



Achieve **Zero-Downtime** with  
**NetGain Enterprise Manager**<sup>™</sup>

# IT Infrastructure Management

A large, faint background graphic of a globe with network lines and server racks, symbolizing global IT infrastructure.

# Company Background

- NetGain Systems, a Singapore-based manufacturer and provider of IT infrastructure management solutions, is founded in 2002
- Investors include the Singapore Economic Development Board (Govt EDB) and several other private VCs
- Founded by experienced software professionals from infrastructure and applications support domain
- HQ and R&D center is based in Singapore
- Key success stories in China and Singapore ,currently expanding worldwide



Custom  
monitors

Servers

Operating  
Systems

Web sites



Switches  
Routers

Firewalls



Storage  
Devices

Services

Database

Apps



# Concept

To provide an **end to end** monitoring solution for all customers which covers :

- Automated, **accurate** emergency notification
- Web-based messaging to **create and communicate** events
- Self-service, web-based notification list and personnel maintenance ensures **accuracy** in broadcast, dispatch and escalation
- Access-controlled, real-time web reporting (drill-down to summary, group, device, person levels)

# Key differentiators

- Hardware-based appliance, **quick to deploy** and configure
- **Fully web-based**, extremely **user-friendly** and **easy** to use (as long as you know how to use Internet Explorer)
- **Comprehensive monitoring** of networks, systems, applications and services, in a **single solution**, all-in-a-box!
- Monitors from a **business-perspective**
- **Intelligent** alarm filtering, de-duplication and correlation
- Extremely **cost-effective** solution



## Your IT Infrastructure environment

1 . Periodically collects status and performance data from your IT network .



2. Processes collected data  
3. Checks data against threshold settings .  
4. Saves status data to built-in database



4. Generates notifications if there are any problems .

SMS , Emails , Popups , Audio Alarms

6. Operators login to “Webview” to access systems’ status information and reports .



# Access WebView console from anywhere, anytime!










# GUI screen shots

NetGain Enterprise Manager - Evaluation v4.0.1 build 45












[ Overall view ] [ Alarms ] [ SLA report ] [ Auto discovery ] [ Show menus ] User: root [ LOGOUT ]

Dashboard Status list Tree view Quick view Status search Refreshing every 60 seconds [ Customize ] 2006/11/16 (Thu), 13:02:31

### Business view

 ORACLE Services	 SUN Servers	 SYBASE Services	 E-Commerce	 File Service	 Internet Banking	 Service Level Agreements
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### Device view

 Nortel Devices	 SUN Servers	 CISCO Devices	 Windows Servers	 Storage Devices	 Huawei Switches	 Passport 86 Series	 BayStack Switches	 DLink Switches	 Linux Computer
 Windows PC									

Individual monitor status  
Green for good,  
Red for error

1060 Alarms acknowledged by me:0 Alarms not acknowledged within 5 mins:1014 Alarms owned by me:0 Critical alarms:1003 Major alarms:7 Minor alarms:1 CPU (Se  
NetGain Systems™ 2002-2006 © All rights reserved

# GUI screen shots

View  
alarms

**NetGain Enterprise Manager (demo) - Evaluation v4.0.1 build 36** [LOGOUT]

[ Overall view ] [ Alarms ] [ SLA report ] [ Auto discovery ] [ Show menus ]

Search

**Alarm Management::Current alarms** Last updated: 2006/09/20 (Wed), 12:09:44

All Alarms Total count: 11 Query time: 0 secs [ Current summary ] [ History alarms ] [ Category settings ] [ Notify rules ]

Time range: Last 3 hrs Refresh: 30 secs Problem filter: Object filter: Filter

Severity	Ack	Specific Problems	Object	Update Time	Count	
CRITICAL		OS Process (SNMP): State does not contain running	NetGain:process-ksoftirqd_CPU0	2006/09/20 12:08:44	>300	
CRITICAL		Virtual Memory: Blocked processes > 10	hs-sf4800:Virtual Memory	2006/09/20 12:08:44	7	
CRITICAL		OS Process (SNMP): State does not contain running	NetGain:process-kscand/Normal	2006/09/20 12:08:44	>300	
CRITICAL		OS Process (SNMP): State does not contain running	NetGain:process-ioss_linuxd	2006/09/20 12:08:44	>300	
CRITICAL		OS Process (SNMP): State does not contain running	NetGain:process-kjournald	2006/09/20 12:08:44	>300	
MAJOR		ARP Table: Total Entries > 10	ServerSW1:ARP Table	2006/09/20 12:08:44	>300	
CRITICAL		CPU (Server): Total CPU Utilization > 80%	NETGAIN_SS:CPU (Server)	2006/09/20 12:08:44	9	
CRITICAL		Virtual Memory: Blocked processes > 10	pd880:Virtual Memory	2006/09/20 12:08:44	84	
CRITICAL		OS Process (SNMP): State does not contain running	NetGain:process-snmpd	2006/09/20 12:08:44	>300	
CRITICAL		ARP Table: Total Entries > 99	ServerSW1:ARP Table	2006/09/20 10:55:36	>300	
CRITICAL		CPU (Server): Total CPU Utilization > 90%	hs-sf4800:CPU	2006/09/20 10:10:54	>300	

