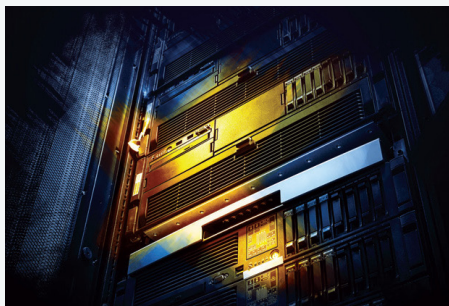


Unified IT Infrastructure Monitoring with eG Enterprise



Key Benefits

- ✓ **Single monitor for the entire IT environment:** Simplify management across physical, virtual, and cloud infrastructures
- ✓ **Reduce mean time to repair** with unified visibility and auto-correlation of performance insights across the network and data center
- ✓ **Enhance operational efficiency and lower costs** by empowering the helpdesk to play an active role in incident management
- ✓ **Eliminate finger-pointing between IT teams:** Network, systems, virtualization, storage, helpdesk, etc.
- ✓ **Increase cost savings by right-sizing the infrastructure** with capacity planning and resource usage analytics

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With eG Enterprise, we can understand our whole IT infrastructure end-to-end, eliminate issues quickly, and ensure optimum performance. This is putting us one step ahead of our customers and we are now in full control of the user experience.

Roberto Trombino
Partner Solutions

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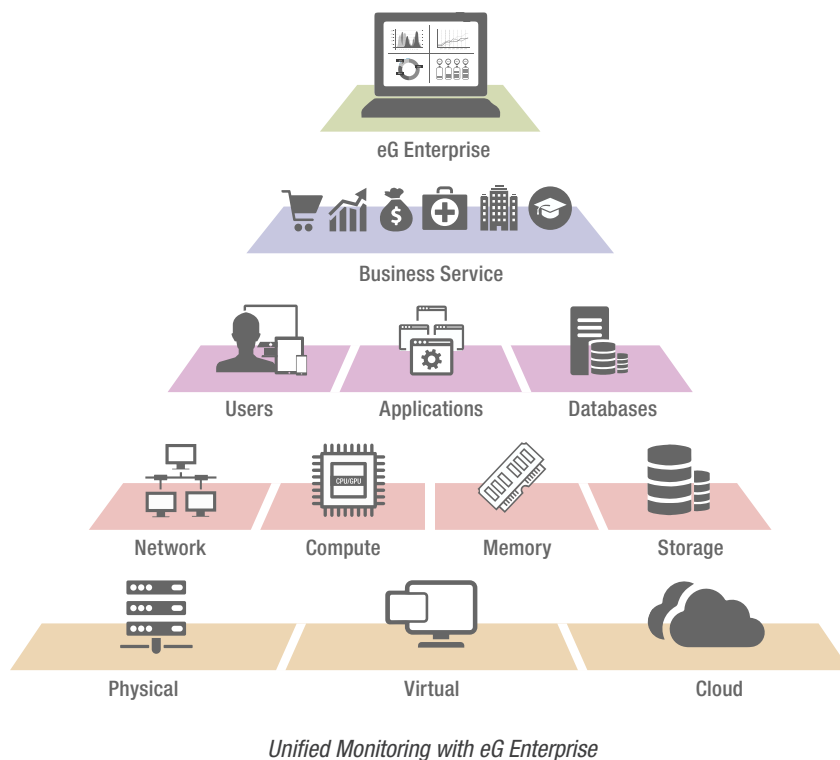
Siloed Monitoring Is No Longer Sufficient

As IT infrastructures evolve in scale and complexity, it is not sufficient anymore to use a silo-based approach for monitoring wherein each technology tier is monitored independently. The increased adoption of virtualization and cloud computing has introduced new dependencies between tiers. A problem in one tier (e.g., virtualization) affects other tiers (e.g., applications) and, in turn, the quality of service delivery. Managing multiple consoles, sifting through dozens of false positives, and manually comparing metrics from different tools makes IT infrastructure monitoring complex and time-consuming. Without a unified view of the entire infrastructure, IT departments struggle to deliver the quality and reliability that today's business requires.

Enabling a Single Pane of Glass View

eG Enterprise offers unified performance monitoring, diagnosis and reporting for IT infrastructures. Its universal monitoring technology provides visibility into every layer of every tier of an infrastructure: from hardware to applications, desktops to storage, virtualization to databases.

Pre-defined monitoring models embed deep domain expertise for tracking key performance indicators (KPIs) for each tier. By computing time-of-day baselines for metrics, eG Enterprise makes monitoring proactive. Alerts are generated as soon as any abnormal usage or performance trend is observed.



Role-based access is used to present different views for different stakeholders in an organization. By providing cross-tier visibility to administrators, eG Enterprise eliminates finger-pointing between owners of different tiers. Custom views and dashboards can also be provided to the helpdesk, so domain experts need not be involved for every support call, thus enhancing the productivity of the IT teams and thus improving operational efficiency.

From Troubleshooting to Right-Sizing: Get Performance Answers

Unified monitoring with eG Enterprise helps IT managers answer the key performance questions that arise at each stage of the IT infrastructure deployment and operation:

- **Baseline the infrastructure:** Automatic discovery of the entire IT infrastructure allows you to start monitoring in no time. Track KPIs for each infrastructure tier, auto-baseline metrics, and receive proactive alerts when abnormal performance or usage is detected.
- **Troubleshoot performance issues and pinpoint the root cause:** Intuitive topology graphs deliver visualization of all infrastructure dependencies. eG Enterprise's patented, automatic root cause diagnosis technology pinpoints the source of issues and isolates the problematic tier—whether it is the application, network, virtualization, cloud, storage, etc.
- **Go beyond monitoring IT performance:** eG Enterprise tracks current configuration at the network, server and application layers, and detects changes that occur. It automatically correlates performance issues with any relevant configuration changes in the same timeframe, and provides situational awareness and meaningful insight.
- **Integrate IT operations with IT service management:** Leveraging eG Enterprise's integration capabilities, automatically open incidents in IT service management tools such as ServiceNow, PagerDuty, and JIRA to ensure timely remediation.
- **Quantify the quality of service for management:** Monitor all aspects of user experience for web, Citrix and VDI applications. Administrators can create customizable dashboard views for different stakeholders, and use historical reports to document service levels being delivered for management review.
- **Right-size the infrastructure and optimize usage:** Customizable reports based on empirical data highlight ways to right-size the infrastructure and optimize resource utilization. Administrators can easily figure out when and where resources need to be added, and predict usage and performance trends to facilitate proactive capacity planning.



Why eG Enterprise for Unified Infrastructure Monitoring?



Reach across all tiers: eG Enterprise provides unparalleled reach of monitoring with support for 500+ common enterprise applications, 10+ virtualization platforms, 20+ storage devices and 10+ operating systems. Modern infrastructures supported include hyper-converged platforms, Citrix and desktop virtualization, public cloud, and more.



Depth throughout each tier: Built-in domain expertise allows eG Enterprise to provide automatic detailed diagnosis for common problems, minimizing the expertise required for successful troubleshooting and monitoring.



Speed of diagnosis: With eG Enterprise, even the toughest IT performance challenges can be solved in minutes. Automatic baselining, coupled with root cause diagnosis and correlation, enables performance alerts to be truly proactive and actionable.

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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