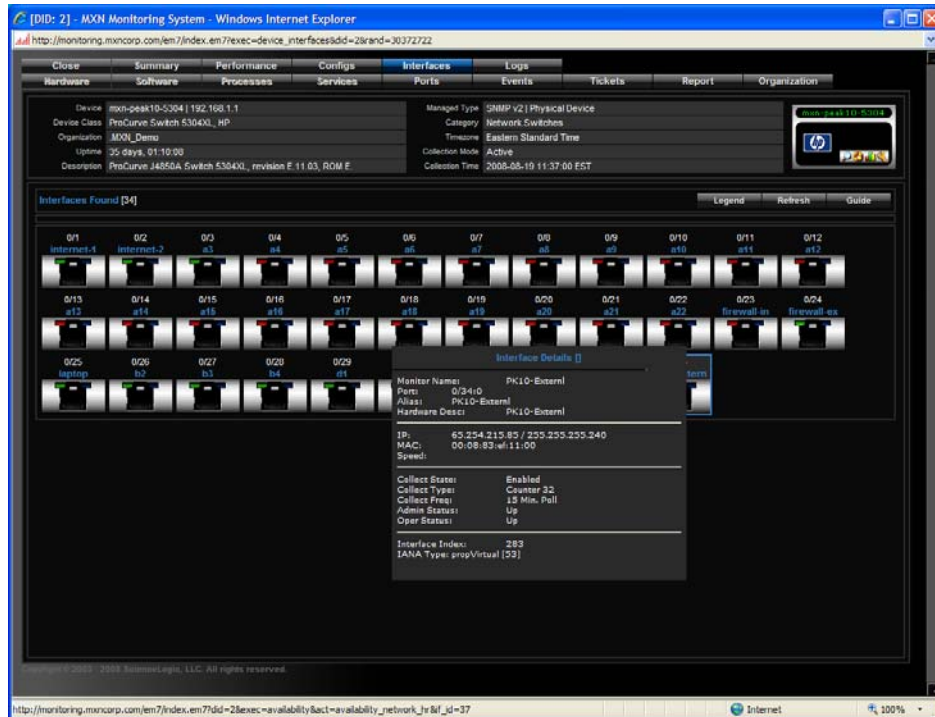


## Quick, Easy and Inexpensive Monitoring—a new MXN Service



If you run a large network and IT organization you know that it's difficult to stay on top of everything that goes on. So many moving parts! So much to go wrong! And things don't necessarily go wrong, but run at sub-optimal rates, sapping efficiency from your organization. Often end user problems are combinations of issues. You may lack the tools to ferret these issues and problems out. Some of them can then linger, hampering performance and frustrating users for a long time.

Search for a single monitoring and diagnosis system to solve these problems has been a goal of IT managers for years. There ought to be a single pane of glass that will allow you to view the entire organization: networks, servers, applications, and gateways, to find out what's at fault when users report slow performance or no availability. Even better—to announce problems before they're apparent to end users. Even better than that—to announce pending problems so that they can be corrected before they even become problems.

There are a number of reasons why everyone doesn't have one of these. First, it's just something else to do, and your staff has enough to do without taking on another application and piece of hardware to manage. Second, your staff may not have the technical ability to install something and customize it to make it useful for your organization. Sure, there are a lot of point products, but something that covers enough to be truly useful takes a large amount of technical savvy and a lot of time. Third, a good

comprehensive monitoring system is expensive. Not something that you just drop in your budget casually!

