

Delivering Integrated Business Centric Views of your business infrastructure

- **Seamless, intelligent integration of data from various Enterprise Management Applications spanning:**
 - Network Management
 - System Management
 - Application Management
 - Enterprise HelpDesk
- **Obtain end-to-end views of your business infrastructure**
- **Accurate, timely, dynamic web based views**
- **View service level information on a per-line-of-business basis**
- **Service Level measurements span:**
 - Network
 - Systems
 - Applications
 - Helpdesk
- **Obtain comprehensive asset management reports**

Enterprises, like yours, have invested millions in deploying best-of-breed applications to manage their business infrastructure. You have, however, not been able to integrate these applications effectively to obtain end-to-end views of their entire infrastructure. These comprehensive views are essential for accurate service level measurements and to determine overall ROI on your IT investment.

NetGather integrates and correlates operational data from these disparate applications, giving you a global view and power over any function or geography of your company - at anytime - from any place.

And to do this with the technology you already have - so that you can now unlock the huge value you've paid for but not received. Further, its automated data consolidation frees IT staff from repetitive, time-consuming administrative tasks to focus on more strategic issues. NetGather transforms this node-centric operational data into business oriented user and service centric information, so you can determine what impact your IT investment has on the bottom line of your business.

The global visibility provided by NetGather will allow you to do:

- **Service Level Management** - Obtain integrated and actionable views of all IT services used by your internal and external customers and suppliers
- **Justify ROI** - Measure performance and justify the costs of IT operations
- **Measure customer service** – Monitor your reaction time to problem issues of poor service. Prompt reaction time is essential so your core business remains unaffected.
- **Determine utilization trends** – Is the service infrastructure being underutilized? Do they need to budget for more? When will you run out of capacity?

IT Management Application Support

- HP OpenView Network Node Manager 6.x or later
- HP OpenView Operations 6.x or later
- Perigrine (Remedy) ARS 4.x or later
- HP OpenView ServiceDesk
- Active Directory (LDAP)

NetGather Platform Support

- Windows NT 4.0 SP 5 or greater
- Windows 2000

Minimum Configuration

- Pentium III 550MHz
- 512MB RAM
- 10GB Disk

NetGather Features

- Leverages the data *already* collected by your IT management applications
- Business Centric Web Based Reports
- Allows for secure, segregated reports on per-line-of-business basis.
- Reports for Service Level Measurement based on operational data including helpdesk statistics
- Variety of Performance and Trending reports for Capacity Planning and Fault Diagnosis with baselining and thresholding capabilities
- Reports for inventory and asset management
- Intuitive and easy service definition capability
- Ability to zoom into *any* time range, from hours to years

Sample Reports

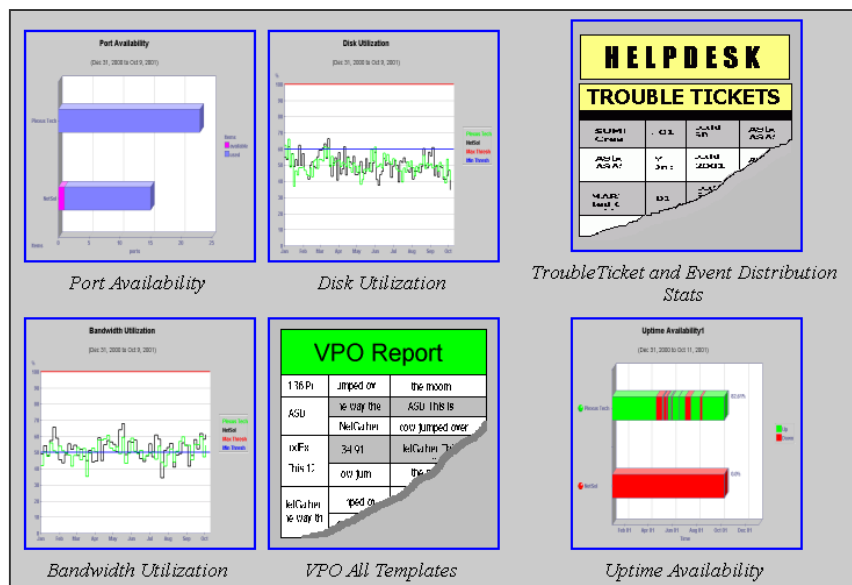
- Uptime Availability with scheduled downtime
- Performance trending including utilization graphs
- Service Level Summaries
- Infrastructure Event details and summaries
- Network, system and software inventory summaries
- Vendor summaries
- Trouble Ticket analyses and summaries
- MTTR (Mean-Time-To-Repair) summaries

To view a Demo of NetGather or for more information contact us at:

PRODEXNET
Integrated IT Reports. Faster. Smarter.

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NetGather Reports – a subset