows

AIX

Linux

HP-UX

NetApp Filers

Remote Servers

IRIX

Tru64

GlobalScan™ View

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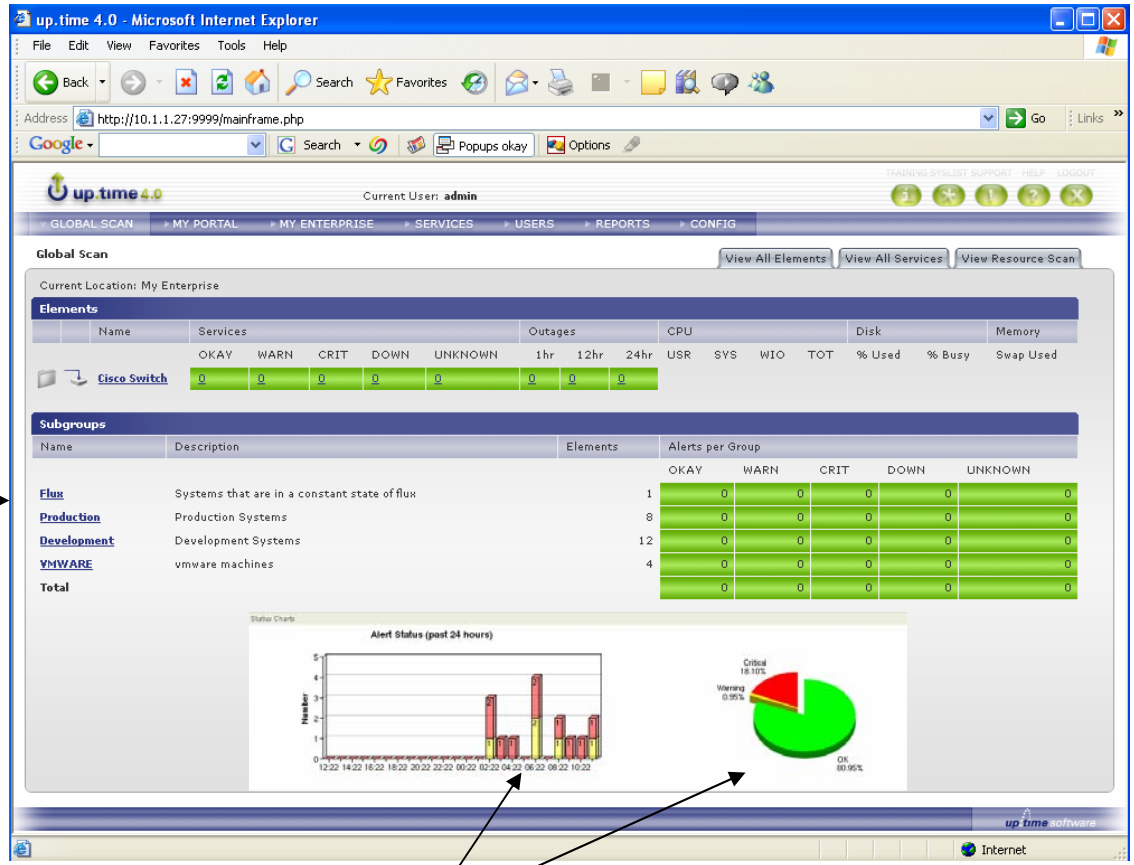
- ✓ Global & Regional Availability Views
- ✓ Drill down to any region, system or application group



Click to drill down to Regions or Application Groups

Global Availability Status and Trend

MyPortal™ View

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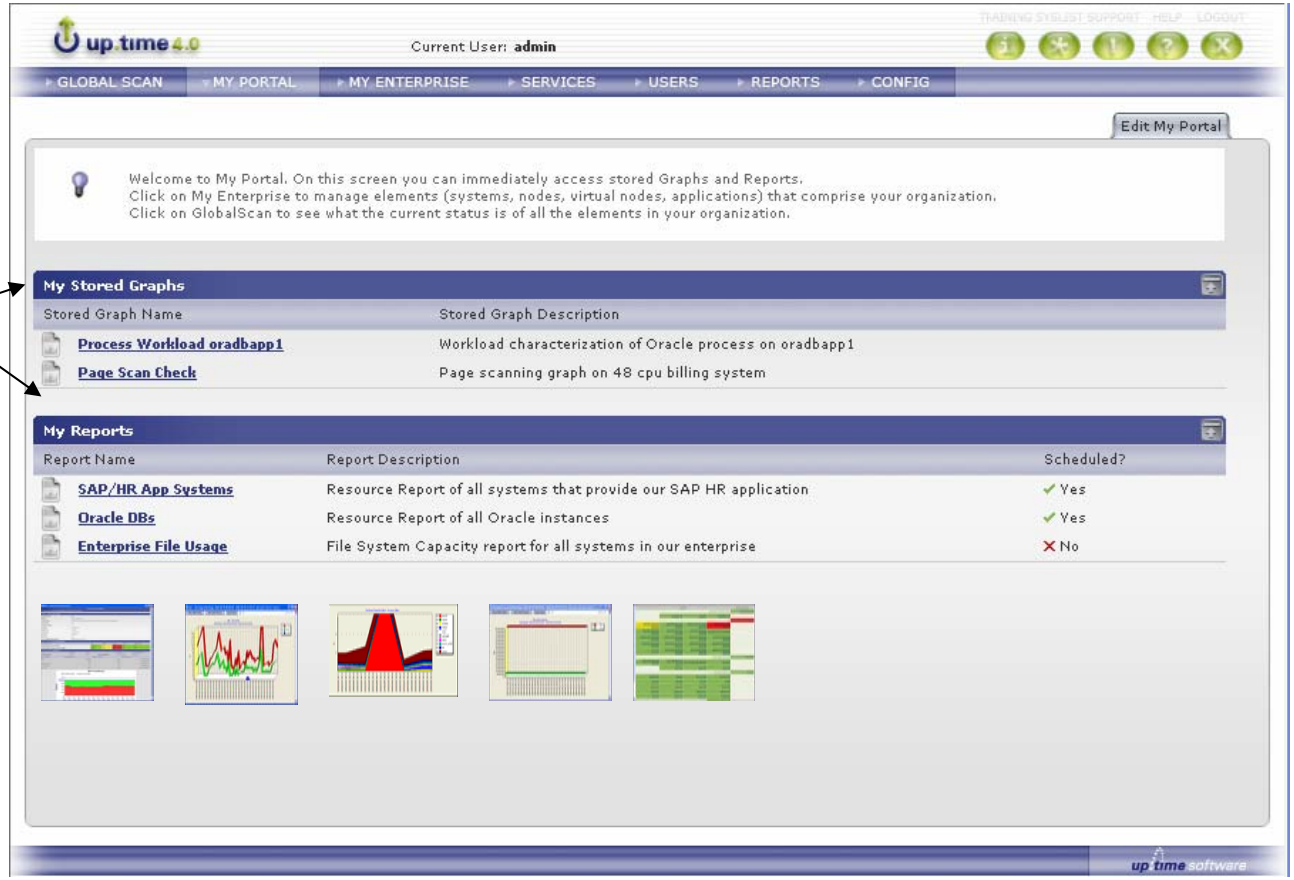
- ✓ Instantly access all your custom graphs and reports
- ✓ Provide management with instant reports at the click of a button

