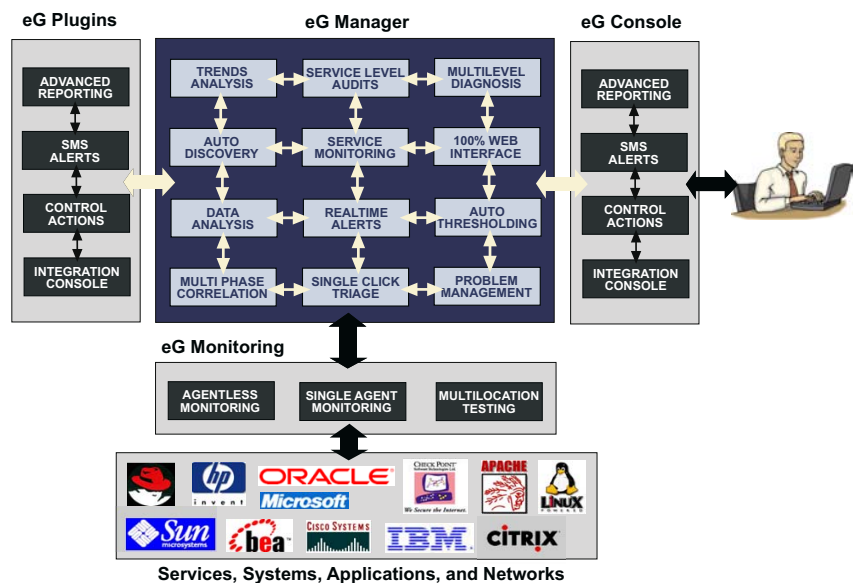


eG Manager

Key benefits of the eG Manager

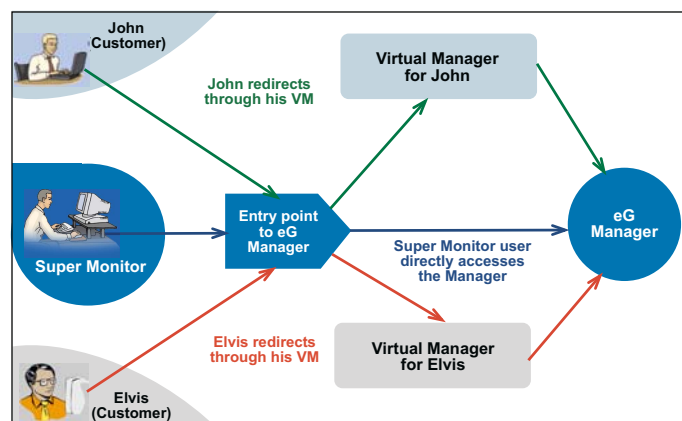
- Integrated, comprehensive monitoring of IT infrastructures from anywhere, at any time, using a web browser
- 100% web-based; accessible across firewalls with no extra configuration and offers HTTP/HTTPS-based secure access
- Rapid provisioning through centralized configuration and administration
- Automatic triage eliminates finger-pointing; Reduces time to repair by exactly pin-pointing the root-cause of problems

The eG manager is the central component of the eG Enterprise architecture that handles configuration, administration, and control of agents. The eG manager uses pre-defined models of different infrastructure components (network devices, databases, applications, etc.) to instruct the agents on what metrics need to be collected, and how often. The eG agents report statistics to the manager using web protocols - HTTP/HTTPS; consequently, it is possible to get the eG system working without the need to configure elaborate firewall rules. Since all the agent configurations and licensing are handled centrally, very little configuration needs to be performed when deploying the agents. Hence, provisioning for an IT infrastructure can be completed in days, not months.



The eG Enterprise architecture

The eG manager is also a central web portal that provides administrators with authenticated access over the web to the performance statistics stored in the repository. Personalized views can be created for operators based on their roles and responsibilities, so operators can view and analyze the performance of the infrastructure components that they are responsible for, and can receive proactive alerts pertaining to these components. For large enterprises spanning multiple locations, this capability can be used to provide different views for operators in different geographies. In managed service provider environments, multiple customer infrastructures can be monitored using a central manager (thereby amortizing the software and hardware costs across customers), and different personalized views can be provided for the different customers.

