



NetGain EM (Enterprise Manager) v7

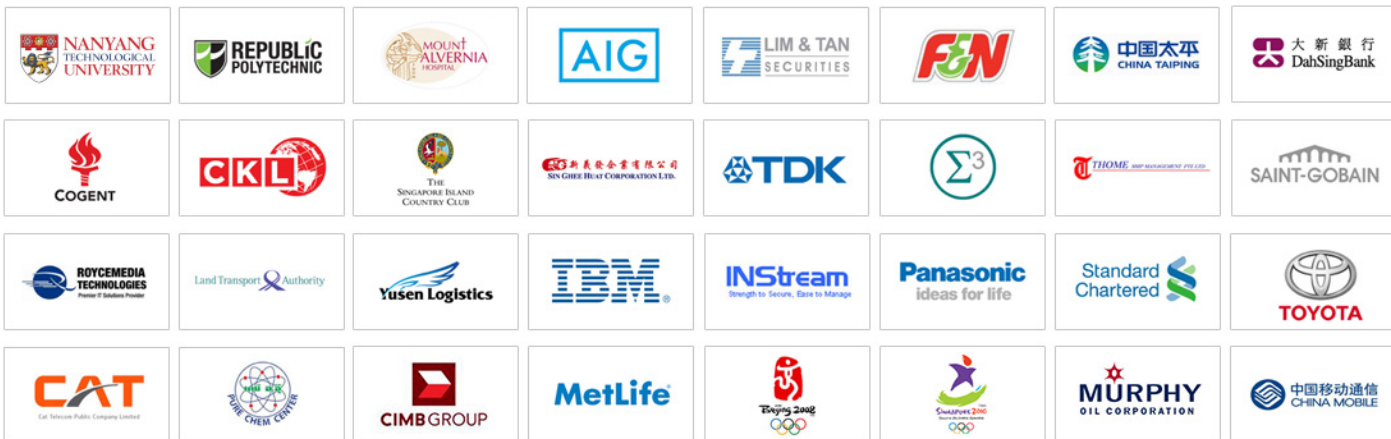
NetGain EM v7 is an end to end IT infrastructure monitoring platform that is a comprehensive operation support solution for IT administrators. It offers advanced fault and performance monitoring across critical IT resources such as network devices, WAN, VoIP links, virtual devices (VMware and Hyper-V), Domain controllers, MS Exchange, MS SQL and other IT infrastructure components



As the world's first intelligent, plug and play solution, **NetGain EM v7** can be deployed in less than 1 hour and allows seamless integration due to its component based highly scalable architecture, thus dispelling any fear of disruption to future expansion plans. With its web-based interactive GUI, IT administrators can monitor up to 3000 device nodes from a single point.

Learn why more and more organizations are choosing **NetGain EM v7** – A smart alternative to complex, expensive and disparate IT infrastructure monitoring solutions.

Our award-winning solution is trusted by over 500 MNC's:



What our customers are saying:



"It is the peace of mind it delivers that makes the difference. Problems are identified before we even know there is a problem, which means we can be more preventative. It has resulted in a significant improvement to the way we run our operations. Now we are more involved in the front line. We are able to find more customers and extend our existing services. But the most important benefit is we feel safe. We know our infrastructure monitoring is in very good hands."



Benefits



Business Focused

A business is only as good as the strength of its brand, its ability to serve its customers and attract new customers. IT downtime will negatively impact all these parts of your business. The financial losses that derive can be eliminated by treating IT monitoring and protection as a form of risk mitigation. And in every example, the investment required will be a fraction of both the financial and reputational losses that you could experience.



Client-centric

We recognize that all customers need local and responsive services. Nobody likes to wait in a queue. That's why we have centered our business around you, we value being local and close to our customers. No more routing back to service centres in different countries in different time zones. IT Monitoring is an evolving process and we pride ourselves on being hands-on and able to adapt our solutions to suit your changing needs. Our systems evolve as you do.



Risk Mitigation

Having immediate notification of service level or device faults, initiation of problem resolutions and identification of root cause can help mitigate risks and potentially detrimental downtime. Our automated monitoring platform can also increase efficiency, reduce service time-to-market and accelerate time-to-revenue.



Cost Savings

The average cost of data center IT downtime across industries is approximately \$5,600 per minute. Having an efficient IT monitoring system can help avoid IT failures and avoid those hefty downtime costs. Not forgetting, the simplicity of usage will reduce costs of training and allow non-experts to manage the system at expert levels.