Simulate alarms

Business Availability:100.0% Device Availability:97.96% All Al

Easily configure  
alarm thresholds

Status list Last updated: 2006/09/20 (Wed), 12:12:14

/root/Device View/SUN Servers/ **pd880 (10.228.48.80)** Refresh: 1 min  Submit

Status	Name	Last Status Text	Update Time				
	Virtual Memory	Run queue length = 96.0, Virtual Memory: Blocked processes > 10	2006/09/20 12:11:47				
	CPU (Server)	Total CPU Utilization = 56.0%	2006/09/20 12:11:47				
	CharGenService-TCP	Response Time = 25.0ms	2006/09/20 12:11:47				
	DaytimeService-TCP	Response Time = 41.0ms	2006/09/20 12:11:47				
	EchoService-TCP	Response Time = 47.0ms	2006/09/20 12:11:47				
	FTP	Response Time = 82.0ms	2006/09/20 12:11:47				
	IO Status	Read bytes = 37.0kbytes/s	2006/09/20 12:11:47				
	Load Average	Load Average = 72.0jobs	2006/09/20 12:11:47				
	Memory	Memory Utilization = 73.0%	2006/09/20 12:11:47				
	Ping	Response Time = 92.0ms	2006/09/20 12:11:47				
	SMTPService	Response Time = 91.0ms	2006/09/20 12:11:47				
	Swap Space	Used Swap = 74.0MB	2006/09/20 12:11:47				
	TimeService-TCP	Response Time = 17.0ms	2006/09/20 12:11:47				
	ge0	Input Rate = 9.0Kbps	2006/09/20 12:12:13				

[ Object info ] [ Discover monitors ] [ Add monitor group ] [ Add monitor ] [ Bulk modify ]

Monitor Type: **Virtual Memory**    Object Label: **/root/Device View/SUN Servers/pd880/Virtual Memory**

Label:

Enabled:

Temporarily Ignore Status:

Save history:

Interval:

Timeout(ms):

Retries:

Hostname/IP:

Method:

Login name:

Login password:

#### Threshold settings

☒     
  ☒ Generate alarm ☒ Auto clear

☒    ...  
  ☒ Generate alarm ☒ Auto clear

☒     
  ☒ Generate alarm ☒ Auto clear

☐     
  ☒ Generate alarm ☒ Auto clear

[More...](#)

Status list - Microsoft Internet Explorer

Refresh: 1 min Disable monitoring Submit

Status	Name	Last Status Text	Update Time				
	Fans	All normal	2006/10/05 14:30:21				
	Module Temperatures	All normal	2006/10/05 14:30:21				
	Sensors	All normal	2006/10/05 14:30:20				
	Sensors celsius	All normal	2006/10/05 14:30:2				
	intf81	Link is non-operational	2006/10/05 14:30:08				
	MemoryMonitor	Memory Utilization:74.73%	2006/10/05 14:30:05				
	intf15	No previous measurement. Wait for next update	2006/10/05 14:30:08				
	intf17	No previous measurement. Wait for next update	2006/10/05 14:30:05				
	intf7	No previous measurement. Wait for next update	2006/10/05 14:30:11				
	Ping	Response time: 2.013ms	2006/10/05 14:30:11				
	intf258	Traffic IN:0.01Kbps OUT:0.82Kbps	2006/10/05 14:30:06				
	intf50	Traffic IN:0.01Kbps OUT:0.8Kbps	2006/10/05 14:30:21				
	intf285	Traffic IN:0.01Kbps OUT:2.43Kbps	2006/10/05 14:30:06				
	intf59	Traffic IN:0.01Kbps OUT:2.43Kbps	2006/10/05 14:30:13				
	intf293	Traffic IN:0.01Kbps OUT:2.47Kbps	2006/10/05 14:30:05				
	intf297	Traffic IN:0.01Kbps OUT:3.24Kbps	2006/10/05 14:30:12				
	intf276	Traffic IN:0.02Kbps OUT:0.82Kbps	2006/10/05 14:30:11				
	intf298	Traffic IN:0.02Kbps OUT:2.41Kbps	2006/10/05 14:30:12				
	intf207	Traffic IN:0.02Kbps OUT:2.44Kbps	2006/10/05 14:30:13				
	intf90	Traffic IN:0.03Kbps OUT:2.44Kbps	2006/10/05 14:30:13				
	intf11	Traffic IN:0.04Kbps OUT:0.86Kbps	2006/10/05 14:30:10				
	intf231	Traffic IN:0.05Kbps OUT:1.71Kbps	2006/10/05 14:30:12				
	intf216	Traffic IN:0.06Kbps OUT:1.72Kbps	2006/10/05 14:30:13				
	intf115	Traffic IN:0.06Kbps OUT:2.43Kbps	2006/10/05 14:30:20				
	intf154	Traffic IN:0.07Kbps OUT:2.44Kbps	2006/10/05 14:30:12				