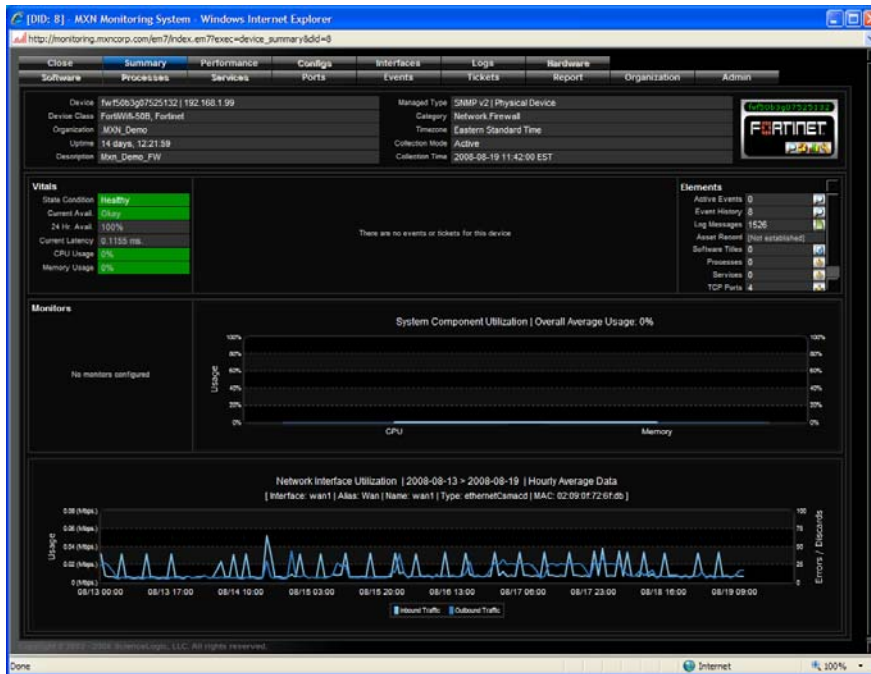
We may have solved these problems for you. We now offer a shared monitoring service that you don't have to integrate yourselves. We have already invested in the expensive monitoring server and put it in a secured data center with redundant network connections, so you have no hardware or software investment to make. We have already done the hard work to integrate most of the stuff that you'd want to monitor, so getting that up and running well is now easy (and if we haven't integrated something you have yet, we'd do it as a part of your set-up). We establish your private monitoring system on a part of that expensive monitoring server and develop your own private, password-protected console views. We use your own Internet connection to do the monitoring and alerting, so there's nothing at all installed on your network, or on your site. We come in and do the integration for you. All you do is pay your bill and enjoy your service. Your staff needs to do nothing to start the service, and nothing to keep it running.

You can keep that service private, or you can allow us access to the console to help you do troubleshooting and diagnostics. There's no difference in the pricing.

For the first time anywhere—at least anywhere for less than \$100,000 and a lot of effort—there's a single pane of glass for monitoring, and for management applications launching. You can now really begin to answer the questions about why “the network is slow” because you can have performance metrics and problem reporting on any component of services delivery you choose to have monitored—networks, servers, applications, databases, gateways, and data circuits, as well as other systems—UPS', phone systems, HVAC systems, environmental sensors (see later), and anything else with an SNMP identity. You decide how much of your infrastructure you want to monitor, and we add that monitoring touch to it. You can monitor as much or as little of your environment as you want—and you can extend that management scope when you want to perfect your knowledge of your environment. It's all rolled into a highly graphical, easy-to-navigate set of interfaces suitable to the less technical and to the technical alike. What do you get?

First, you get a system that will tell you when things are not right. The system will send an alarm to your PDA or other display and notification device when a pre-set threshold is exceeded, or when a service or component is unavailable, or when some other unwelcome condition is reported. You can also sieve these alarms, telling minor alarms to go into a reviewable list without stimulating an alert so you can look them over later. Or you can tell the system to aggregate the minor ones and send an alert when a specified number of them are received within a certain timeframe. This keeps you from being plagued with low-level alerts, which is a drawback of many systems.

You get a system that will collect operating trends and show them at the interval of your choice. This is a good way to see if your systems are being stressed or are at capacity. That's very useful in planning for capacity changes, or for justifying them.



You get a complete, private trouble ticketing system. You can put your staff on this quite good trouble ticketing system, or you can export the alerts and alarms to your existing trouble ticketing system. This allows you to assign problem resolutions to specific people, or teams, and then track those resolutions.

You get an asset inventory system. You can track your assets and also track all changes to any monitored system.

The screenshot shows the 'Device Manager' section of the MXN Monitoring System. It displays a table of 19 devices found, with columns for Device Name, IP Address, Device Category, Device Class, Device Sub-class, DID, Zone, Organization, and Current State. All devices are currently in a 'Healthy' state.