Holistic

With integrated functionality spanning inventory, fault, topology, performance and SLA management, NetGain's solutions offer a holistic management approach across various functionalities and significantly reduces any bottlenecks in both performance and information-flow.



Enterprise-class standards

We have worked hard to design strategic end-to-end management solutions to enterprise-class standards so you can pass on real value and reliable services to both your internal and external customers.



Straightforward & Quick

We are committed to providing straightforward, quick-to-deploy tools that have an intuitive and user-friendly interface for a quick learning curve.



Highly Flexible

The distributed design allows fast and efficient scalability of the solution as your network expands and new services are introduced. This reduces the typical turn-around period of deployment, installation and basic training.

Sturdy architecture – vital for IT infrastructure monitoring

At the core of **NetGain EM v7** is a bottom-up approach which uses intelligent and lightweight agents (or probes) to periodically collect and monitor status and performance information from diverse and complex IT environments, such as network devices, servers, databases, applications, and more. The information is validated against pre-defined thresholds or policies to generate notifications about potential breakdowns, which are sent to IT personal, via email, SMS, audio alarms or popup windows. This data is also used to generate management reports on demand.

Comprehensive features and monitoring scope equipped for today's dynamic computing environment

Auto Discovery

With the auto discovery features of **NetGain EM v7** all SNMP and IP based devices discovered in the network will be automatically categorized into broad categories such as Servers for Windows Server, Unix Servers, Network for networking switches, routers, Database for MSSQL, Oracle etc. The auto categorization of devices into its distinctive Objects Group will help IT Administrator to quickly deploy and use **NetGain EM v7**.

Comprehensive Event/Alarm Correlation Mechanism

An intelligent set of correlation alarm rules including Root Cause alarm, Threshold alarm and Transient alarm, will enable the IT Manager to quickly isolate, identify and resolve errors without having to navigate through myriads of non related alarm alerts.

Customizable Alert and Alarms

NetGain EM v7 allows customizable alerts using Scripts to capture monitor values. IT Managers can use SQL statements to capture Database information or SNMP OID information. In addition, alerts can be customized using our versatile Alarms Mapper to translate system alerts into meaningful text. This is an additional feature which gives flexibility to the IT Manager in managing specific device value.

Traffic Analysis and Profiling

NetGain EM(Enterprise Manager) v7 with **NetFlow Add-On Module** provides important information on network traffic such as Top Applications and Top Talkers. When used together, 10,000 flows of network traffic information can be processed without any performance impact. An IT Manager can use this information to plan their network bandwidth allocation and optimization strategy.

Automated End to End Management

With **NetGain EM v7** you can manage multiple components in a distributed heterogeneous environment that goes through the boundaries of network, services, applications and their performance and service levels. **NetGain EM v7** provides unique easy to setup SLA for internal KPI use. With the easy to setup BizView and Plasma View you can drill down into the root cause of a device potential failure without having to click through pages of information.

End User Experience

NetGain End User module monitors end user activities and their interaction path by monitoring end user clicks, the number of pages seen, the time spent on each page, applications accessed, problems encountered, completed transaction etc. This interaction record is tied to the backend system for real time business and end user experience analysis



Storage

Eg. NetApp, NEC, TSM, Atempo
Storage-level monitoring scope, Such as:
Connectivity (Status)
Disk States (Used/ Total Size)
Port Status
Power Supply Status
Array Raid Drive
Disk Controller Status
Data Transfer (Received & Transfer Rate)
Memory Utilization
Temperature (Normal/ Overheat)

Applications

Eg. MS Exchange, LotusNotes,
Application-level monitoring scope,
Such as:
Email (send/receive)
DNS (Lookup Time & Results)
URL (Response Message)
Server Log
Transactions & Transaction Summaries
Web Application
Active Threads
MailBox (History, Message)
Active Directory Service
IIS Service (Rx & TX Rate)

Databases

Eg. Oracle, MySQL, DB2
Database-level monitoring scope, such as:
Datafile
Tablespace performance (Physical Reads/ Writes Rates & Max Time)
Tablespace utilization (Free & Total Sizes)
Connections (Maximum & Utilization)
Databases Status (Data File Size, Log File, Size,
Log Cache, Active Transactions & Backup/ Restore)
Deadlocks
DbSpace (Free & Total Space)
VM Status (CPU, Memory, Status)