View historical reports

View historical reports  
and export to various  
formats



Status list - Microsoft Internet Explorer

/root/Device view/ **Module Temperatures** Refresh: 1 min Disable monitoring Submit

Status	Name	Last Status Text ↕	Update Time					
	Module 1 Switch-Eng Intake	Temperature:20°C, Status:Normal	2006/10/05 14:30:09					<input type="checkbox"/>
	Module 2 Switch-Eng Intake	Temperature:20°C, Status:Normal	2006/10/05 14:30:12					<input type="checkbox"/>
	Module 2 Intake	Temperature:21°C, Status:Normal	2006/10/05 14:30:21					<input type="checkbox"/>
	Module 2 Switch-Eng Exhaust	Temperature:21°C, Status:Normal	2006/10/05 14:30:08					<input type="checkbox"/>
	Module 1 Intake	Temperature:22°C, Status:Normal	2006/10/05 14:30:20					<input type="checkbox"/>
	Module 1 Switch-Eng Exhaust	Temperature:22°C, Status:Normal	2006/10/05 14:30:11					<input type="checkbox"/>
	Module 16 MSFC Intake	Temperature:23°C, Status:Normal	2006/10/05 14:30:07					<input type="checkbox"/>
	Module 3 Intake	Temperature:23°C, Status:Normal	2006/10/05 14:30:21					<input type="checkbox"/>
	Module 7 Intake	Temperature:23°C, Status:Normal	2006/10/05 14:30:10					<input type="checkbox"/>
	Chassis VTT1	Temperature:24°C, Status:Normal	2006/10/05 14:30:18					<input type="checkbox"/>
	Chassis VTT2	Temperature:24°C, Status:Normal	2006/10/05 14:30:08					<input type="checkbox"/>
	Module 4 Exhaust	Temperature:24°C, Status:Normal	2006/10/05 14:30:13					<input type="checkbox"/>
	Module 6 Intake	Temperature:24°C, Status:Normal	2006/10/05 14:30:10					<input type="checkbox"/>
	Module 8 Intake	Temperature:24°C, Status:Normal	2006/10/05 14:30:11					<input type="checkbox"/>
	Module 15 MSFC Intake	Temperature:25°C, Status:Normal	2006/10/05 14:30:11					<input type="checkbox"/>
	Module 3 Exhaust	Temperature:25°C, Status:Normal	2006/10/05 14:30:08					<input type="checkbox"/>
	Module 4 Intake	Temperature:25°C, Status:Normal	2006/10/05 14:30:05					<input type="checkbox"/>
	Module 5 Intake	Temperature:25°C, Status:Normal	2006/10/05 14:30:08					<input type="checkbox"/>
	Module 9 Intake	Temperature:25°C, Status:Normal	2006/10/05 14:30:10					<input type="checkbox"/>
	Module 2 Exhaust	Temperature:26°C, Status:Normal	2006/10/05 14:30:08					<input type="checkbox"/>
	Module 5 Exhaust	Temperature:26°C, Status:Normal	2006/10/05 14:30:11					<input type="checkbox"/>
	Module 8 Exhaust	Temperature:26°C, Status:Normal	2006/10/05 14:30:10					<input type="checkbox"/>
	Module 9 Exhaust	Temperature:26°C, Status:Normal	2006/10/05 14:30:12					<input type="checkbox"/>
	Module 16 MSFC Exhaust	Temperature:27°C, Status:Normal	2006/10/05 14:30:08					<input type="checkbox"/>
	Module 7 Exhaust	Temperature:27°C, Status:Normal	2006/10/05 14:30:11					<input type="checkbox"/>

Status list - Microsoft Internet Explorer

/root/Device view/ Fans Refresh: 1 min Disable monitoring Submit

Status	Name	Last Status Text	Update Time				
	Cisco Fan Monitor 1: Chassis Fan 1	Fan Status:Normal	2006/10/05 14:30:21				
	Cisco Fan Monitor 2: Power Supply 1 Fan	Fan Status:Normal	2006/10/05 14:30:13				
	Cisco Fan Monitor 3: Power Supply 2 Fan	Fan Status:Normal	2006/10/05 14:30:11				

[ Object info ] [ Discover monitors ] [ Add monitor group ] [ Add monitor ] [ Bulk modify ]

Status list - Microsoft Internet Explorer

/root/Device view/ SUN Servers/ Oracle Database Server/ Clearq Database Refresh: 1 min Enable n

Status	Name	Last Status Text	Update Time				
	Oracle DB Status (JDBC) - Clearq	State:READ WRITE ; Current Session:16	2006/09/18 09:48:27				
	Oracle Process (Agent)	All clearq ORACLE processes up & running	2006/09/18 09:48:06				
	Oracle Process Memory clearq	SMON memory:0, PMON memory:0, DBW0 memory:0, LGWR memory:0, CKPT memory:0, RECO memory:0,	2006/09/18 09:48:08				
	Oracle System Tablespace (JDBC) - clearq	INDEX:0.04%; RBS:20.75%; SYS:58.04%; USERS:0%; TEMP:10.67%	2006/09/18 09:48:31				
	Oracle User Tablespace (clearq) - cqschema_2002	Table Space Utilization:14.53%	2006/09/18 09:48:31				

