

RoboMon NT/2000 - Service Level Agreement Intelligent Solution Set

Automated measurement and documentation of Service Level Compliance

Quantify Service Levels Better

RoboMon's Service Level Agreement Intelligent Solution Set automatically measures compliance with service level requirements, and makes that information available in reports and graphs that can prove invaluable in managing crucial operations such as those of eBusiness. It monitors all aspects of application, system and network service levels, including:

- Basic operations, such as application and system uptime and Internet/network availability,
- Application performance criteria, such as email and Web response time, and
- System performance criteria, such as CPU, memory and I/O loads.

RoboMon samples over 20 different metrics and regularly records whether each is "Good" (satisfactory operation), "Degraded" (in compliance, but approaching failure), or "Failed." A comprehensive set of over 100 reports and graphs are available to document compliance in detail or summary form.

Key Benefits

- Works out of the box, with no setup time
- Allows centralized reporting of remote systems
- Documents Service Level compliance, calls your attention to problem areas
- Individual Service Level Criteria may be precisely customized for each environment
- Produces reports and graphs at any level of detail, for staff or management use
- Provides intuitive, graphical interface for management and customization
- Integrates with RoboMon's enterprise-wide total eBusiness infrastructure management solution (see below)

What RoboMon's Service Level Agreement Intelligent Solution Set Monitors

RoboMon's Service Level Agreement Intelligent Solution Set provides comprehensive monitoring and measurement of service level criteria. Specific rules record over 20 measures of application, system and network availability and performance. RoboMon's

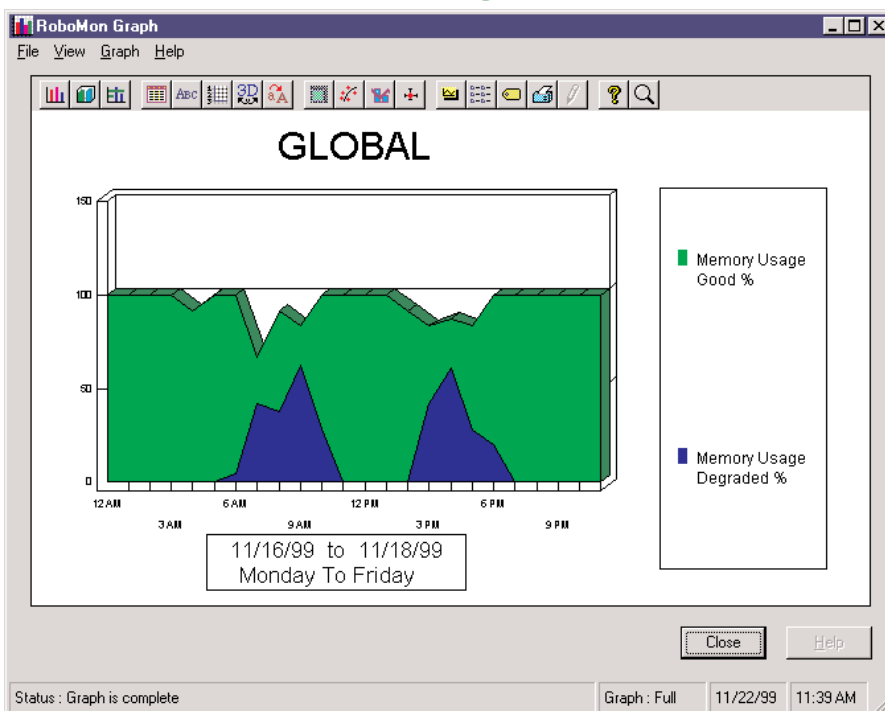
Reporting and Graphing Facility provides over 100 template reports and graphs that can be used as-is or tailored, to generate any type of Service Level report or graph you may require:

- Summary Service Level Reports with Thumbnail graphs for quick management review
- Summary graphs, as well as graphs showing hourly or computer detail, for formal management presentations
- Detailed Service Level Reports that enable staff to investigate problems in detail
- Complete control over report and graph detail, selections and format
- A full range of report and graph output options, including email, HTML, RTF, Lotus/Excel spreadsheet, Word document, and more.

What Rules Mean to You

RoboMon rules work out-of-the-box, with no tweaking, for any size Service Level Agreement configuration. In addition, each RoboMon rule may be completely customized, allowing precise control over threshold settings through the Solutions Manager, as well as actions to be taken, required notifications and alerts. RoboMon's intuitive, graphical Rule Designer allows you to tailor rules and create new rules without writing a single line of code. Customized rules may be deployed to individual machines, domains or throughout the enterprise, via simple, efficient, drag & drop operations in the RoboMon Enterprise Manager.