Networks

Eg. Cisco, F5, Citrix, HAC
Network-Level monitoring scope, such as: Interface (Packets, Input / Output Rate)
TCP Port (Response Time)
Virtual LAN (Input / Output Rate)
Temperature and UPS
Connections (Active & Rate)
Power Supply State
Timeout Statistics (TCP, UDP, IP, SSL & Persist Timeouts) Http Stats
Copier and Printer Status
Access Points

Security

Eg. Juniper, Fortigate, NetScreen
Security-level monitoring scope, such as: Firewall Connections (Rate & Max)
Firewall Http Stats (Sockets & Authentication Sessions) Sessions (Allocated/ Failed/ Max)
SSL-VPN Stats (Users & Hits)
Intrusion Attacks (SyncAttk, TearDrop,
PingDeath, SrcRoute)
Dropped Packets (Denied by Policy & Authentication failed)

Systems

Eg. Windows, Linux, VMWARE
System-level monitoring scope such as: Log File (Keyword Frequency, Matching Content & New Lines)
Memory Storage (Total, Used, Available & Utilization)
CPU (Utilization, User, System, Nice & Idle)
Ping (Response Time)
Disk (Total, Used & Available)
OS Process (Agent/ SNMP)

System Requirements

Minimum Hardware Requirements:

Dual Core CPU Speed: 3.0 GHz; Hard Drive 80 GB; 4 GB RAM; Windows XP Server (32 or 64-bit) Comes with a built-in database

About NetGain

NetGain Systems delivers the world's first plug & play IT Infrastructure Monitoring, which means our customers are proactive rather than reactive.

We combine performance, availability, event and impact management with predictive analytics that detect and reduce time to repair – and we achieve this BEFORE our customers or the services they offer are negatively impacted. Launching our global headquarters in Singapore in 2002, we have since opened offices across Asia Pacific.

Our customers cover all industry sectors, large and we were the infrastructure monitoring partners for the Beijing Summer Olympics 2008 and the Singapore Youth Games 2010. We are proud to deliver a service that is cost-effective, extremely easy-to-use, and grows with our customers as they grow and evolve.



Features Overview

Network Performance Monitoring

- Automatic discovery of SNMP and IP based devices
- Network devices availability and performance monitoring
- Flow based traffic analysis – Supports NetFlow v5, v9, sFlow, jflowl enabled devices IP Fix, Cisco NBAR, CBQoS, IPSLA
- Monitors Top Listener, Top Talkers, Top Conversations etc.

Network Fault Monitoring

- Intelligent alarm correlation and color coded alarms.
- Email / SMS Notification
- Option to acknowledge alarms and add details to knowledge base for future references
- Downtime Scheduler
- Alarm suppression and automatic alarm escalation for unacknowledged/ unresolved events
- Manager's Service Level Agreement.
- Customizable dashboard, business view, Google map view and web alerts
- Windows Event Log, Syslog and SNMP Trap Processing

Systems and Virtualization Performance Monitoring

- Server performance monitoring – Monitors Windows, Linux, Solaris, HP UX and IBM AIX out of the box.
- Virtualization monitoring with over 100 deep performance metrics for VMware ESX/ESXi
- System health monitoring for Dell, HP and IBM servers including temperature, fan speed and more...
- Track top attacks, URLs accessed, denied requests and security events.

Essential Application Monitoring

- MS Active Directory, Exchange and SQL monitoring. Monitor over 50 key performance metrics for each application
- Monitor TCP Services via HTTP, FTP, DNS, LDAP and more....
- Windows services monitoring
- Processes monitoring
- File/Folder monitoring
- Website/URL monitoring
- Script monitoring

Enterprise-Class Network Management

- Hot standby operation with real time replication and automatic failover options.
- Scale up to 3000 devices from a single console
- Monitor geographically distributed network resources

Availability and Performance Reporting

- Over 20 inbuilt availability and performance reports
- Reports on a daily, weekly, monthly and custom period basis
- Reports exportable to PDF and XLS formats
- Reports schedule with automatic emails to IT managers and team

End User Experiences

- Passive and agent based monitoring
- Captures real user interaction with the applications they access
- Measures and reports on user activities in terms of time spend, lag, error messages etc
- Monitor applications responses, error messages, latency, availability etc.