[ Object info ] [ Discover monitors ] [ Add monitor group ] [ Add monitor ] [ Bulk modify ]

Status list - Microsoft Internet Explorer provided


/root/Device view/Storage Devices/NetApps Refresh: 1 min Enable

Status	Name	Last Status Text	Update Time				
	Diskspace monitors	All normal	2006/10/27 08:57:02				<input type="checkbox"/>
	NetApps QTree monitors	All normal	2006/10/27 08:57:37				<input type="checkbox"/>
	NetAppsCPUMonitor	CPU Utilization:1%	2006/10/27 08:57:02				<input type="checkbox"/>
	NetAppsDataTransferMonitor	Receive rate:17.733KB/s, Transmit rate:3.834KB/s	2006/10/27 08:57:02				<input type="checkbox"/>
	NetAppsDiskRWMonitor	Read rate:56.173KB/s, Write rate:60.651KB/s	2006/10/27 08:57:02				<input type="checkbox"/>
	NetAppsFanMonitor	Message:There are no failed fans.,Failures:0	2006/10/27 08:57:02				<input type="checkbox"/>
	NetAppsOpsMonitor	NFS Ops:6.747ops/s, CIFS Ops:0.328ops/s, HTTP Ops:0ops/s	2006/10/27 08:57:02				<input type="checkbox"/>
	NetAppsPowerSupplyMonitor	Message:There are no failed power supplies.,Failures:0	2006/10/27 08:57:02				<input type="checkbox"/>
	NetAppsStatusMonitor	Message:The system's global status is normal. ,Status (3=OK,5=Critical):3	2006/10/27 08:57:02				<input type="checkbox"/>
	NetAppsTapeRWMonitor	Read rate:0KB/s, Write rate:0KB/s	2006/10/27 08:57:02				<input type="checkbox"/>
	NetAppsTempMonitor	Status(1=OK,2=Critical):1	2006/10/27 08:57:02				<input type="checkbox"/>
	Ping	Response time: 35.988ms	2006/10/27 08:57:02				<input type="checkbox"/>
	e0a	Traffic IN:144.94Kbps OUT:30.93Kbps	2006/10/27 08:57:02				<input type="checkbox"/>
	e3a	Traffic IN:0.0Kbps OUT:0.0Kbps	2006/10/27 08:57:02				<input type="checkbox"/>
Disabled	e0b	-----	-----				<input type="checkbox"/>
Disabled	e0c	-----	-----				<input type="checkbox"/>
Disabled	e0d	-----	-----				<input type="checkbox"/>
Disabled	e3b	-----	-----				<input type="checkbox"/>
Disabled	vh	-----	-----				<input type="checkbox"/>

Status list - Microsoft Internet Explorer















































































/root/Device view/ NetApps QTree monitors Refresh: 1 min Enable monit

Status	Name	Last Status Text	Update Time				
	/vol/vol0/ait	Utilization:63.72%, Limit:0.9766 GB, Used:0.6222 GB, Files:1402(no limit)	2006/10/27 09:01:01				
	/vol/vol0/alpr	Utilization:3.68%, Limit:0.4883 GB, Used:0.018 GB, Files:20(no limit)	2006/10/27 09:01:01				
	/vol/vol0/an	Utilization:100.0%, Limit:1 GB, Used:1.0006 GB, Files:1417(no limit)	2006/10/27 09:01:01				
	/vol/vol0/bgf	Utilization:74.85%, Limit:2 GB, Used:1.4969 GB, Files:27920(no limit)	2006/10/27 09:01:01				
	/vol/vol0/bootload	Utilization:8.01%, Limit:9 GB, Used:0.7213 GB, Files:478(no limit)	2006/10/27 09:01:00				
	/vol/vol0/bts1x	Utilization:90.51%, Limit:9.7656 GB, Used:8.8385 GB, Files:119738(no limit)	2006/10/27 09:01:01				
	/vol/vol0/busdev	Utilization:73.81%, Limit:2 GB, Used:1.4763 GB, Files:6661(no limit)	2006/10/27 09:01:00				
	/vol/vol0/cdmase	Utilization:62.58%, Limit:69 GB, Used:43.1826 GB, Files:96231(no limit)	2006/10/27 09:01:01				
	/vol/vol0/colnotes	Utilization:38.93%, Limit:20 GB, Used:7.7855 GB, Files:57333(no limit)	2006/10/27 09:01:00				
	/vol/vol0/diverse	Utilization:0.38%, Limit:0.4883 GB, Used:0.0018 GB, Files:51(no limit)	2006/10/27 09:01:00				
	/vol/vol0/ef	Utilization:50.2%, Limit:18 GB, Used:9.0365 GB, Files:129381(no limit)	2006/10/27 09:01:01				
	/vol/vol0/elopsys	Utilization:0.0%, Limit:0.4883 GB, Used:0 GB, Files:7(no limit)	2006/10/27 09:01:01				
	/vol/vol0/eprise	Updating in progress	2006/10/27 09:01:21				
	/vol/vol0/gsr	Utilization:22.37%, Limit:0.4883 GB, Used:0.1092 GB, Files:7503(no limit)	2006/10/27 09:01:00				
	/vol/vol0/hkcc3	Utilization:96.97%, Limit:5 GB, Used:4.8487 GB, Files:100144(no limit)	2006/10/27 09:01:00				
	/vol/vol0/hkcc3nms	Utilization:97.01%, Limit:2.4414 GB, Used:2.3684 GB, Files:12523(no limit)	2006/10/27 09:01:01				
	/vol/vol0/hsdpa-ap	Utilization:68.99%, Limit:3 GB, Used:2.0697 GB, Files:49841(no limit)	2006/10/27 09:01:01				
	/vol/vol0/libr	Utilization:100.0%, Limit:1.4648 GB, Used:1.4689 GB, Files:33218(no limit)	2006/10/27 09:01:01				
	/vol/vol0/ipright	Utilization:17.38%, Limit:0.4883 GB, Used:0.0849 GB, Files:161(no limit)	2006/10/27 09:01:01				
	/vol/vol0/iwf	Updating in progress	2006/10/27 09:01:13				