Instant Access to Custom Graphs and Reports



MyEnterprise™ View

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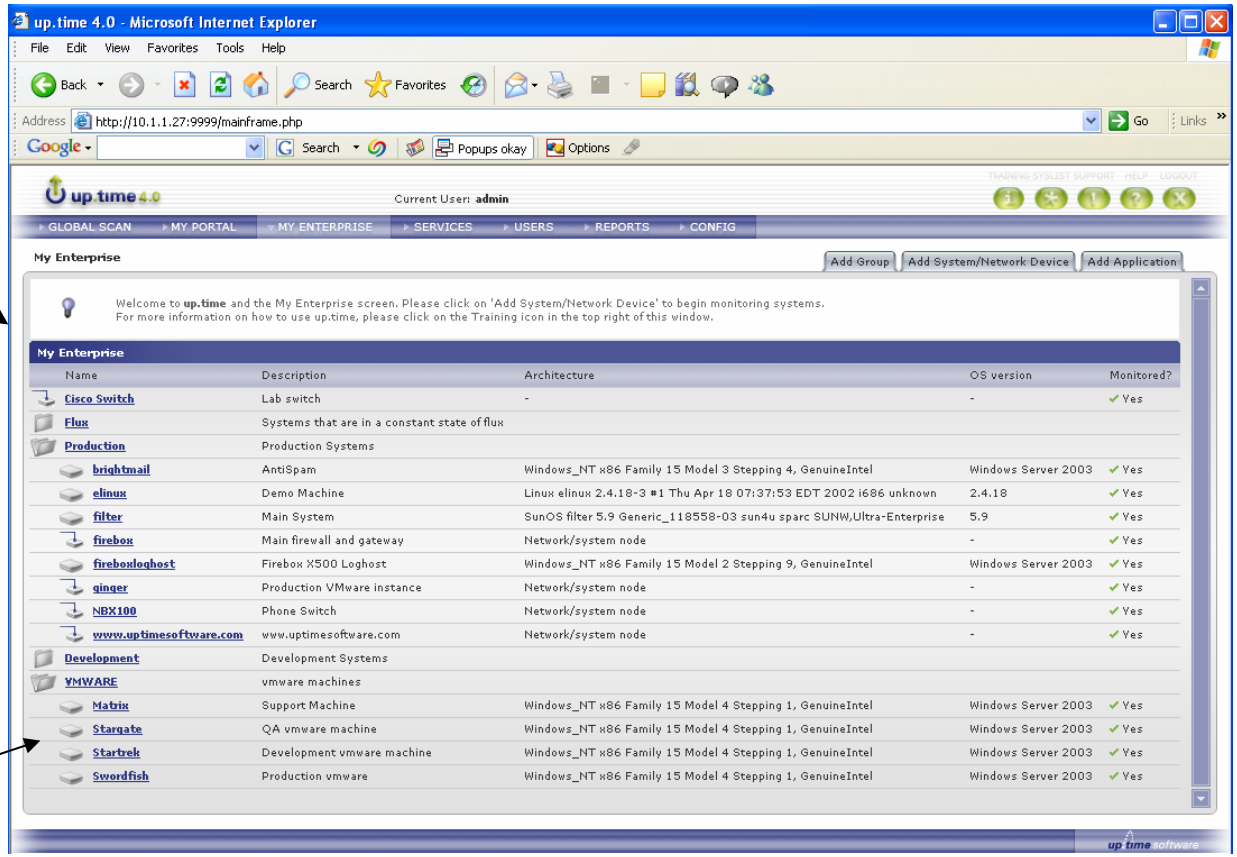
- ✓ Browse to any server, virtual server, network device or application
- ✓ Get detailed or summarized information for any element within your enterprise

Organize All Elements in your Enterprise into Easily Accessible Groups



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

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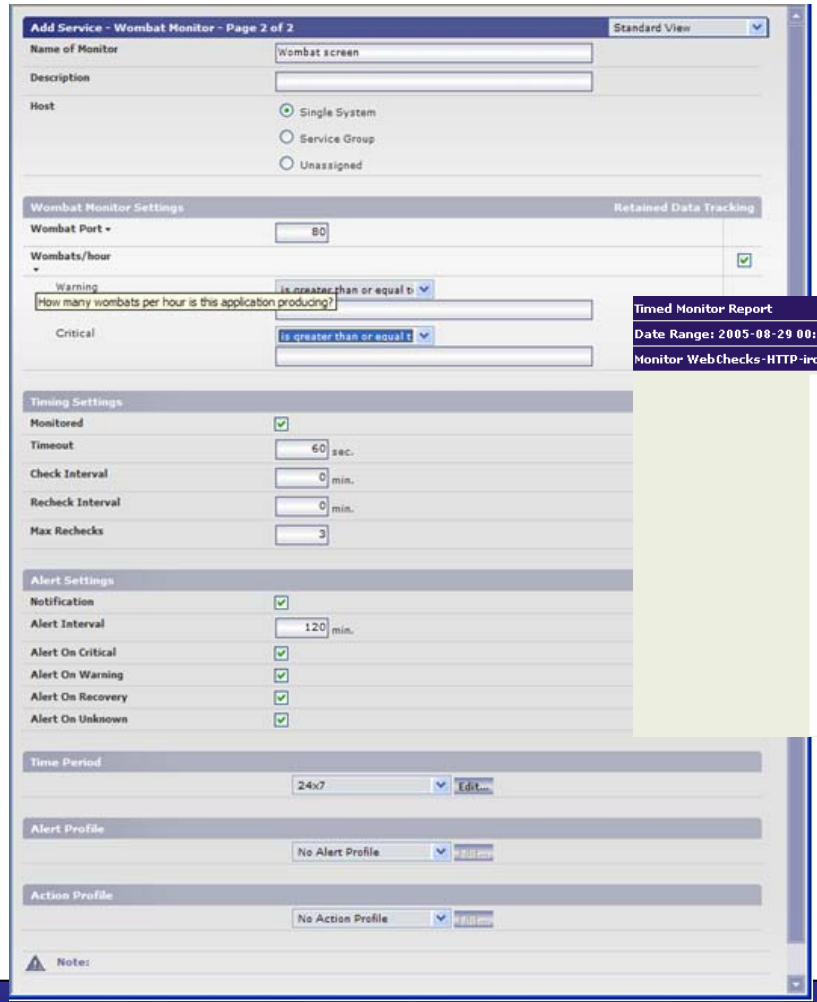
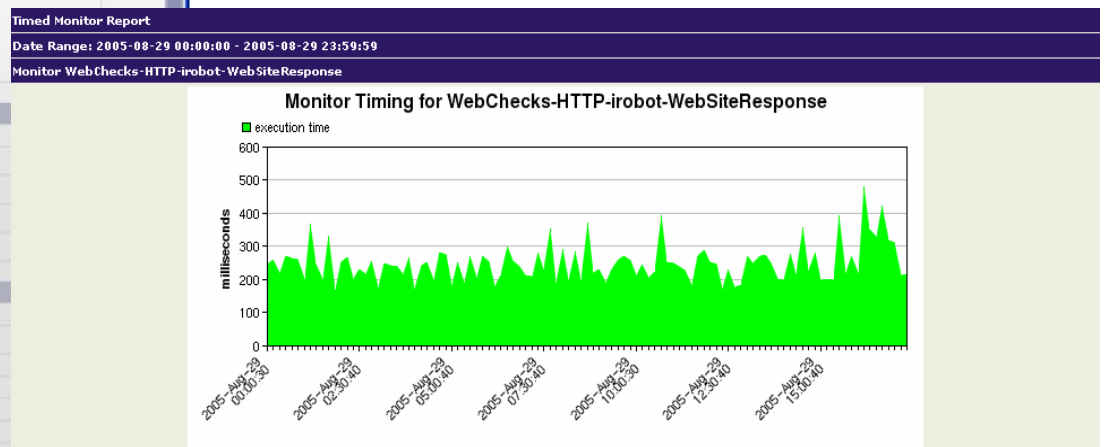
✓ Java/XML API allows you to monitor and import all metrics from enterprise applications, perform custom analysis and then create visual management reports





Powerful SNMP Monitoring

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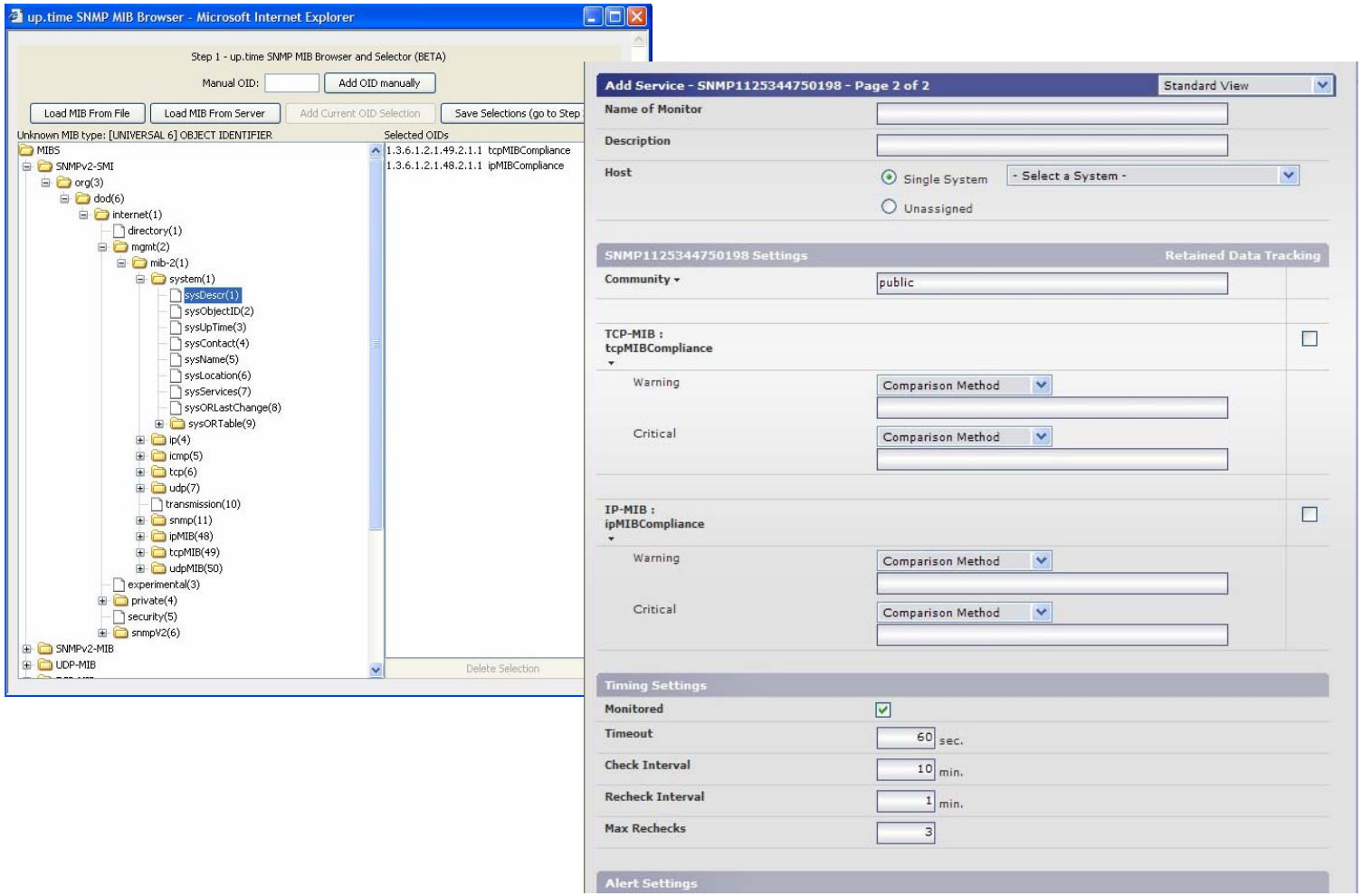
✓ Browse to any MIB in your enterprise and start monitoring any SNMP element



