

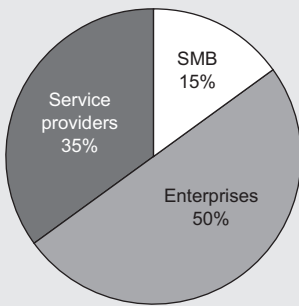
AT A GLANCE

**Product or managed service:**  
Product

**SLA types:** Applications, LAN, Security, Systems/servers, WAN, Web services

**Vertical industries targeted:**  
Financial services, healthcare, education, government, legal

**Target customers:**



SLM FEATURES

- ✓ Internal SLA definition
- ✓ Service level objectives definition
- ✓ External SLA definition
- ✓ Toolkits allowing for customization
- Workflow integration
- Modeling basic business processes
- Active end-user monitoring
- Passive end-user monitoring
- ✓ Multi-tiered SLA management
- User roles in service delivery
- ✓ Tracking SLA terms & conditions
- ✓ Service catalog
- ✓ Proactive SLM via trending
- Non IT-oriented SLA metrics
- ✓ BPM integration
- Other:

**Distinguishing Features**

- Integrated performance, availability, and resource management
- Ease of use and maintenance
- Integrated data management kernel and historical database
- Reporting engine for real-time and scheduled reports
- Real-time root cause analysis, trending to predict business impact, and early warning system

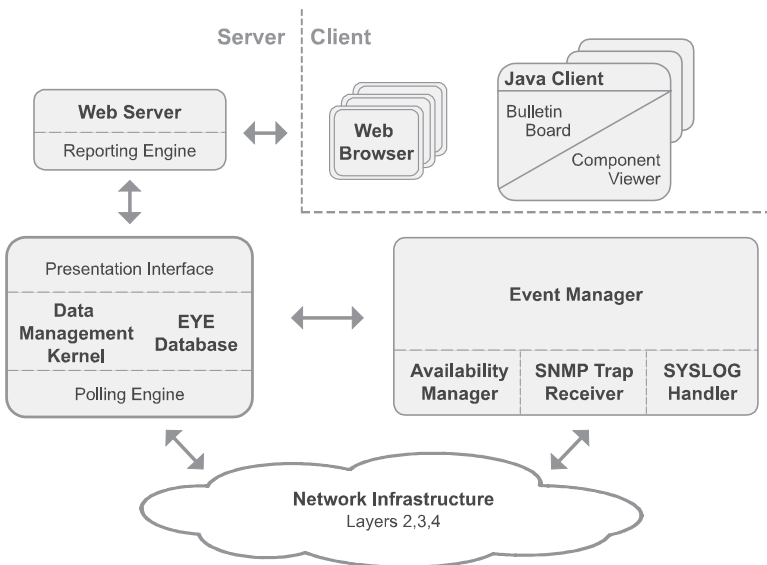
**Entuity, Inc.**

**Product Summary**

Eye of the Storm (EYE) 3.5 proactively assesses behavior patterns and interprets the delta between expected and actual behavior. It effectively consolidates multi-layered data to differentiate normal network usage from true cause or trend, and delivers complete reporting to help IT organizations actively manage business assurance and communicate their role in meeting business imperatives.

EYE 3.5's reports provide the single greatest benefit of the solution. EYE generates reports from intelligent queries that specify the required data and how it should be presented. The reporting engine uses XML and XSLT techniques to manipulate the data and delivers the resulting reports via the Web server in PDF, HTML, CSV (delimited ASCII), and XML formats. Predefined, analytic reports leverage the extensive network inventory, complete with identifiers such as location, version numbers, model numbers, and serial numbers, along with performance, availability and resource utilization statistics. The identifiers enhance the management of maintenance contracts, simplify change tracking, and identify old versions of software that need to be updated. FLEX Reports are customizable reports that can be generated on demand or at scheduled intervals.

