

## 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**
- **Accurate, timely, dynamic web based views**
- **View service level information on a per customer basis**
- **Service Level measurements span:**
  - **Network**
  - **Systems**
  - **Applications**
  - **Helpdesk**
- **Obtain comprehensive asset management reports**

Service providers' success or failure is dependent on their ability to meet customer SLAs and customer satisfaction. The Service Providers' failure to provide their customer constant visibility to the performance of services is likely to result in loss of revenues, loss of reputation and loss of customers to competition.

To meet customers' needs, you as the service provider, have invested millions in deploying best-of-breed applications to manage your infrastructure. You have, however, not been able to integrate these applications effectively to obtain comprehensive and accurate service level reports.

NetGather, a data gathering and web-report delivery platform, is unique in its ability to leverage and extend the capabilities of your existing infrastructure investments. NetGather constantly polls your existing applications and collects, correlates, normalizes and stores the data in a service provider friendly format! NetGather SP comes out of the box with a set of reports that meet the needs of your customers and your internal staff.

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
- Customer Centric Web Based Reports
- Allows for secure, segregated reports on per-customer 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

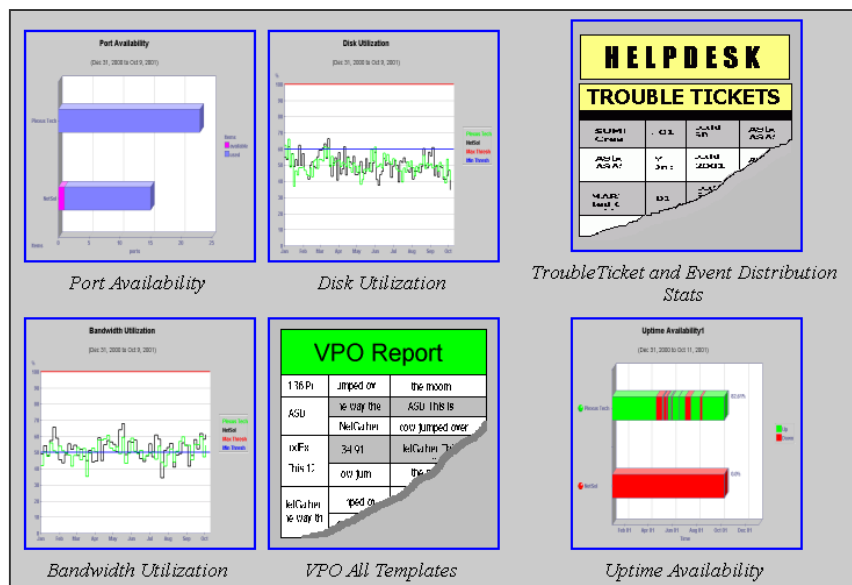
- Uptime Availability with scheduled downtime
- Performance trending including utilization graphs
- Service Level Summaries
- Infrastructure Event details and summaries
- Network, system and software inventory summaries
- Vendor summaries
- Trouble Ticket analyses and summaries
- MTTR (Mean-Time-To-Repair)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

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

**PRODEXNET**  
Integrated IT Reports. Faster. Smarter.

14471 Big Basin Way, Suite E,  
Saratoga, CA 95070  
Tel: 408-872 3100, Fax: 408-872 3109

Website: [www.prodexnet.com](http://www.prodexnet.com)  
Email: [netgathersales@prodexnet.com](mailto:netgathersales@prodexnet.com)



NetGather Reports – a subset