Integrate with any 3rd Party Enterprise Console

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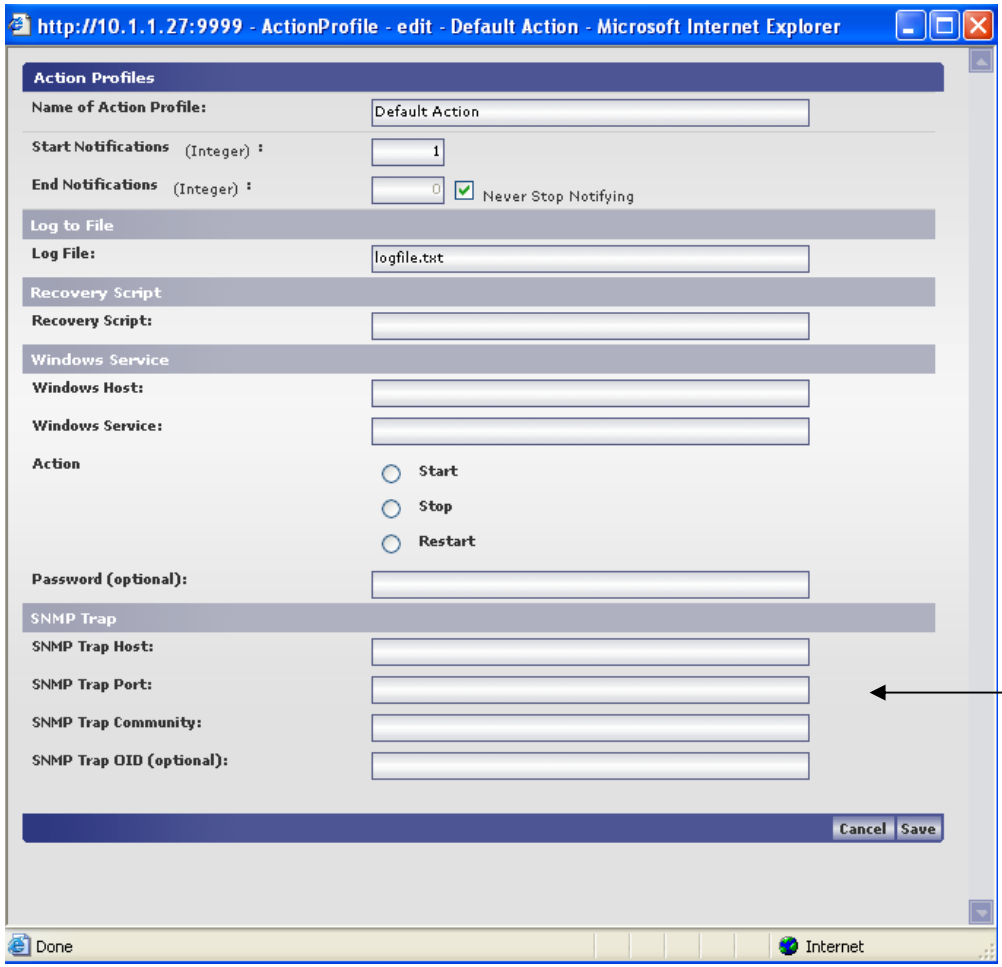
✓ Send SNMP Trap Alerts to any 3rd party Enterprise Console (Tivoli, BMC Patrol, NetView, NetCool, OpenView etc.)



Forward Alerts to 3rd Party SNMP Trap Manager

Multi-Server Utilization Comparison

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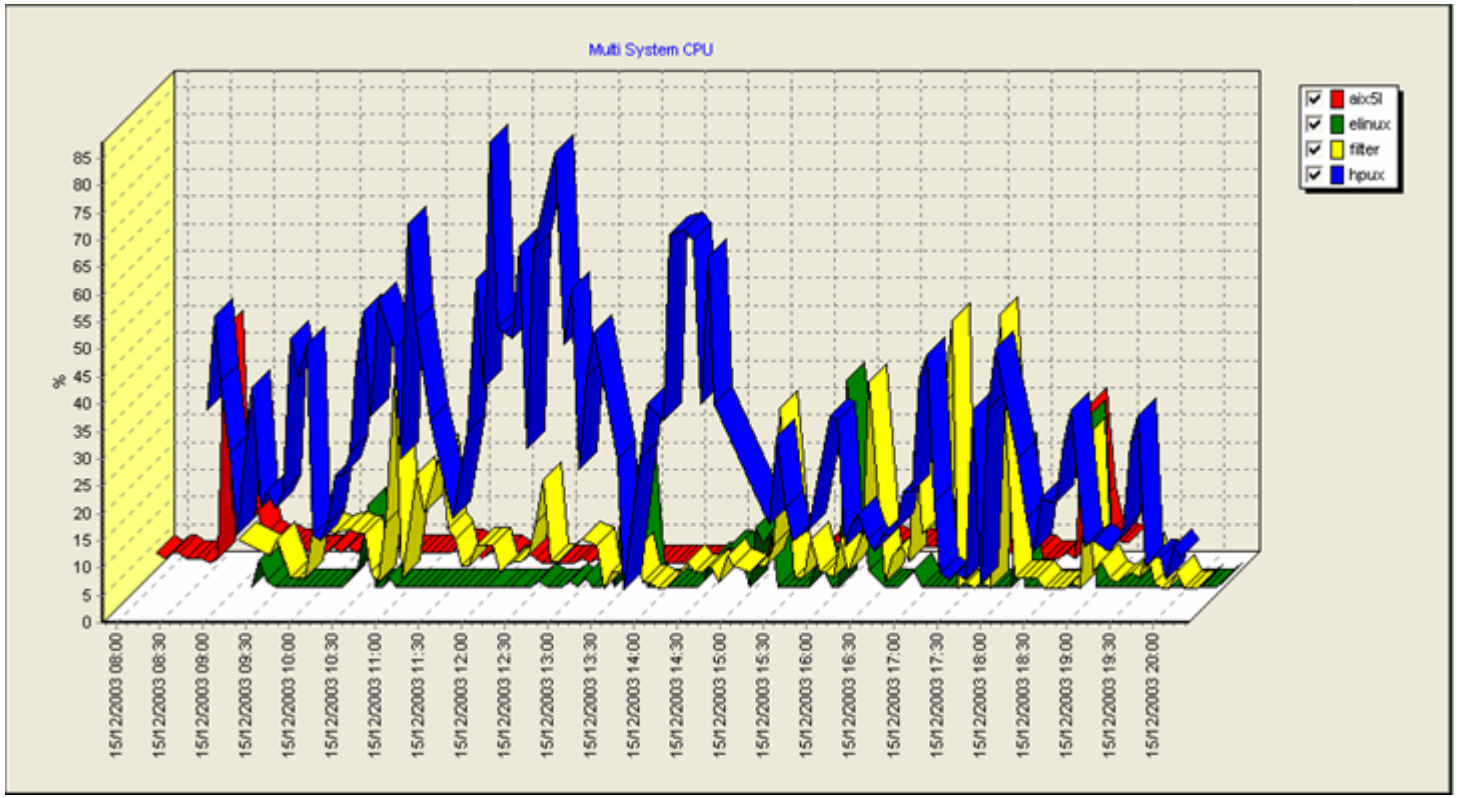
✓ Quickly and easily graph all performance metrics and compare utilization when planning for capacity and allocating budget for system upgrades