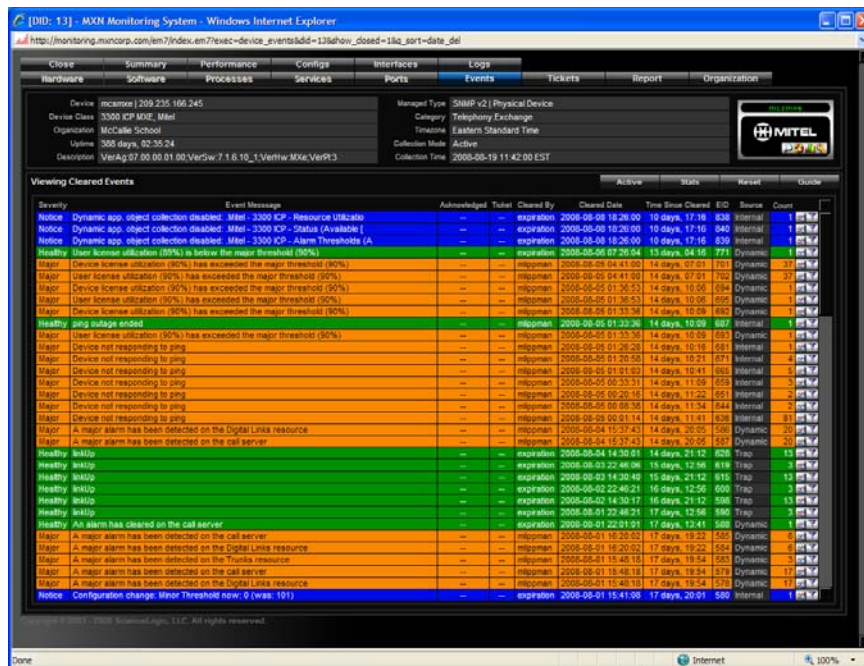
Device Name	IP Address	Device Category	Device Class	Device Sub-class	DID	Zone	Organization	Current State
1. console_device	192.168.1.99	Virtual	Virtual Device	Control-Venilation	25	EST	MXN_Demo	Healthy
2. fw5503g07525132	192.168.1.99	Firewall	Fortinet	Forti5503	6	EST	MXN_Demo	Healthy
3. labman	192.168.1.25	Directory	Microsoft	Windows 2003 Domain Controller	6	EST	MXN_Demo	Healthy
4. mxn-mail	192.168.1.25	Servers	Mitel	Managed Application Server	3	EST	MXN_Demo	Healthy
5. mxn-ntp	192.168.1.36	Servers	Mitel	Managed Application Server	7	EST	MXN_Demo	Healthy
6. mxn-paak10-5304	192.168.1.1	Switches	HP	ProCurve Switch 5304XL	2	EST	MXN_Demo	Healthy
7. mxn-pxe	192.168.1.27	Exchange	Mitel	3300 ICP MX	4	EST	MXN_Demo	Healthy
8. mxn-pxe	192.168.1.28	Exchange	Mitel	3300 ICP MXE	5	EST	MXN_Demo	Healthy
9. mxn-router	192.168.1.25	Firewall	Fortinet	Forti5503-500A	26	EST	GW Industrial	Healthy
10. mxn	188.10.192.33	Exchange	Mitel	3300 ICP MX	30	EST	Houston County Schools	Healthy
11. mxn	188.10.192.35	Exchange	Mitel	3300 ICP MX	32	EST	Houston County Schools	Healthy
12. mxn	188.10.192.31	Exchange	Mitel	3300 ICP MX	33	EST	Houston County Schools	Healthy
13. mxn	188.10.192.34	Exchange	Mitel	3300 ICP MXE	31	EST	Houston County Schools	Healthy
14. mxn	188.10.192.30	Servers	Mitel	Managed Application Server	34	EST	Houston County Schools	Healthy
15. mxn	209.235.160.247	Servers	Mitel	Managed Application Server	24	EST	McCallie School	Healthy
16. mxn	209.235.160.229	Servers	Mitel	Managed Application Server	19	EST	McCallie School	Healthy
17. mxn	209.235.160.248	Exchange	Mitel	3300 ICP MXE	13	EST	McCallie School	Healthy
18. mxn	209.235.160.244	Workstations	Microsoft	Windows XP	17	EST	McCallie School	Healthy
19. mxn_em7_a1500	192.168.1.45	EM7	ScientLog, LLC	EM7 E1500 Management System	1	EST	MXN	Healthy


This can be very important, as almost nine times out of ten problems are caused by configuration changes gone wrong. You'll be able to tell what changes to configurations were made, when they were made, and if they correlated with service or availability problems.

The system can be instrumented to perform checks of public services, like web applications and web-based information. When a service becomes unavailable the system will tell you about it. Many times your public services can be down and it's not known until the public complains.

The system can also monitor the operation of applications on servers directly, and give you indications of performance as well as availability.