RoboMon NT/2000 Graphing



The Total RoboMon Solution

RoboMon for Windows NT/2000 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.

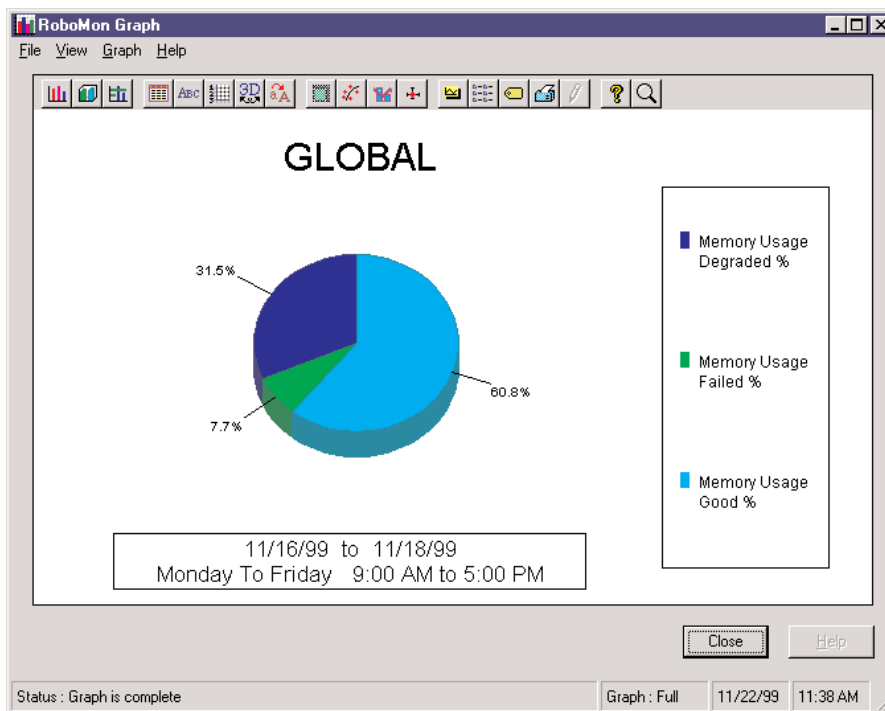
RoboMon includes a suite of pre-defined rules, called Intelligent Solution Sets, that work out of the box to detect and correct problems with applications, systems and networks, including Windows NT/2000, Microsoft BackOffice, and SNMP-based network components.

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.

Where RoboMon's Service Level Agreement Intelligent Solution Set Gets Its Data

- Perfmon counters
- Win32 API
- ASCII log files
- NT event log
- Cisco MIB
- SMS Database
- Native collectors via SNMP
- COM Objects

RoboMon NT/2000 Graphing



RoboMon's Service Level Agreement Rules

System_Uptime

Records system uptime.

Service_Uptime

Records the individual uptime of critical services as designated by the user.

Mail_Service

Records whether email is delivered successfully using Microsoft Exchange, as well as whether delivery time is in compliance.

Web_Response

Records the availability and response time of individual web sites as designated by the user.

Remote_Computer_Uptime

Records the availability of remote computers designated by the user, via TCP/IP.

CPU_Busy

Records whether the overall CPU load is in compliance.

Free_Storage

Records whether sufficient free space exists on individual disks.

Physical_Memory

Records whether the amount of free memory is in compliance.

Disk_IO

Records whether the I/O load on individual disks is in compliance.

Page_File_Space

Records whether there is sufficient free space in the page file.

Cisco_Device_Availability

Records whether specific Cisco devices are available.

DHCP_Service

Records whether there are sufficient free addresses in a DHCP scope.

IIS_Errors

Records whether the number of "Page not found" errors is in compliance.

Proxy_Server_Fulfillment

Records whether Proxy Server request fulfillment time is in compliance.

RAS_Port_Errors

Records whether the rate of RAS port errors is in compliance.

SMS12_Failed_Jobs

On an SMS 1.2 server, records whether the number of failed jobs is in compliance.

SMS20_Site_Status

On an SMS 2.0 server, records the status of SMS sites.

RoboMon's Service Level Agreement Rules cont.

Terminal_Server_Connections

Records whether there are sufficient free connections.

WinFrame_Connections

Records whether there are sufficient free connections.

WINS_Server

Records whether the failure rate of WINS server releases is in compliance.

System_Response_Time

Measures system response time using a user-definable command, and records whether response is in compliance.

Database_Response_Time

Measures database response time using a user-definable SQL statement through an ODBC DSN, and records whether response is in compliance.

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