**Status list - Microsoft Internet Explorer provided**

/root/Device view **Netbackup Server**

Refresh: 1 min

Status 	Name	Last Status Text	Update Time				
	 CPU	CPU Utilization:11%	2006/10/27 08:45:07				
	 Disk Monitors	All normal	2006/10/27 08:30:16				
	 Load Average	Uptime: 9:16am up 107 day(s), 21:59, 0 users, load average: 0.18, 0.04, 0.03	2006/10/27 08:45:05				
	 Memory monitor	Memory total:512MB, used:173MB(34%)	2006/10/27 08:45:06				
	 NetBackup Jobs Statistics	Size:138GB, Files:279953, Max job time:08hrs:20min Todays total jobs:2 Success:1 Failed:0 Partial:1	2006/10/27 08:45:05				
	 NetBackup Tape Status	Veritas Netbackup Tape Drive OK	2006/10/27 08:45:05				
	 OS Process bpdbm	1 process(es) bpdbm alive (357)	2006/10/27 08:45:03				
	 OS Process bpjobd	1 process(es) bpjobd alive (466)	2006/10/27 08:45:05				
	 OS Process bprd	1 process(es) bprd alive (347)	2006/10/27 08:45:13				
	 Ping	Response time: 1.221ms	2006/10/27 08:45:07				
	 Swap Space	Total Swap:1025MB, Used Swap:20MB, Swap Utilization:1%	2006/10/27 08:45:07				
	 Virtual Memory	Processes run:0, blocked:0, swapped:0	2006/10/27 08:45:07				
	 ge0	Traffic IN:1.47Kbps OUT:0.56Kbps	2006/10/27 08:45:01				

Show current alarms

[ Object info ] [ Discover monitors ] [ Add monitor group ] [ Add monitor ] [ Bulk modify ]

Status list

Last updated: 2006/10/16 (Mon), 23:40:39

/root/Business View/Service Level Agreements/Applications SLA/ **ORACLE SLA**

Refresh: 1 min

Enable monitoring

Status	Name	Last Status Text	Update Time				
	hs-sf4800 (10.228.48.73)	There are 3 failures	2006/10/16 23:40:39				
	HSGD-OA (10.228.48.65)	All normal	2006/10/16 23:40:39				
	HSGD_ORACLE (10.228.48.9)	All normal	2006/10/16 23:40:39				

Show current alarms

Execute

[ Object info ]

[ Add service ]

[ Add service dependency ]

[ Add monitor ]

[ Bulk modify ]

Status list

Last updated: 2006/10/16 (Mon), 23:41:30

/root/Device View/SUN Servers/ **hs-sf4800 (10.228.48.73)**

Refresh: 1 min

Enable monitoring

Submit

Show current alarms

Execute


[ Object info ]

[ Discover monitors ]

[ Add monitor group ]

[ Add monitor ]

[ Bulk modify ]

NETGAIN  
SYSTEMS  
KEEPS IT RUNNING

NetGain Enterprise Manager (demo) - Evaluation v4.0.1 build 36

Username: root [ LOGOUT ]

[ Overall view ] [ Alarms ] [ SLA report ] [ Auto discovery ] [ Show menus ]

Search

Alarm Management::Alarm Settings::Notify settings

Last updated: 2006/09/20 (Wed), 12:16:45

SMTP Server:

SMTP User:  SMTP Password:  SMTP Authentication: ☐

From EMail Address:

SMS Server:  SMS Server Port:

Save

Send testing e-mail

EMail Address:

Mail Subject:

Mail Body:  Test

Send testing SMS

Mobile:  Test

Alerts can be configured to be sent via SMS , Email etc

33% All Alarms:729 Service-related alarms:0 Device-related alarms:729 Alarms acknowledged by me:0 Alarms not acknowledged within 5 mins:729 Alarms owned by me:

## NetGain Enterprise Manager - Evaluation v4.0.1 build 45

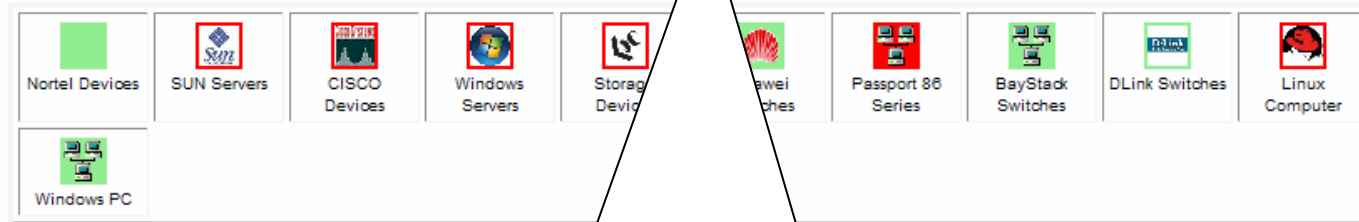
[ Overall view ] [ Alarms ] [ SLA report ] [ Auto discovery ] [ Show menus ] User: root [ LOGOUT ]

Dashboard Status list Tree view Quick view Status search Refreshing every 60 seconds [ Customize ] 2006/11/16 (Thu), 13:02:31

### Business view




### Device view



Customized views can be created based on your company's businesses or services , eg you can group you machines into infrastructure , applications etc


1060 Alarms acknowledged by me:0 Alarms not acknowledged within 5 mins:1014 Alarms owned by me:0 Critical alarms:1003 Major alarms:7 Minor alarms:1 CPU (Se  
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**NetGain Enterprise Manager (demo) - Evaluation**  
v4.0.1 build 36




Username: root  
[ LOGOUT ]


[ Overall view ] [ Alarms ] [ SLA report ] [ Auto discovery ] [ Show menus ]


 Overall view Last updated: 2006/09/20 (Wed), 12:24:55

Dashboard Tree view Status list Quick view Status search Refreshing every 15 seconds Customize

/ root / Business View / **Internet Banking**

 Servers
  Networks
  Databases


Status 	Monitor Type	Name	Last Status Text	Update Time
Alarms: 0    Device-related alarms: 729    Alarms acknowledged by me: 0    Alarms not acknowledged within 5 mins: 729    Alarms owned by me: 0				



**NetGain Enterprise Manager (demo) - Evaluation v4.0.1 build 36**

Username: root  
[ LOGOUT ]

[ Overall view ] [ Alarms ] [ SLA report ] [ Auto discovery ] [ Show menus ]


 SLA report Last updated: 2006/10/16 (Mon), 23:35:39

/Business View/ **Service Level Agreements**

Name	Description	
Server SLA		<input checked="" type="checkbox"/>
Applications SLA		<input checked="" type="checkbox"/>
Co-related SLA's		<input checked="" type="checkbox"/>

Start date: 2006 Oct 1  
End date: 2006 Oct 16


Business Availability:87.09%    Device Availability:97.4%    All Alarms:735    Service-related alarms:0    Device-related alarms:735    Alarms acknowledge



**NetGain Enterprise Manager (demo) - Evaluation v4.0.1 build 36**

Username: root  
[ LOGOUT ]

[ Overall view ] [ Alarms ] [ SLA report ] [ Auto discovery ] [ Show menus ]

 SLA report Last updated: 2006/10/16 (Mon), 23:37:26

/Business View/Service Level Agreements/ **Applications SLA**

Name	Description	
ORACLE SLA		<input checked="" type="checkbox"/>

Start date: 2006 Oct 1  
End date: 2006 Oct 16

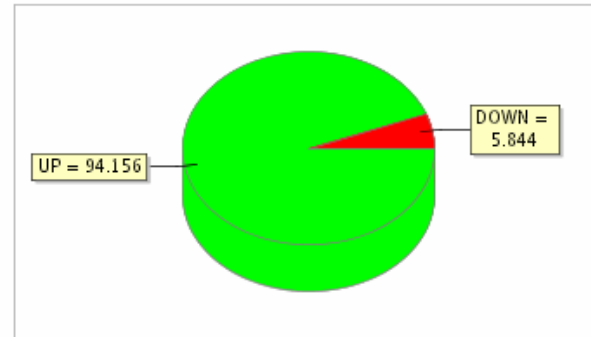
Business Availability:8

Start date:2006/10/01 End date:2006/10/16

**Service Name: Service Level Agreements/Applications SLA/ORACLE SLA**    **Service Availability: 94.1559%**    **Average Down Time: 22 hours, 26 minutes**