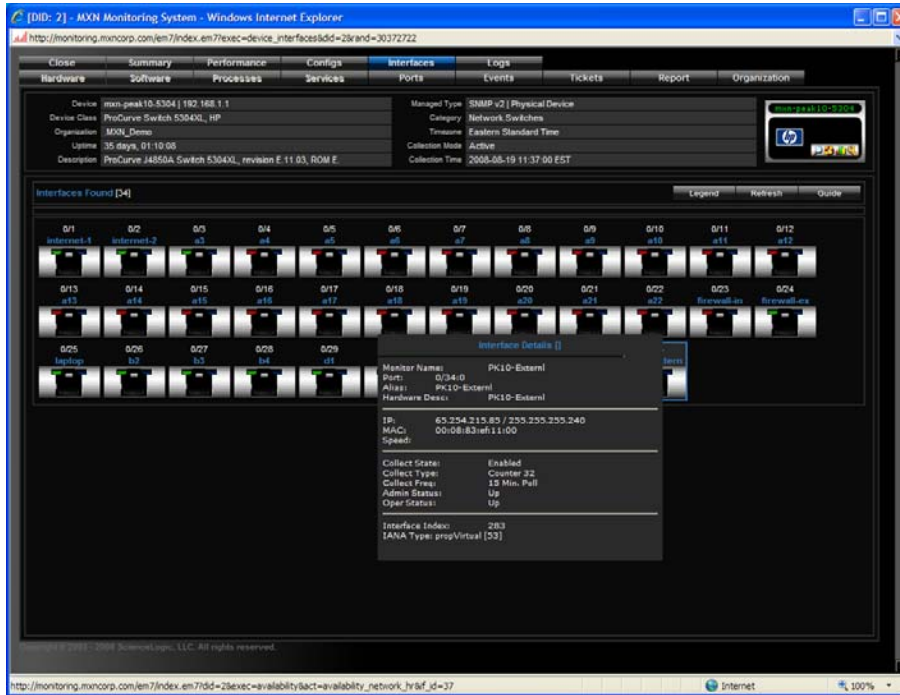
You can extend the monitoring to other-than IT assets. If you have "smart" HVAC systems this system can monitor them and tell you when a significant change has occurred. If your environmental systems are not "smart" we can add environmental sensors that connect directly to your networks and measure temperature, humidity, water flow, voltage, contact closures, and motion.



We don't want to position this as a security system, but you can install video sensors  to alarm at motion during off-hours and then capture the video for later analysis. This can be a useful adjunct to your regular security system. You can monitor the computer room, for example, even if the building security system is disabled, and so this can function as a backup system or one that will record entry even when the building system is deactivated.

You get this all in a system with customizable screens. You can parcel the system out to your technical

people, your physical plant people, your help desk people, and give them the right views for their particular situation. There is no limit to the number of different console views that you can have created, and these additional console views cost you nothing extra. You also get a high level overview of the entire enterprise. You get a master screen that shows the entire monitored enterprise.



From this screen you can dive down into any process or bit of technology to see what's going on. It's a good utility for top-level managers to view the status of their entire IT organization, or their entire environmental organization. It's also the launching point for other, more detailed monitoring and management applications, like ProCurve Manager Plus.

Where's the benefit? You become familiar with the operation of your assets, and this can be powerful knowledge. You can begin to understand how your universe of interconnected assets functions on a day-to-day basis. You see how your people manage and fix things. Technical things rarely go bad spontaneously, but get sicker and sicker until they break. A lot of things don't get caught in this downward spiral. A system like this can catch things getting worse, so you can fix them before they break. A system like this, by trending performance, can highlight resource constraints before they become readily apparent to end users. So this system can help improve overall reliability.

What's the cost for this? It's pretty modest, and you only pay by the monitored object.

\$250 per month for as many as ten objects (and ProCurve Manager Plus or some other existing monitoring and management system can be a single object, or perhaps two, so all of your switches can be made one or two objects).

\$500 per month for as many as twenty-five objects.

\$900 per month for as many as fifty objects.

These take a \$1,500 setup fee to establish the private console and train your staff on using the monitoring console. You can add monitored objects to any of these levels at \$100/month for a group of ten objects.

There's also a fixed annual cost option that delivers a lot of monitoring for one annual fee. It's \$15,000 a year for 100 objects. If you subscribe to this level there's no set up fee. One hundred managed objects is very adequate coverage for a large organization, or very intensive monitoring for a smaller one.

If you need sensors, we have several different types of NetBotz sensors that we'll provide, install and integrate. These connect directly to your existing Ethernet network in the location you want monitored.

It's worth repeating that this new service places absolutely no management burden on your IT staff—nothing to install, nothing to maintain, and no current procedures or tasks to change. Just a monthly, quarterly, or annual invoice to pay, and you access the system from your browser to get to your private space on the monitoring server.

Want to learn more? As always, ask us. We'll take you through the console to our system so that you can see the value in the system.