

Overview

EYE allows for proactive business resource management, curing you of SLA blindness so you can make - and keep - SLAs without unnecessary cost increases. Eye of the Storm supports ITIL (Information Technology Infrastructure Library) recommendations for improved service level management (details available through a separate white paper).

Service Level Management

What is Service Level Management?

SLAs define the quality of service that the consumer of the service expects to receive and the provider of the service expects to deliver. Providers could be ISPs, or internal IT groups providing infrastructure services to business units within an enterprise.

Whether you are the provider or consumer, identifying and measuring network access and service delivery is the only way of assuring the quality of that delivery. EYE service level management supports both the formal approach of SLAs and a range of other metrics and reports that support a more informal approach to managing service delivery.

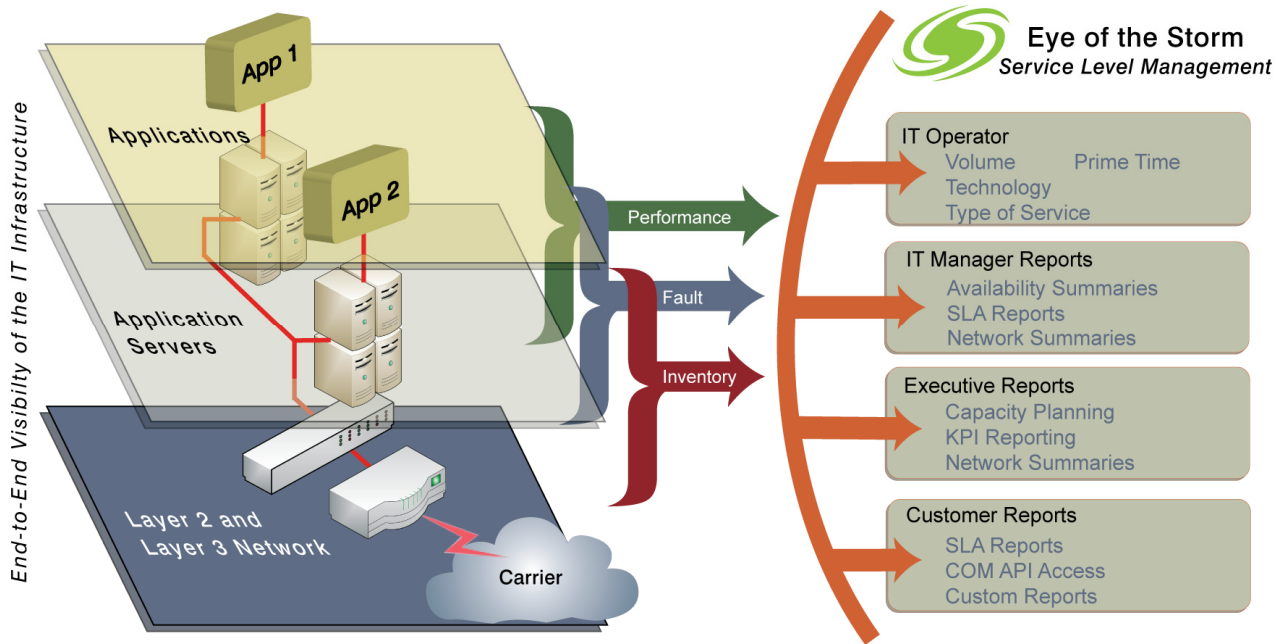
EYE allows you to set different SLAs for different areas of the managed infrastructure, for different customers, technologies and applications. Designed for easy to control SLA management, with comprehensive and readily understandable SLA reports, EYE allows all involved to agree on service delivery.

Easy to Implement Service Level Management

EYE implements SLAs as part of the wider integrated infrastructure management solution. SLAs are set against Business Views, allowing both high level and fine detail control.

Service levels can be set against a full range of metrics including:

- Faults raised against managed infrastructure objects, for example applications, application servers and devices.
- Congestion, the ratio of packets sent by the port to those unable to be transmitted.
- Application Availability, percentage of time the application is available. This can be measured at the application, application server and network levels.



Eye of the Storm and example functionality as a Service Level Management tool

- Application Latency, the delay in application response.
- Mean Time Between Failures (MTBF), average time between asset failure, measurable against application, application server, network and WAN link levels.
- Utilization measures, for example set against CPU, bandwidth and line.

The range of service level indicators allows a broader, more business aware definition of service delivery. MTTR and MTBF are especially important when measuring how service delivery impacts a business.

Day-to-Day Service Level Management

EYE performance capabilities include events indicating where problems on the infrastructure are likely to occur. This proactive infrastructure management prevents performance degradation from making services unavailable and impacting SLAs.