Capacity Plan: Resource Trend Analysis

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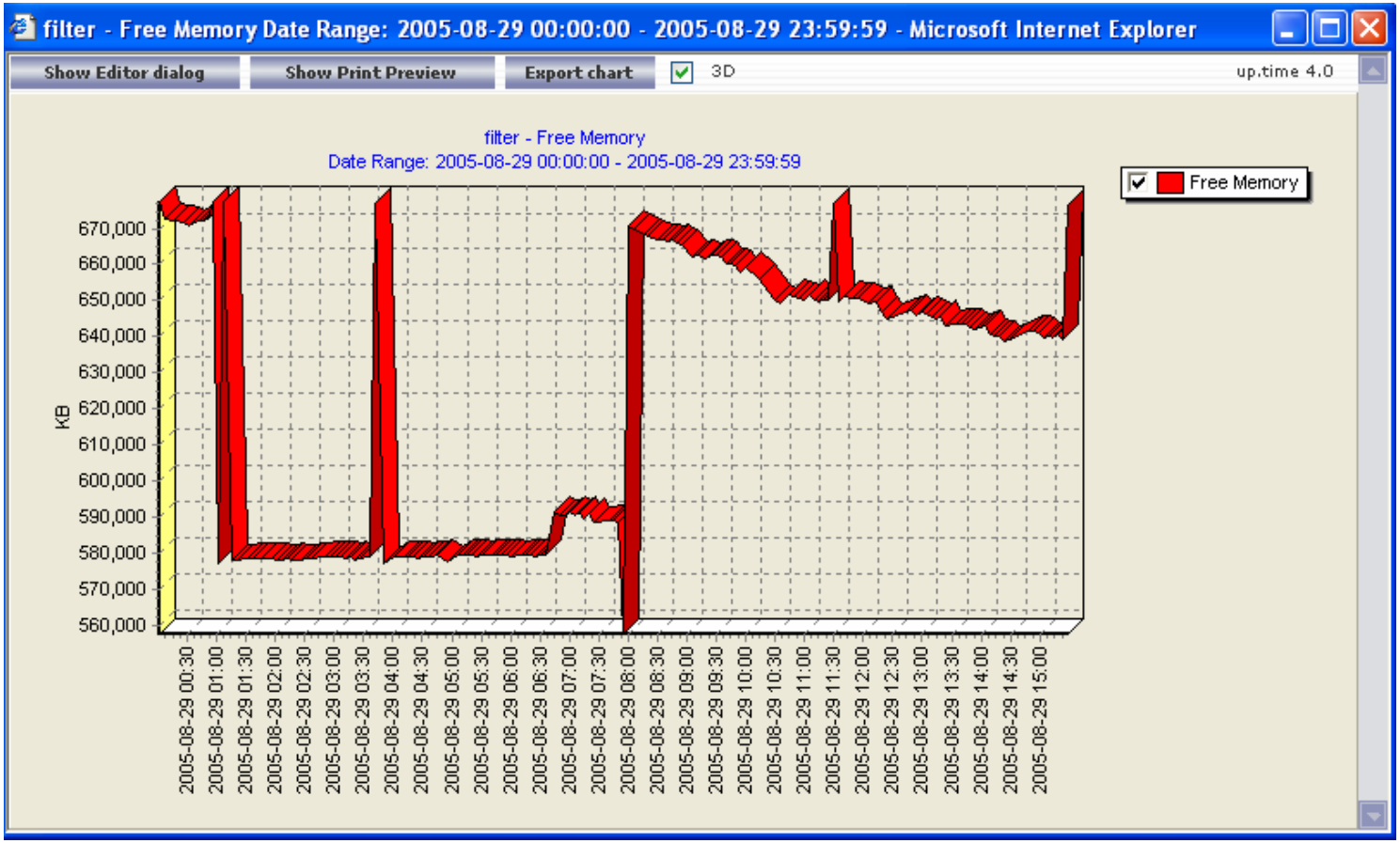
✓ Perform in-depth analysis on system resources and quickly isolate potential issues



Quick Root-Cause Analysis

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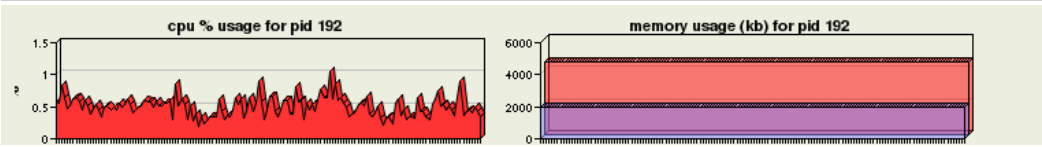
✓ Find any processes that cause performance degradation and how much resource they consume

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	0s	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_ckpt_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

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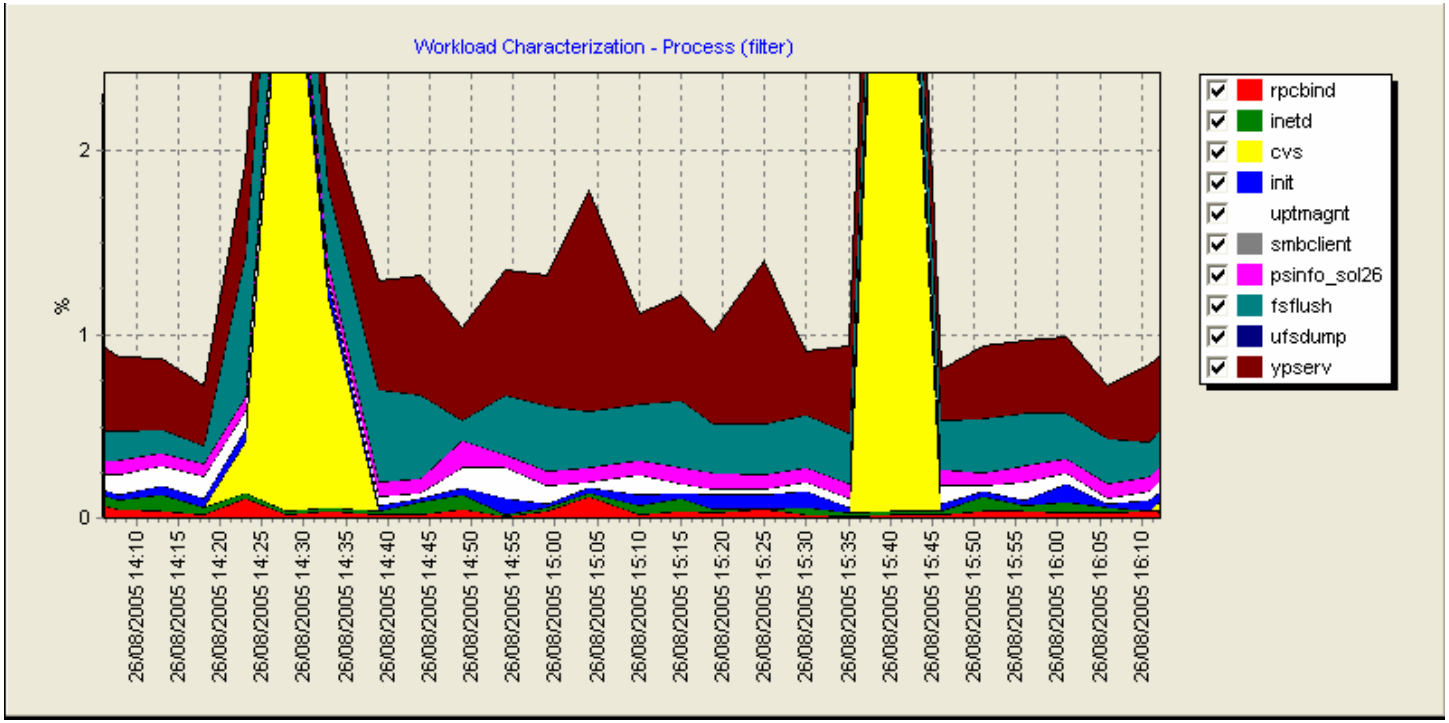
✓ Get an instant consumption report of CPU and Memory across Users, Groups & Processes