**Average measurements**

CPU (Server)-CPU Utilization (idle):	48.04 %
CPU (Server)-CPU Utilization (nice):	48.07 %
CPU (Server)-CPU Utilization (system):	48.05 %
CPU (Server)-CPU Utilization (user):	48.03 %
CPU (Server)-Total CPU Utilization:	48.01 %
Disk-Disk Utilization:	49.35 %
FTP-Response Time:	63.17 ms
FTP-Transfer Rate:	63.09 bytes/s
IP Interface-Input Rate:	51.16 Kbps
IP Interface-Input Unicast Packet Rate:	51.07 pkts/s
IP Interface-Input Utilization:	51.07 %
IP Interface-Output Rate:	51.14 Kbps
IP Interface-Output Unicast Packet Rate:	51.03 pkts/s
IP Interface-Output Utilization:	51.08 %
Memory-Memory Utilization:	49.86 %
Paging Space-Page In(pi):	49.44
Paging Space-Page Out(po):	49.39
Paging Space-Paging Space:	49.34 MB
Paging Space-Paging Space Used:	49.42 MB
Paging Space-Paging Space Utilization:	49.48 %
Ping-Lost Packets:	52.03 %
Ping-Response Time:	51.98 ms
Swap Space-SwapSpace Utilization:	53.35 %
Swap Space-Used Swap:	53.38 MB
Virtual Memory-Blocked processes:	43.98
Virtual Memory-Run queue length:	44.03
Virtual Memory-Runnable but swapped processes:	43.94



Export as MSeXcel

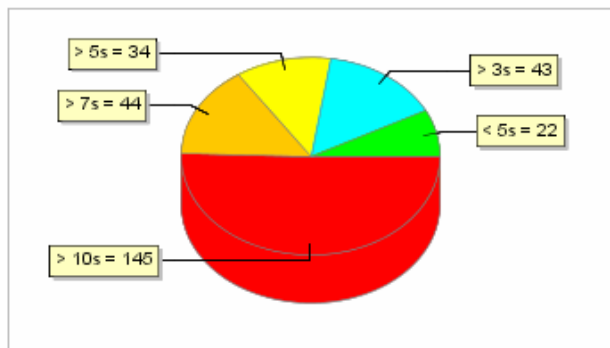
	A	B	C	D	E	F
1	<b>SLA report (2006/10/16 23:38:05)</b>					
2						
3	<b>Start date:2006/10/01    End date:2006/10/16</b>					
4						
5	<b>Name</b>	<b>Average measurements</b>	<b>Availability</b>	<b>Failure duration</b>	<b>Other SLA criterias</b>	
	ORACLE SLA	Actual Measurements	CPU (Server)-CPU Utilization (idle):48.04 % CPU (Server)-CPU Utilization (nice):48.07 % CPU (Server)-CPU Utilization (system):48.04 % CPU (Server)-CPU Utilization (user):48.03 % CPU (Server)-Total CPU Utilization:48.01 % Disk-Disk Utilization:49.35 % FTP-Response Time:63.17 ms FTP-Transfer Rate:63.09 bytes/s IP Interface-Input Rate:51.16 Kbps IP Interface-Input Unicast Packet Rate:51.07 pkts/s IP Interface-Input Utilization:51.06 % IP Interface-Output Rate:51.14 Kbps IP Interface-Output Unicast Packet Rate:51.03 pkts/s IP Interface-Output Utilization:51.08 % Memory-Memory Utilization:49.86 % Paging Space-Page In(pi):49.44 Paging Space-Page Out(po):49.39 Paging Space-Paging Space:49.34 MB Paging Space-Paging Space Used:49.42 MB Paging Space-Paging Space Utilization:49.48 % Ping-Lost Packets:52.03 % Ping-Response Time:51.98 ms Swap Space-SwapSpace Utilization:53.35 %	94.155729%	22 hours, 26 minutes	

## Internet Banking Monitoring Report

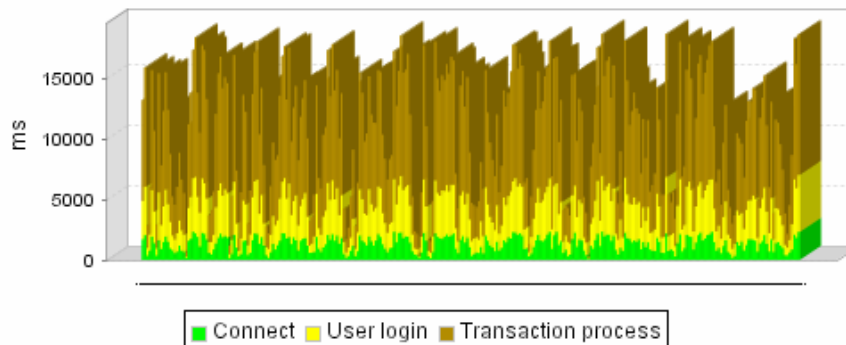
<< 2006/07/11 (Tue) 00:00 to 2006/07/12 (Wed) 00:00 >> 5 Minutes Average

