

RoboMon and RoboCentral - Enterprise Management Connectors

Integrated functionality with Tivoli Enterprise Console, HP OpenView and CA Unicenter TNG

Frameworks in Today's eBusiness Enterprise

The IT infrastructure that supports today's dynamic global eBusiness enterprise is likely to encompass technologies ranging from legacy mainframes and networks, to PC-based client-server platforms, to the Internet, intranets and mobile computing. Many companies have invested heavily in enterprise management frameworks to stay on top of this increasingly heterogeneous IT environment.

Frameworks integrate the functionality of the monitoring and management applications that have been chosen and customized for each segment of technology within an enterprise's IT infrastructure. RoboMon and RoboCentral are among the most powerful, versatile and easy-to-use applications available for monitoring and managing not only Windows NT/2000, UNIX/Linux, and OpenVMS, but also bridges, routers, and other serial port devices.

Heroix Enterprise Management Connectors integrate Heroix RoboMon and RoboCentral with Tivoli's Tivoli Enterprise Console (TEC), Hewlett-Packard's OpenView IT/O (now OpenView VantagePoint Operations) and Computer Associates' Unicenter TNG, helping to fulfill frameworks' promise of comprehensive, centralized and efficient IT infrastructure management.

The Crucial Link

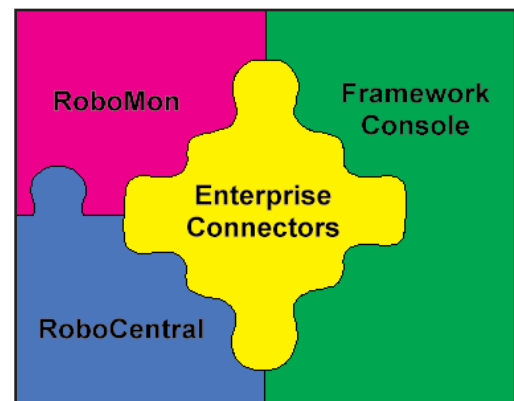
Heroix Enterprise Management Connectors enable RoboMon and RoboCentral to report problems directly to the Tivoli, HP or CA enterprise console, where they can be viewed and managed with events from other sources. This provides an integrated view of the entire eBusiness enterprise, as well as a single interface for managing events from all sources. IT administrators already familiar with their company's framework console can quickly harness the power of Heroix's suite of management tools with minimal additional training.

Heroix connectors utilize vendor-specific APIs in order to provide a direct, tightly integrated interface to each individual framework. Leveraging Heroix's event distribution architecture, Heroix connectors provide guaranteed message delivery, far surpassing the reliability of SNMP.

The connectors may be used instead of or in addition to RoboMon's and RoboCentral's other notification actions, which include e-mail, paging and the RoboMon Event Monitor. Events can be prioritized, filtered intelligently and sent based on the nature and severity of the problem. RoboMon and RoboCentral can also optionally take corrective action to fix problems without human intervention.

Key Benefits

- Proactive, automatic fixing of technology problems before they become business problems
- Minimal load on network and IT staff—only the most crucial messages are sent to the attention of IT staff monitoring the framework console
- Guaranteed message delivery to framework—far more reliable than SNMP
- Additional delivery mechanisms—event messages may also be sent via e-mail, paging, RoboMon Event Monitor, etc.
- Enhanced value of the framework—the scope of problems reported to the framework console is greatly expanded
- Reduced IT training needs—RoboMon and RoboCentral events are integrated into the familiar framework console



Heroix eBusiness Infrastructure Management

RoboMon for Windows NT/2000, UNIX/Linux and OpenVMS is automated eBusiness infrastructure management software that detects and corrects complex application, system and network problems to ensure the highest levels of availability and performance.

RoboMon includes a suite of pre-defined rules, called Intelligent Solution Sets, that work out of the box to detect and correct problems with applications, systems and networks, including Windows NT/2000, Microsoft BackOffice, and SNMP-based network components.

RoboMon may be configured to notify staff of problems in real time, or to take corrective action independently and monitor the results for success. RoboMon's many notification options include paging, e-mail, SNMP trap, net send messages, and centralized event reporting through the Event Monitor, enabling it to integrate with and supplement your current staff notification practices.

Heroix eBusiness Infrastructure Management cont.

RoboCentral is a software solution designed to provide centralized monitoring of system console ports. Companies can now use a single Windows NT system as the system console for all their OpenVMS and UNIX servers, as well as any device that communicates via a serial port, including network bridges and routers. A system console is a device that displays messages regarding the state of the system and enables an operator to issue commands in order to respond to system problems.

RoboCentral consolidates the consoles for each and every computer system you connect to it. RoboCentral enables you to monitor and control all your systems from a single location, regardless of where the computers are located.

The logo for Heroix, featuring the word "HEROIX" in a stylized, bold, serif font with a gold-to-brown gradient. The letter "H" is significantly larger and more ornate than the other letters.

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