Highly configurable event and service level thresholds allow you to tailor EYE to reflect agreed service levels. Early notification of problems that could lead to the violation of those agreements is crucial. EYE allows you to set the method of notification that best suits you. For example:

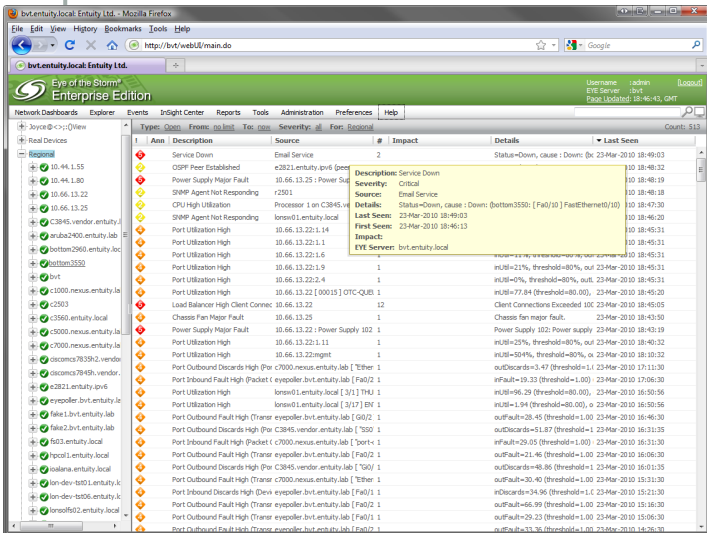
- Event Viewer can be configured with color coding, audio alarms, annotations. These can be set for an event type, for a particular network asset or a combination of the two.

- Connectivity Viewer can display the topology of the critical paths, displaying in real time state changes.
- Notification integration allows you to forward key events by e-mail and text messaging.
- Integration solutions allow forwarding of alarms to leading Manager of Managers solutions.
- EYE allows you to graph both SLA levels and actual performance, useful for analyzing SLA performance.

Transparent Service Level Management

Successful Service Level Management requires not only delivery of service that satisfies both provider and consumer, but also proof of that delivery. It is here EYE reports deliver:

- Executive overviews through the Key Performance Indicator (KPI) reports. Service delivery is identified using a selected metric, e.g. CPU Utilization. Reports include trending and TopN sections, ideal for medium and long term planning.
- IT Management overviews provide high-level breakdowns of service delivery. For example, Availability Summary reports on application, application server, network and WAN link service delivery.
- Interactive Queries provide a metric-by-metric breakdown of service delivery. Together with a TopN assets and drill-down facility they are an ideal basis for investigating service delivery.



The EYE Event Viewer shows source and impact of infrastructure events

- Consumer access to service management reports through PDF distribution, extranet interface and XML interfaces.
- Custom report functionality that allows the building of Flex Reports and custom interfaces through the EYE COM API to your particular requirements.

EYE Cisco IOS IP SLA Module

EYE's Cisco IOS SLA module provides infrastructure monitoring from layer 3 and above. This module implements Cisco's IP Service Level Assurance (IP SLA), to leverage your current investment in Cisco devices and the Cisco IOS®.

IP SLA's per-class traffic monitoring allows easy application of metrics to key SLAs. For example, UDP jitter operations measure one way latency, round-trip latency, jitter, and packet loss. These are all useful when monitoring infrastructure circuit quality and behavior, for example on VoIP.

EYE implements IP SLA operations by:

- identifying device links through IP Pairing
- identifying the probes each device can support
- defaulting sensible probe configuration values.
- creating probes with a limited life span to eliminate subsequent delete operation.

Service Level Management Summary

Challenge	Entuity Solution
SLA Management should assist all involved, not become a dividing issue.	Eye of the Storm provides a series of reports that identify what is happening on your network. For example Application Availability reports breakdown availability by application, application server and infrastructure.
SLA Management must be easy to implement. Entuity implement SLA as part of the wider solution.	SLAs are set against Business Views, allowing both high level and fine detail control.
Service delivery must encompass more than availability and latency.	Reports also include Mean Time to Repair (MTTR) and Mean Time Between Failures (MTBF), to provide a broader definition of service.

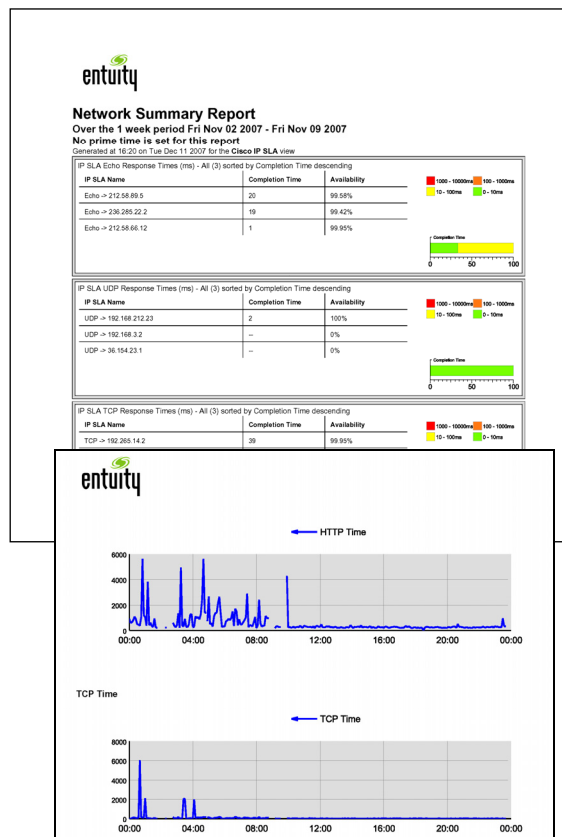
EYE currently supports these Cisco IOS IP SLAs operations:

- DHCP
- DNS
- HTTP Get
- HTTP Raw
- ICMP Echo
- ICMP Echo Path
- TCP Connect
- UDP Echo
- UDP Jitter.

Within EYE these paired links can be grouped together to form end-to-end paths (EEPs). EEPs can be created to monitor both client-server and infrastructure performance.

IP SLA information can be viewed interactively and through several reporting options in EYE including:

- the Network Summary report, with each operation detailed through its own panel
- Flex Reports.

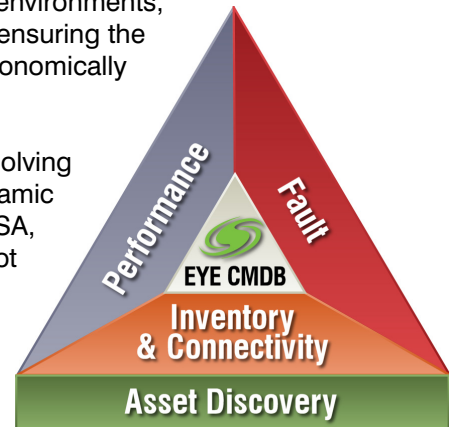


Web-based and real-time graphing of service delivery against SLAs

Eye of the Storm Summary

Entuity offers a complete line of contemporary network management solutions for reducing operational costs while improving services delivery – affordable enterprise class management. Eye of the Storm® (EYE) network management solutions enable IT organizations to quickly and materially reduce costs, and to deliver - and prove - the service levels expected by its customers. EYE gives you insight, control, and predictability of your network's performance and availability - from the core to the edge - with a range of products at price points to match your business model. The EYE product line helps businesses realize the maximum benefit of today's distributed applications, virtualized environments, network-based services, and contemporary data sharing strategies by ensuring the foundational resource for all these initiatives – the network – is economically deployed and optimally performing.

Entuity's customers include Global 2000 companies proactively solving mission-critical business initiatives, leveraging complex and dynamic distributed network environments. A sampling includes: ABB, ACSA, Amtrak, Astra Zeneca, BMC Software, IBM Global Services, Perot Systems, The Royal Bank of Scotland, SASSA, Sony, Visteon, and WorldPay.



Eye of the Storm Enterprise Network Suite

EYE Enterprise Network Suite is the company's flagship scalable, multi-server solution for medium to large enterprises managing the largest and most dynamic networks for some of the most demanding organizations in the world. EYE Enterprise delivers network control and predictability enabling enterprises, system integrators and MSPs to manage network services and assets, meet service level commitments, implement best practices in service delivery, and even develop and monitor Green IT initiatives.

EYE automatically and continually discovers and captures in-depth network data and analytics, and provides integrated fault, device- and flow-based performance management capabilities that help enterprises, service providers, and system integrators reduce network downtime, commit to, deliver, assure and prove service levels, and ensure network configuration compliance. Real-time notifications of physical network and configuration changes, visibility to virtual servers and environments, and open data accessibility prevent user-impacting business service interruptions and enable transparent business-level reporting through high level and detailed reports, corporate dashboards, or mash-ups.

EYE NPE Integrated SME Network Suite

The Entuity Eye of the Storm Network Professional Edition (EYE NPE) is a new class of network management solution focused on the needs of small to medium enterprises (SMEs). It allows SMEs to manage their networks using enterprise-class technology at an affordable price. EYE NPE provides SMEs with a live, accurate view of their network in order to reduce network downtime and ensure optimal network operation so critical business initiatives can be effectively deployed and efficiently maintained.

EYE NPE provides a succinct suite of the most important functionality for network management, presented in an easy to use, quickly to deploy format. EYE NPE delivers extremely fast time to value and low total cost of ownership, resulting in superior overall price-performance. Its wide range of capabilities are the practical middle ground between single function point utilities and tools that are difficult and costly to integrate, and heavily laden frameworks that are difficult to deploy, learn, use, and expensive to support. EYE NPE enables SMEs to quickly and optimally manage their networks.

To learn more about EYE NPE for SMEs or Eye of the Storm Enterprise for medium and large enterprises, please contact your local Entuity office, visit www.entuity.com, or email info@entuity.com.



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