### Check Status Enquiry Transaction

Transaction summary



Transaction history



Time	DNS Resolve	Connect	SSL Handshake	First Byte	User login	Transaction process	Total Transaction
00:00:00	65 ms	1705 ms	68 ms	62 ms	3170 ms	8300 ms	11470 ms
00:05:00	83 ms	2045 ms	81 ms	78 ms	4000 ms	9825 ms	13825 ms
00:10:00	19 ms	375 ms	14 ms	13 ms	610 ms	1825 ms	2435 ms
00:15:00	32 ms	765 ms	30 ms	32 ms	1350 ms	3850 ms	5200 ms
00:20:00	76 ms	1910 ms	74 ms	76 ms	3860 ms	9875 ms	13735 ms
00:25:00	53 ms	1390 ms	55 ms	52 ms	2610 ms	6650 ms	9260 ms
00:30:00	10 ms	370 ms	16 ms	17 ms	610 ms	1925 ms	2535 ms
00:35:00	69 ms	1635 ms	70 ms	78 ms	3930 ms	9825 ms	13755 ms
00:40:00	37 ms	915 ms	36 ms	34 ms	1980 ms	4925 ms	6905 ms
00:45:00	60 ms	1485 ms	63 ms	59 ms	2950 ms	7825 ms	10775 ms
00:50:00	75 ms	1925 ms	75 ms	71 ms	3880 ms	9675 ms	13555 ms
00:55:00	64 ms	1510 ms	62 ms	63 ms	3100 ms	7775 ms	10875 ms

Report - Microsoft Internet Explorer

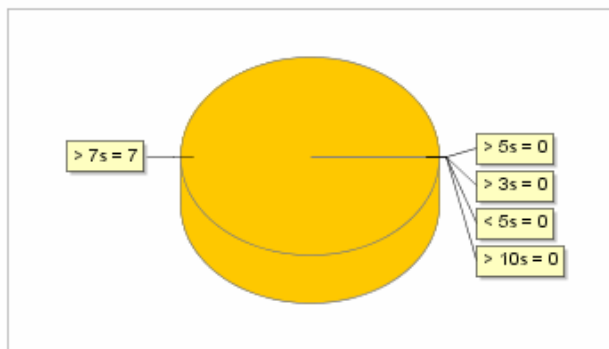
## Internet Banking Monitoring Report

<< 2006/07/05 (Wed) 00:00 to 2006/07/12 (Wed) 00:00 >>

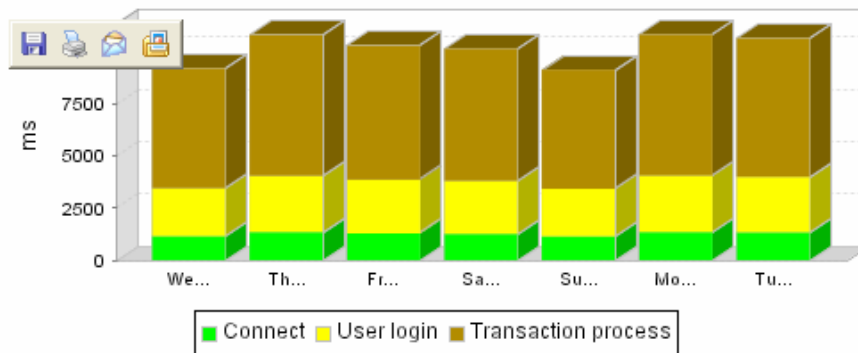
1 Day Average

### Check Status Enquiry Transaction

Transaction summary



Transaction history



Time	DNS Resolve	Connect	SSL Handshake	First Byte	User login	Transaction process	Total Transaction
Wed, Jul/05	46 ms	1148 ms	46 ms	46 ms	2299 ms	5748 ms	8046 ms
Thu, Jul/06	54 ms	1348 ms	54 ms	54 ms	2695 ms	6755 ms	9450 ms
Fri, Jul/07	51 ms	1286 ms	51 ms	51 ms	2569 ms	6423 ms	8991 ms
Sat, Jul/08	50 ms	1261 ms	50 ms	51 ms	2535 ms	6333 ms	8868 ms
Sun, Jul/09	46 ms	1141 ms	46 ms	46 ms	2279 ms	5703 ms	7983 ms
Mon, Jul/10	54 ms	1350 ms	54 ms	54 ms	2710 ms	6758 ms	9468 ms
Tue, Jul/11	54 ms	1329 ms	54 ms	54 ms	2660 ms	6646 ms	9305 ms

# What benefits does it bring?

- Improves IT availability, thereby improving **business reliability**
- Improves IT service levels, to internal and external users
- Improves IT operations efficiencies
- **Lower operations costs**
- **Optimal** usage of IT resources, getting the **maximum** back out of existing IT investments
- Provides historical performance and fault data for IT capacity and expansion planning

## Some of our key Customers / Partners