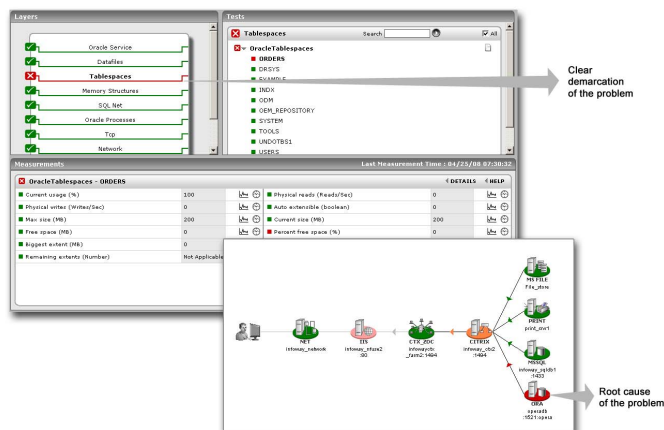


Multi-tenancy support provided by the eG Manager

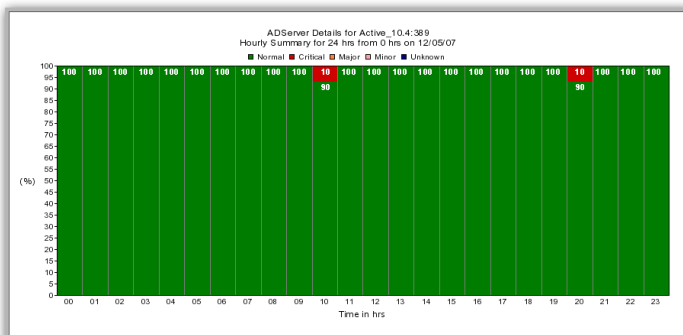


To minimize the human effort and intervention necessary, the eG manager includes various data analysis capabilities:

- **Performance dashboard** - A comprehensive dashboard that provides quick insights into the current status of an infrastructure, and includes context-based drilldowns for detailed analysis;
- **Automatic thresholds** - By performing historical analysis of the performance data, the eG manager is able to set automatic thresholds for each of the collected metrics. This ensures quick setup of the eG Enterprise system as administrators do not have to configure thresholds for each and every metric;



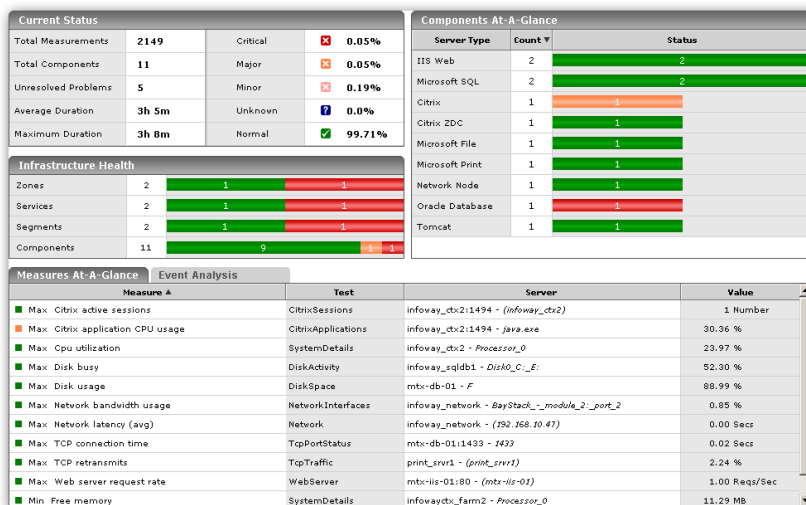
Automatic infrastructure triage using eG Enterprise



Service level reports

About eG Innovations

eG Innovations, Inc. is a global provider of IT infrastructure performance monitoring and triage solutions. The company's patented technologies provide proactive monitoring of every layer of every tier in the infrastructure, thereby enabling rapid diagnosis and recovery in enterprise and service provider networks. By ensuring high availability and optimum performance of mission-critical business services, eG Innovations' solutions help enhance customers' competitive positioning, lower operational costs and optimize the performance of their infrastructures. eG Innovations has customers in 25 countries, including organizations of all sizes in government, banking/finance, telecom, healthcare, manufacturing and service industries.



The eG Enterprise Performance dashboard

- **Proactive alerts** - Receive personalized, proactive alerts over email, SMS, pager, web, or SNMP, whenever any unusual performance characteristics are observed;
- **Automatic triage** - Using eG's patented auto-triage technology, clearly demarcate the components, layers, and domains that are the cause of problems; Differentiate between the cause and effects, so operators can focus on the cause and not be distracted by the effects;
- **Service level reports and trends** - Receive reports of service levels for each metric being collected, and analyze min/max hourly/daily/monthly trends to facilitate capacity planning;
- **Knowledge management** - Create a site-specific knowledge base wherein operators can keep track of past problems and their resolutions; Using context-sensitive searches on the knowledge base, operators can quickly figure out potential problem resolutions, using the past experience of their peers.

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