Network Performance Statistics

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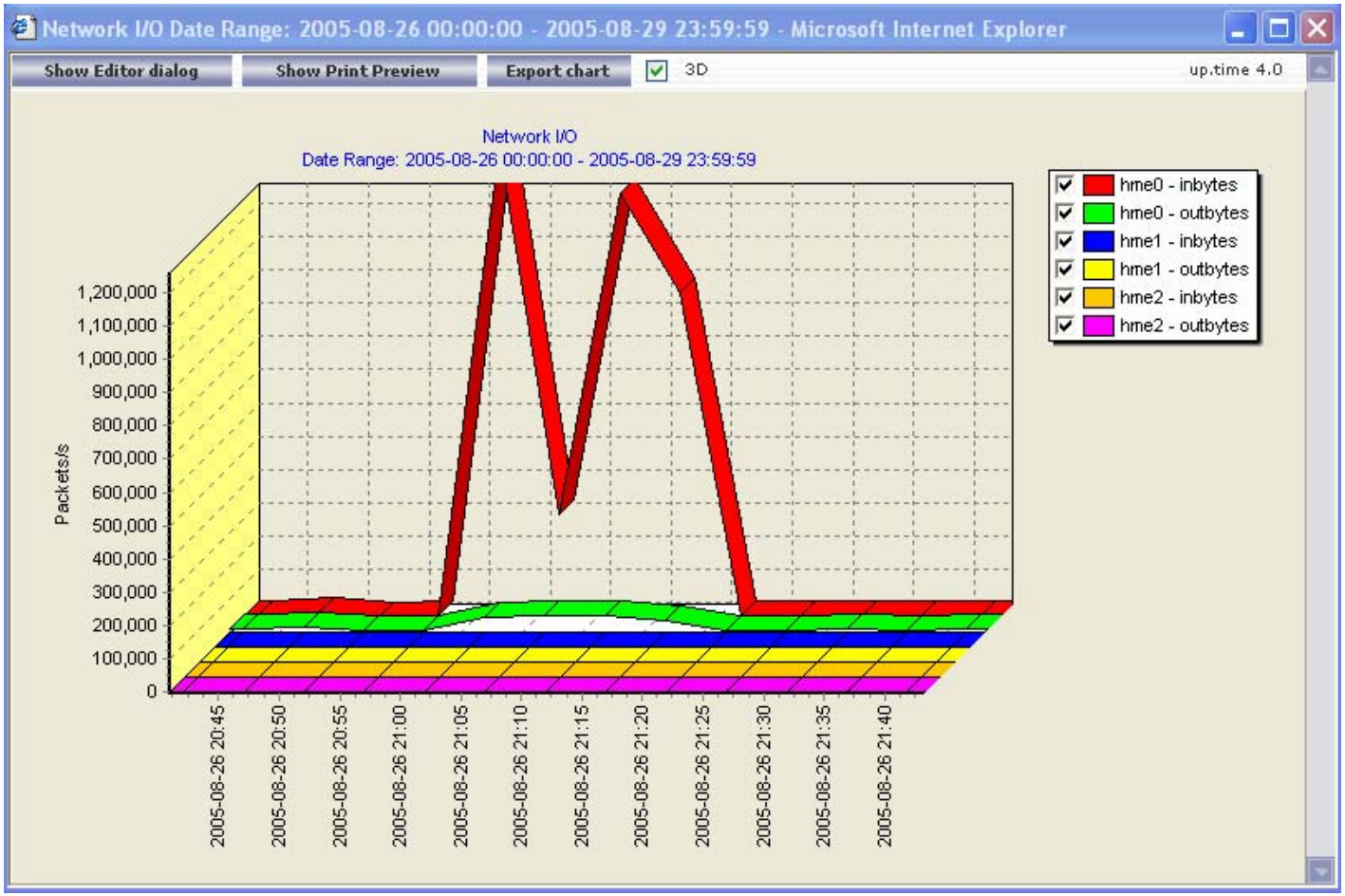
✓Quick access to network I/O, network errors and re-transmissions helps you isolate network outages and plan for optimal capacity



Detailed File System Statistics

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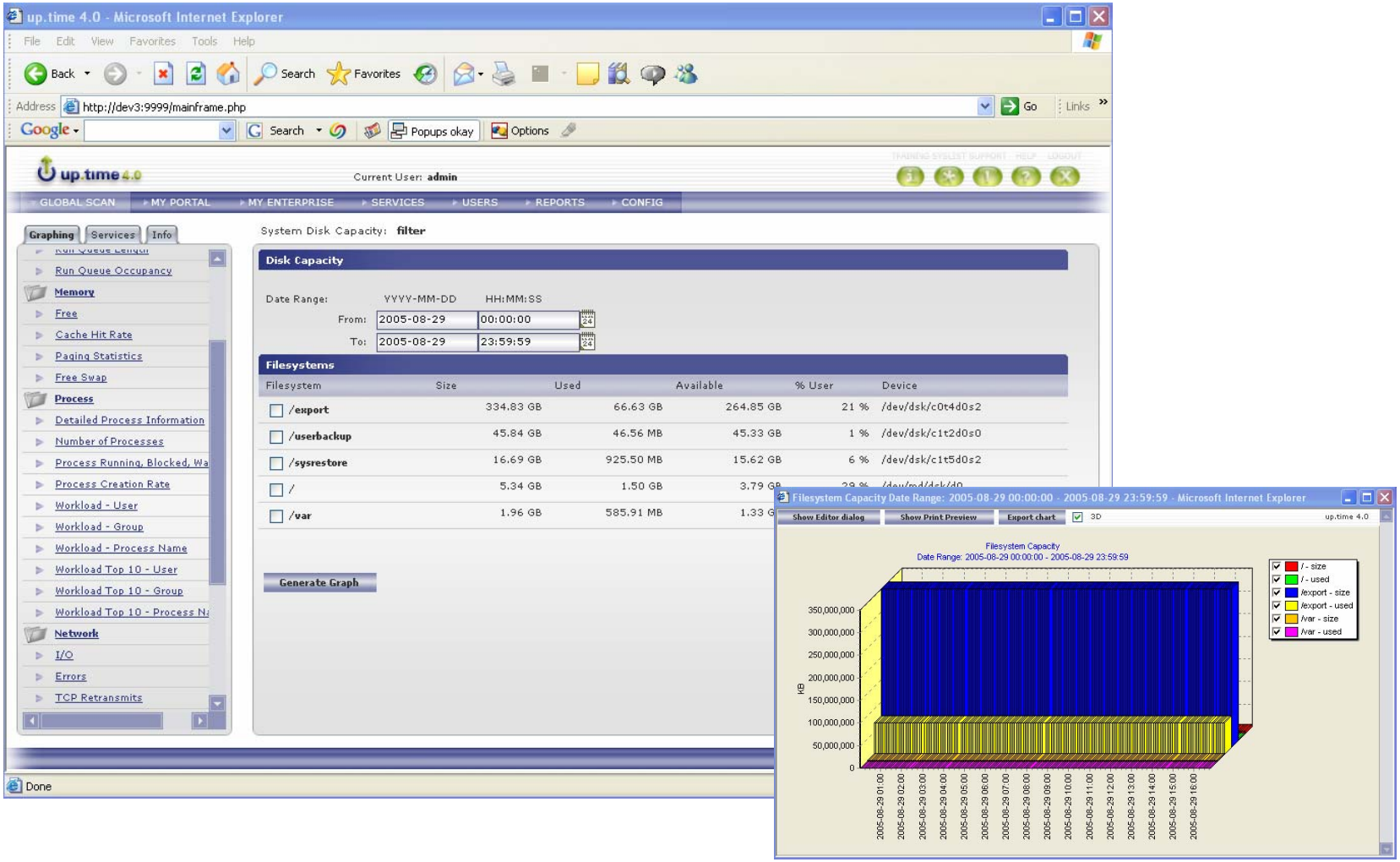
✓ Quickly determine file system growth trends and plan for optimal capacity



Granular Disk Performance Statistics

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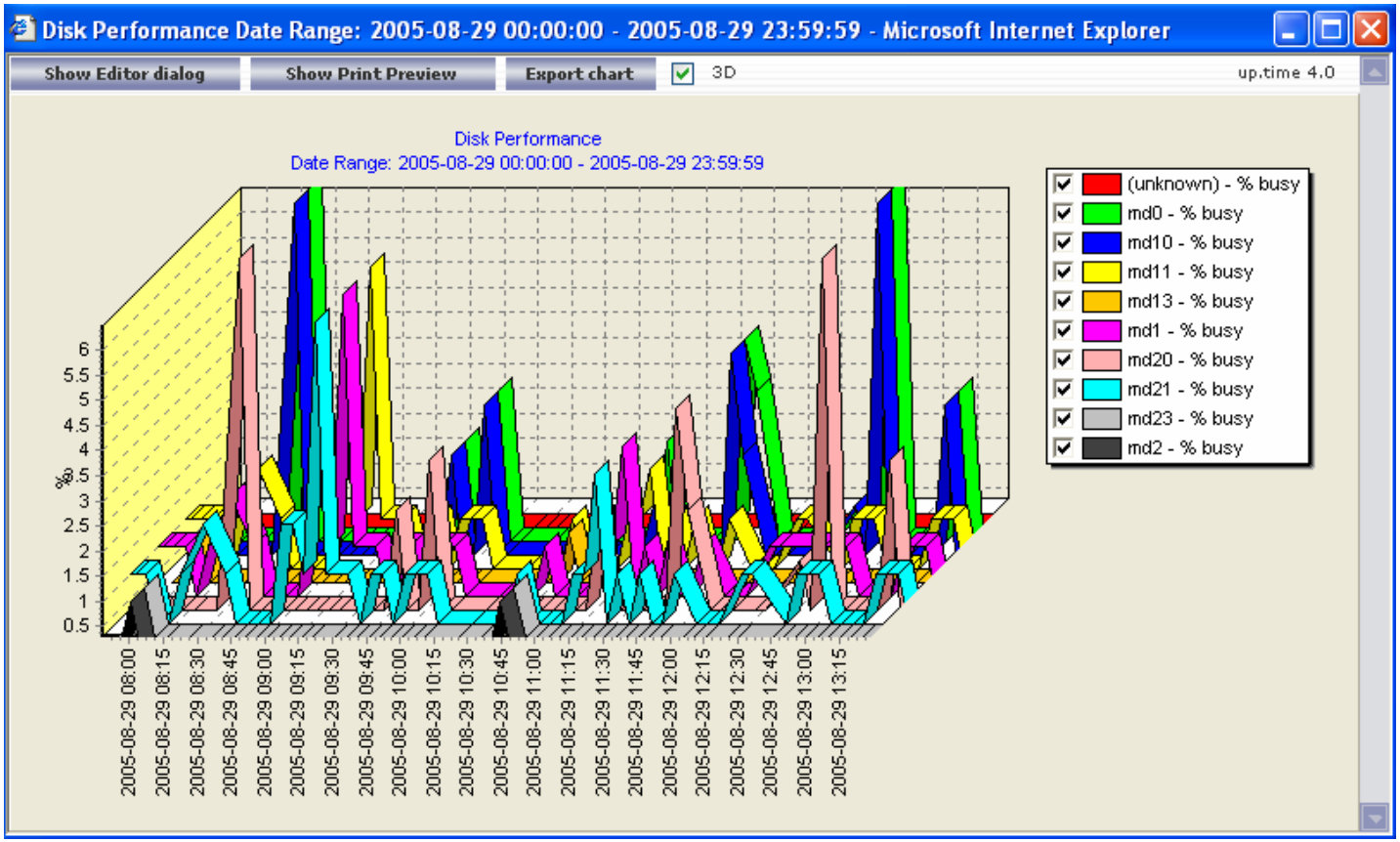
✓Quickly analyze numerous disk performance metrics, isolate “hot spots” and plan for optimal capacity



