

# Itheon Overview

## The Challenge

Today's business relies ever more heavily on its IT resources. Every facet, function and aspect of your business is reliant upon IT.

No Email is sent, order taken customer called or trade completed without IT being integral to this process.

Your teams have the responsibility of delivering these business critical services in the most reliable, cost efficient and responsive method possible

## iAM Monitoring Solution

Rising to these challenges requires a solution that encompasses all of your servers, application, storage and infrastructure under one unified platform.

Here are some examples of the areas iAM's covers

### Operating Systems

- Windows
- Unix
- Linux
- iSeries
- pSeries
- Vms

### Example Applications

- Oracle
- SQL
- Exchange
- Vmware
- Terminal Services
- Bespoke applications

### Other Key Areas

- Storage
- Network Hardware
- Infrastructure

## Why One View?

Having all of these essential services covered by one umbrella solution means that your separate teams will all share the same rounded view of a problem.

Now your teams will work together in a coordinated, ordered fashion. Each team will understand the impact the problem is having on the business and on each other.

## Flexible, Multiple Criteria Alerting

The philosophy behind the entire Itheon Solution is that alerting on a single criteria is far too simplistic a solution to apply to an ever more complex world.

We believe you need to use multiple decision criteria to know when a problem really exists. This avoids "white noise" alerts and shows your teams only real problems.

This clarity of vision allows them to work on, the problem having the most impact on your business.

View: All Open Application Events

Displaying: 5 events.

Sev	Site	Source	Date Time	State	Class	Brief Test
3	UK-Bedford	ELSTREE	2009-05-08 11:34:00	U	ORACLE	Extents allocated to table ORA_ORDERS are nearly exhausted.
3	UK-Bedford	ELSTREE	2009-05-08 11:34:00	U	ORACLE	Tablespace ORA_ORDERS is almost full.
3	UK-Bedford	WATTON,itheon.com	2009-05-08 11:00:05	N	Microsoft Office	ID: 1, Application Name: Microsoft Office Excel, Application Version: 12.0.6425.1000, Micro
3	UK-Bedford	CRM	2009-05-08 11:00:02	U	SQL_SERVER 2000	The amount of free storage left on disk C is very low at only 7.45% of capacity.
3	UK-Bedford	CRM	2009-05-08 11:00:02	U	SQL_SERVER 2000	Some performance indicators have been found to be high.

## Only Real Problems – Prioritised correctly

This ability to weed out trivial alerts and put the problems that are affecting your business front and centre separates us from our competition.

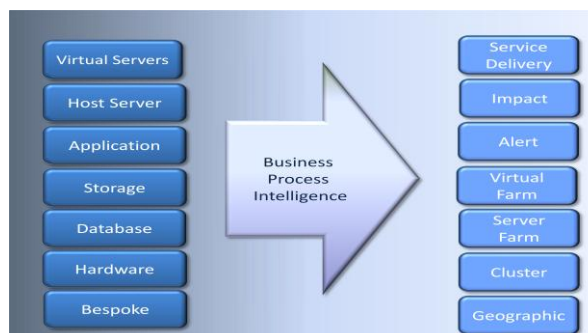
No more wading through a sea of trivial red lights looking for the one you should be working on. We deliver a clear simple view of your world reflecting the importance and relevance to your business needs.

## Make the connection see the impact

Itheon takes all of this information and then has the intelligence to understand the relationships between any combinations of event. Itheon then shows your teams the real world impact any problem is creating and where you should be focussing your efforts

## Automate and Deliver the value

Itheon understands the challenges your business faces. We understand that fixes applied by your teams often require the same easily repeatable action. The intelligence in our solution enables you to automate many of these fixes.



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## What is the benefit of all this?

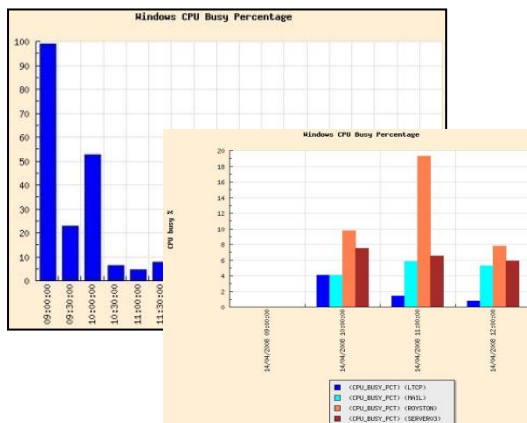
The ability to visualise relationships, rapidly highlight where the problem lies and the priority enables you to improve reaction times, unify teams and drive down cost through new efficiencies.

We then automate many fixes and deliver only problems worthy of your skilled teams time.

This speeds up problem resolution, lowers the cost of ownership and enables proper prioritisation based on real intelligence.

## Reporting, Metering and Data Gathering

Everything monitored by iAM's has the ability to deliver both real time and long term capacity planning and trend analysis reports. These can be viewed in isolation or displayed in tandem with other data.



## Maturity and Quality

iAM's have been developing our extensive range of intelligent, monitoring, and automation software to support your business since 1987. This means that, we can help your teams deliver the service required by your business and demanded by your customers.

## Blue Chip understands the value.

Our teams at Bluechip understand the value of being able to monitor ever increasing numbers of servers by "exception" for both ourselves and our customers. iAM is the standard solution for all Bluechip Monitoring.

## Key Benefits

- One Solution for all your needs
- Faster response times
- Automated fixes
- Unified Teams
- Lower cost of ownership
- Lower Management overhead
- Only Real problems Highlighted