EYE 3.5 also supports Service Assurance Agent (SAA), with which many Cisco devices are instrumented. EYE 3.5 provides integration with the SAA probes, including Echo, UDP, TCP, HTTP, DNS, Jitter, and DHCP. As a result, EYE can measure *end-to-end* availability, latency, and jitter between any two points across the network. Probes can be configured to highlight unacceptable levels of performance that might affect sensitive applications, such as VoIP and real-time video streaming.



*Architectural Diagram for Entuity, Inc.*

**Entuity, Inc.**

**Best Practices**

**Support for SLM best practices:** ITIL, Six Sigma, TMF

**ITIL service support:** Service desk, Incident management, Problem management, Configuration management, Change management, Release management

**ITIL service delivery:** Service level management, Financial management, Capacity management, IT service continuity management, Availability management

**Integration/Data Collection**

**Integration with IT management products:** API enables integration with IBM/Tivoli, HP OpenView, Micromuse, SMARTS, and others.

**Data sources:** Via SNMP, TCP, SAA, ping, syslog, TCP port probing, plus SAA and all seven of its agents.

**Operations/Pricing**

**Operating systems supported:** Windows 2003, Windows XP, Solaris, Linux Red Hat.

**Pricing model:** Per server and other managed elements.

**List price:** Price starts at \$50,000 for smaller enterprise installations.

**Maintenance fee costs:** 20% of list price.

**Maintenance agreement levels:** This information was not provided by the vendor.

REPORTING & VIEWING	
✓	Historical SLM summary
✓	Business-oriented view
✓	Web-based
✓	Real-time
✓	Operational
	Dashboards
✓	Executive-level
✓	Financial
	Scorecards
✓	Other: Various reports as noted in the Product Summary

CUSTOMIZATION CAPABILITIES	
	Out-of-the-box
	Minimal
✓	Flexible, but not typical
	Flexible, typically utilized
	Most installations customized

AUTOMATED CAPABILITIES	
✓	Alarming based on thresholds
✓	Automated reporting
✓	Autodiscovery of systems & metrics
✓	Wizards/templates for deployment
✓	Policy-based management
✓	Automated failover
	Other:

METRICS GATHERED AND REPORTED	
✓	Availability
✓	Performance
✓	Response time
✓	Transaction volume
✓	Business application metrics
✓	Key performance indicators
✓	Other: Metrics from seven SAA probe types

**Entuity, Inc.****EMA Viewpoint****Summary**

Eye of the Storm from Entuity collects granular performance data from applications, servers, and network components. It uses only its own data and is not suitable to those organizations seeking a solution that will extract data from other management toolsets. EYE provides visibility into Layers 2, 3, and 4, providing users with the contextual relationships that help to reduce MTTR and to make efficient use of the IT infrastructure. The Entuity solution collects and stores IT infrastructure statistics by polling with granularity to track issues as they are occurring. This enables a very accurate infrastructure component inventory in dynamic environments that experience frequent device adds, moves, and changes.

EYE has enhanced service-centric features, such as Inventory Manager, Business Service ID, and Performance Ticker. It also has a report card feature on page network fitness assessments, and provides SLA reporting across application, system, and network IT infrastructure components. The Performance Ticker enables NOC personnel to monitor performance trend indicators in real time instead of being notified that individual events have occurred historically. The Business ID feature allows infrastructure components to be grouped by services to the customer. The on-demand reporting provided within the solution allows organizations to keep pace with the rapid change inherent in today's ever-shifting network infrastructures.

**Strengths**

- Offers coverage for fault, performance, and inventory in a single solution
- Users are able to easily introduce new types of network objects, such as SANs, VoIP switches, and WAN devices, and bring them into the overall IT management environment
- On-demand reporting

**Limitations**

- Does not provide passive or active end-user experience monitoring
- Depends strictly on data from Entuity products

**COMPANY INFORMATION**

<b>Address:</b>	125 W. 55th St. New York, NY 10019	<b>Founded:</b>	1997
<b>Phone:</b>	212.489.0559	<b>Employees:</b>	50
<b>Web:</b>	www.entuity.com	<b>Yrs. in SLM:</b>	Seven years