Flexible & Customized Reporting

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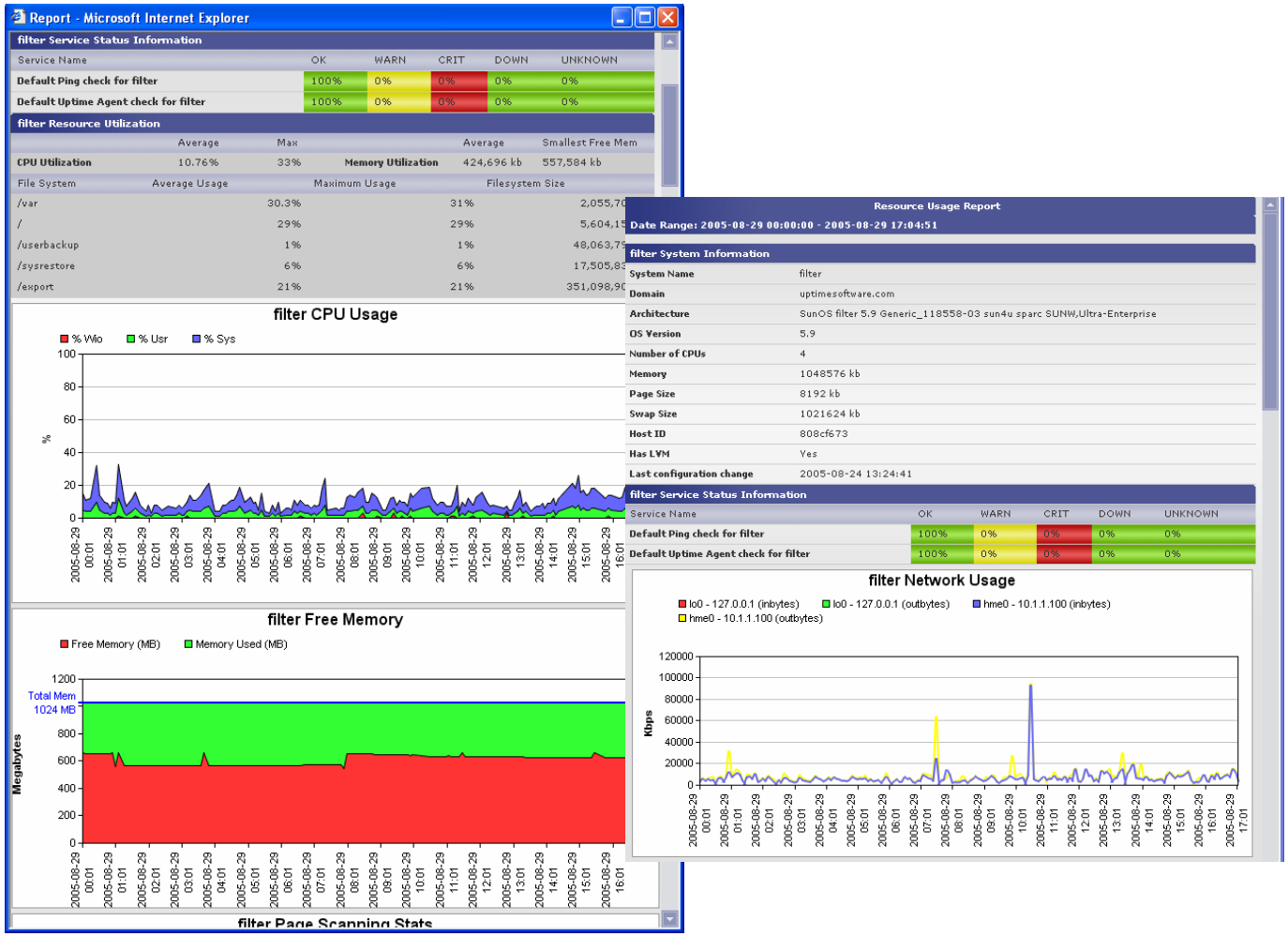
✓Get automated in-depth performance and availability reports emailed to you or posted to your internal performance portal



Powerful Graphing, and Reporting Tools

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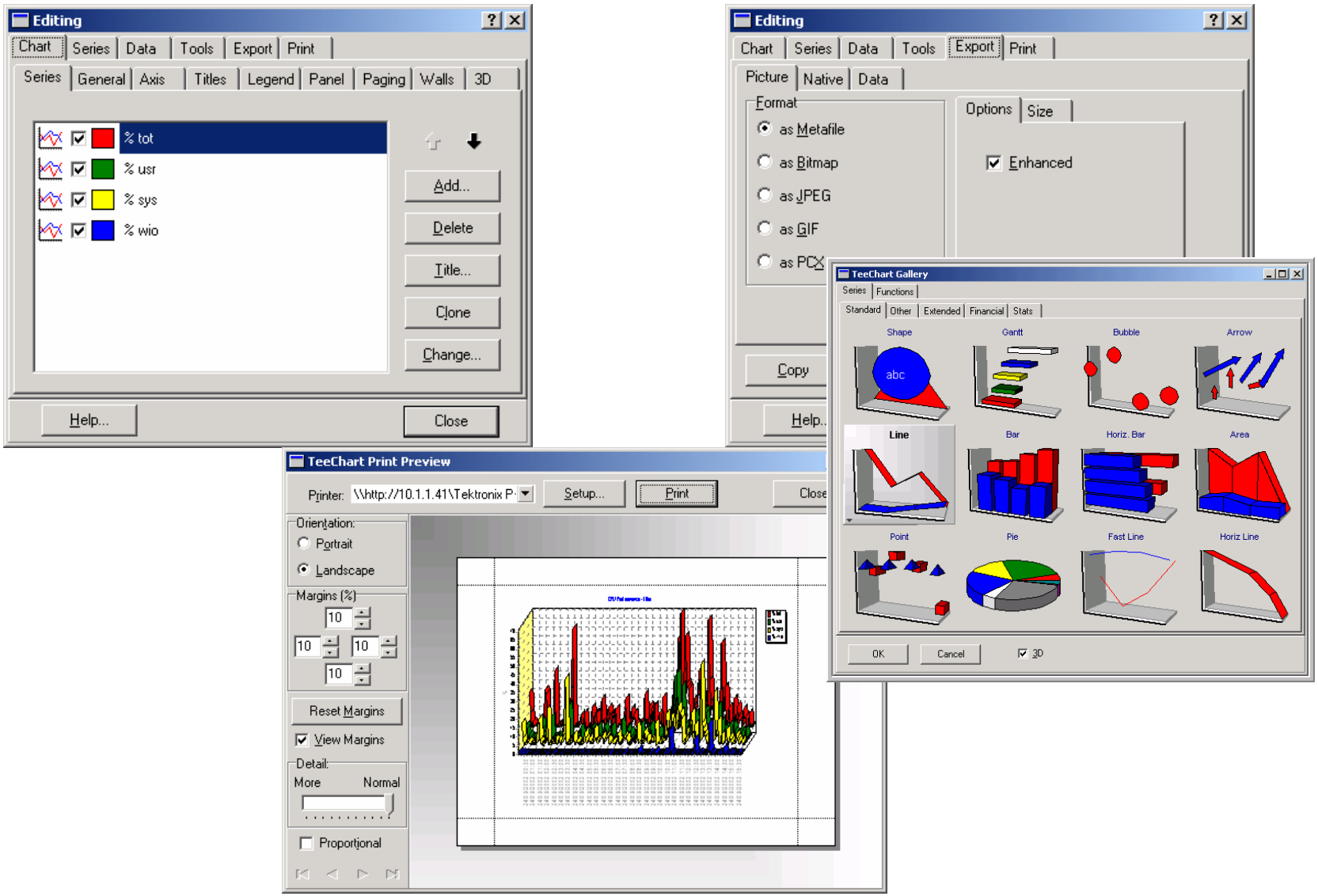

Quickly Setup Application & Service Monitors

up.time software
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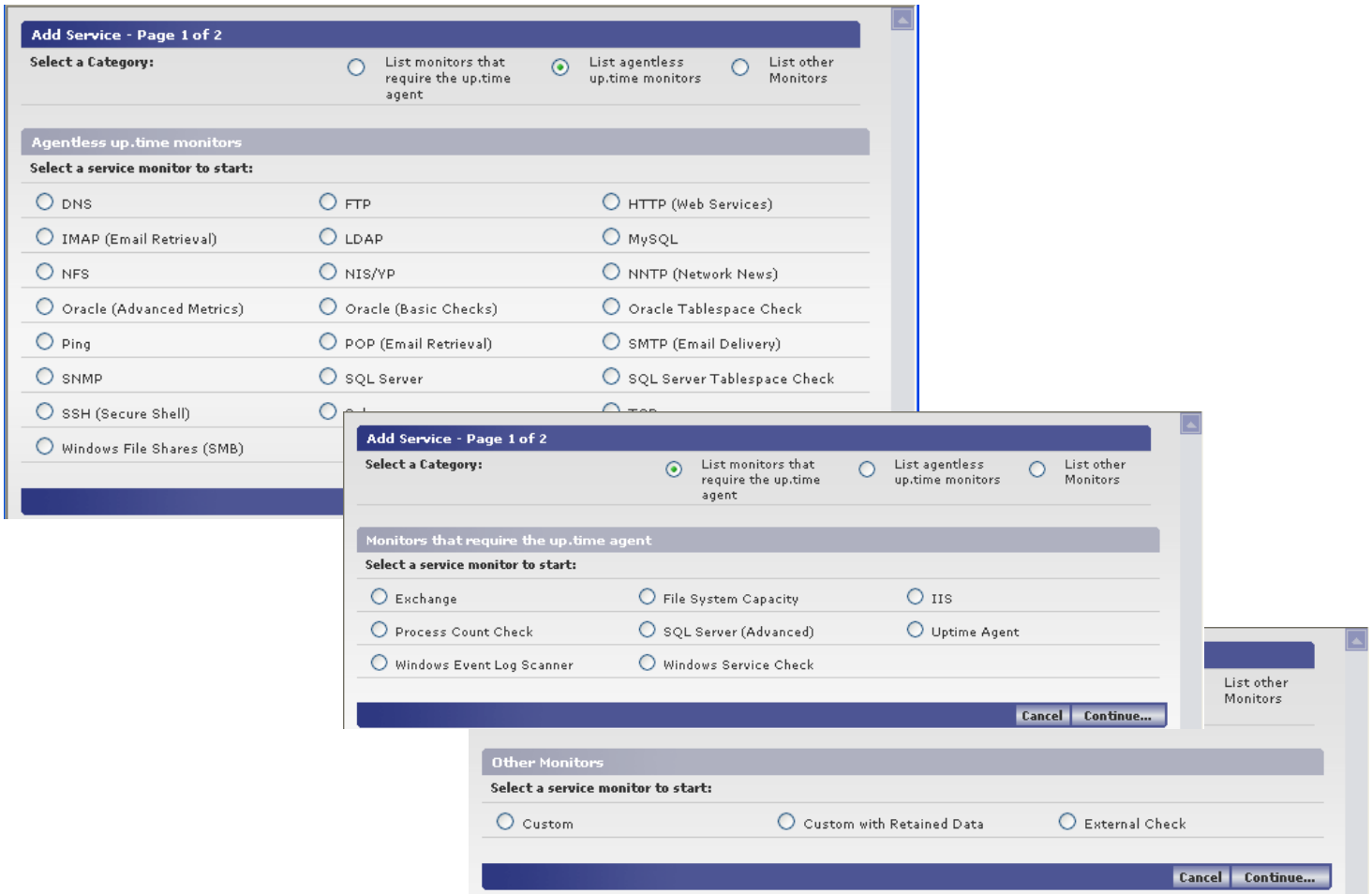
✓Powerful Resource, Service and Application Monitors allow you to quickly know when resources are exceeding thresholds



Monitor Oracle Availability & Performance

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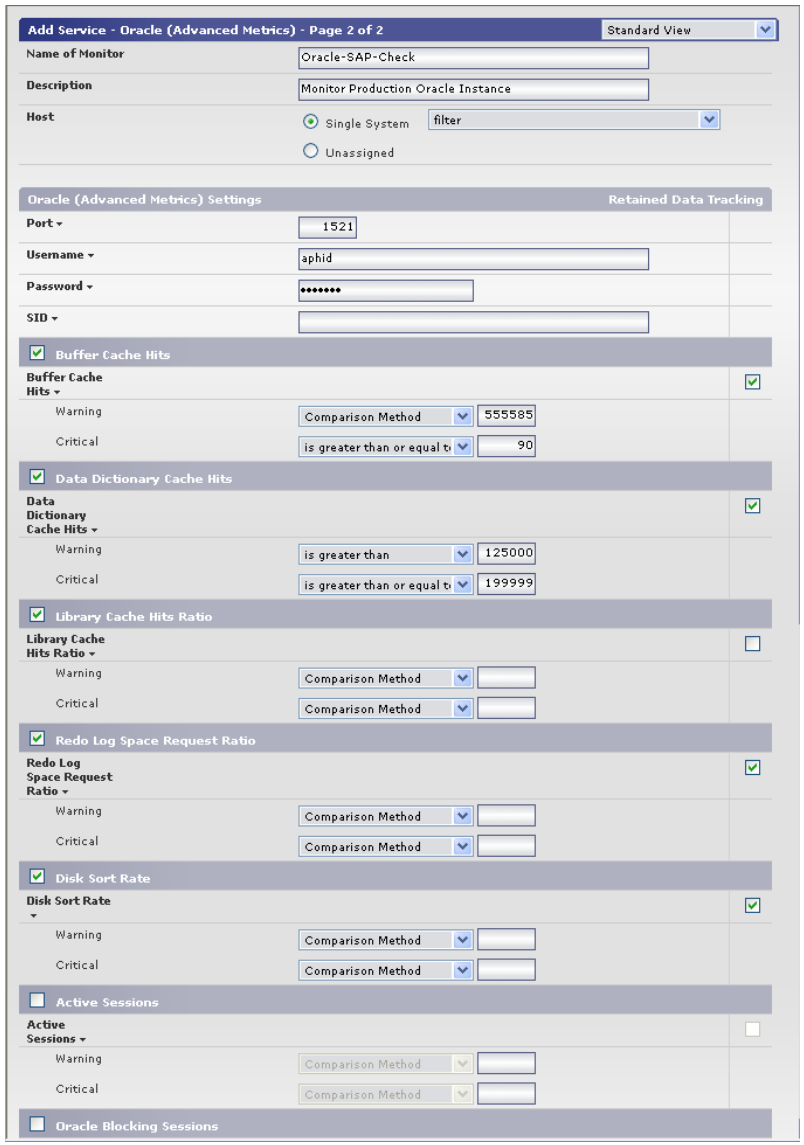

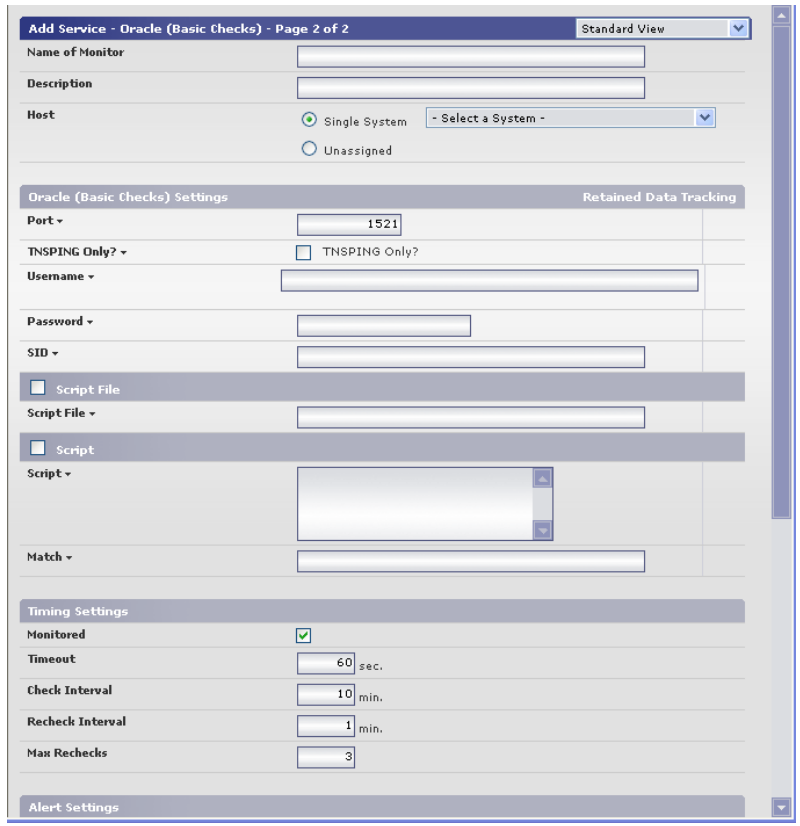

Automated Alerting & Recovery

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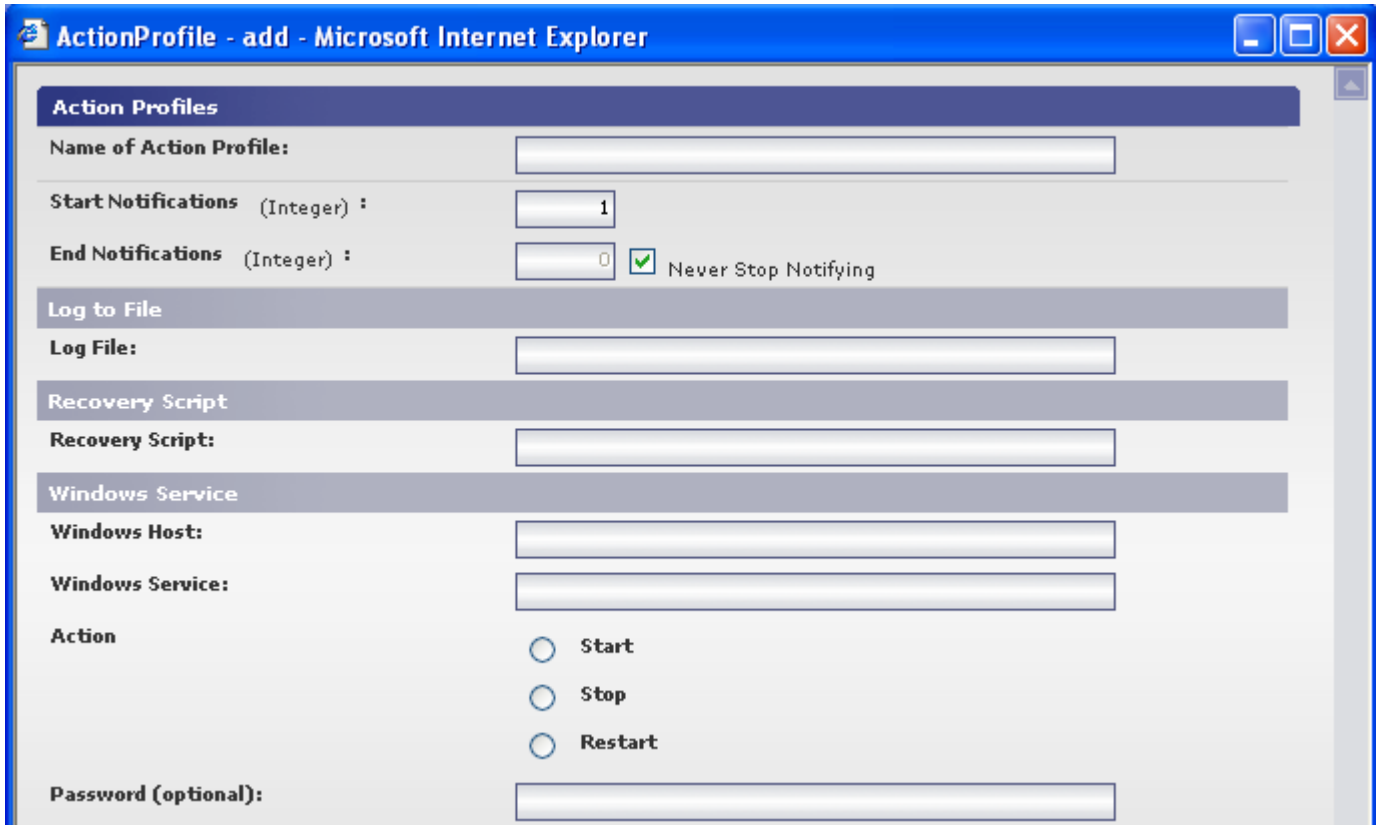
✓ Increase your service availability 7x24 by letting up.time sense when applications/services are not responding and execute automatic recovery procedures



Flexible and Easy Administration

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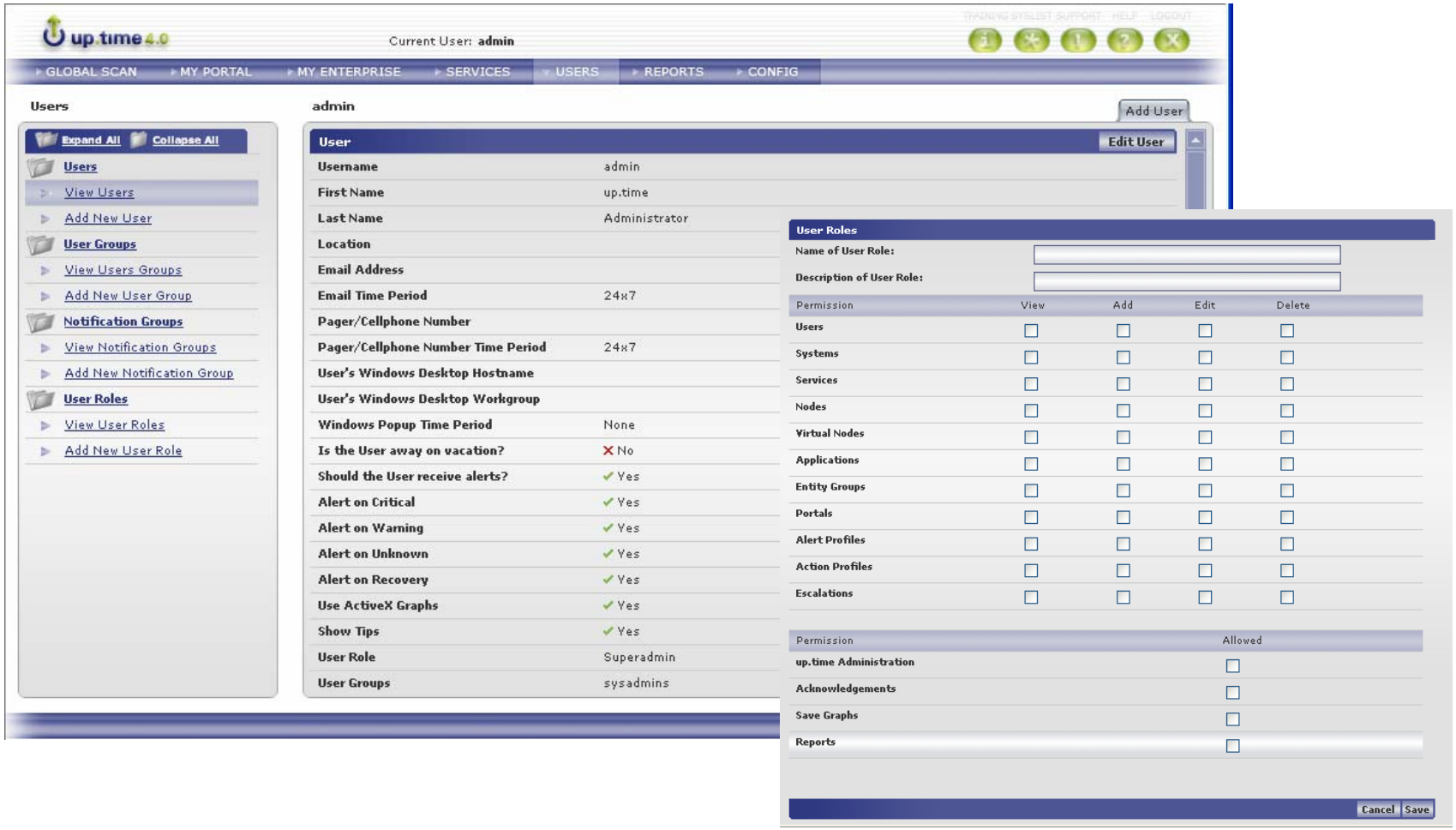
✓Flexible User Access, Role & Administration options allow you to configure up.time to work the way YOU do



Why is up.time™ Better?

up.time software
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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

up.time software
because downtime is not an option

- **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

uptime software
because downtime is not an option

- 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