



Event24x7 – State-of-the-Art Multiplatform, Automated Event Management and Monitoring Suite of Solution at an affordable TCO

Overview

Information Technology is the very center of business activities of any modern organization. The availability and recoverability of these systems have an immediate impact on the capabilities of the organization to conduct its business and maintain its competitiveness in the market.

From a technological standpoint, today's IT infrastructure is based on heterogeneous platforms which include different hardware, operating systems, telecommunications, DB servers, mail servers, workstations and more.

For a long period of time, event management and monitoring systems have been available and implemented in the industry. However, they were costly and very complicated to implement, maintain and use.

As a result, the SME market which, in many cases, does not have the means (financial and technical) to implement such systems remains exposed to outages, resulting in loss of business.

Independent Solution Vendors (ISV), provide integrated solutions (hardware/software) to their customers. In many cases, these solutions lack proper embedded event management and monitoring capabilities. As a result, they rely on the customer's in-house solution and require on-site implementation which is expensive and requires much time and effort. An imbedded (OEM) solution can increase the competitive advantage of the ISV and reduce its response time and implementation costs.

Event24x7 suite of solutions was designed to provide **state-of-the-art Automated Event Management** for the SME and OEM markets. Bringing about, a user friendly, customized and simple to implement system (code free and with no need for scripting), nevertheless, it has a very small foot print and does not require agents.

SMEs and ISVs can implement and run Event24x7 in a matter of days, compared to months of development and implementation with the alternative solutions.

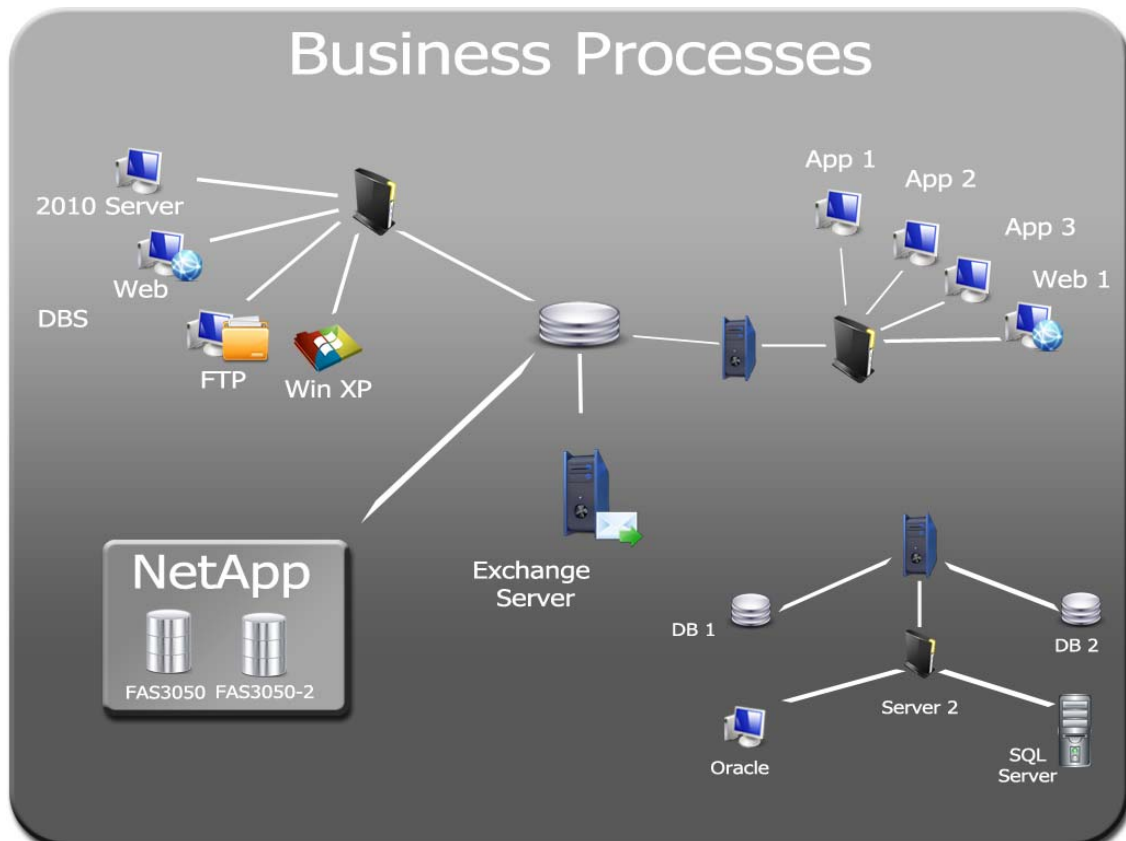


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EVENT 24x7

Event24x7 has been implemented in hundreds of locations worldwide, via its OEM partners, direct sales and TriggerPlus distributors around the globe.



Event24x7

Event24x7 was designed and developed by a team of experts in the field of Enterprise Systems Management, as in as well as in-depth knowledge of the capabilities required to provide optimal solutions for the needs of today's dynamic business environments.

Event24x7 provides 24 by 7 availability and monitors all aspects of the IT infrastructure, applications, and the organization' Business Processes. It is capable of identifying abnormal states and takes action to fix or escalate the situation to the help desk.

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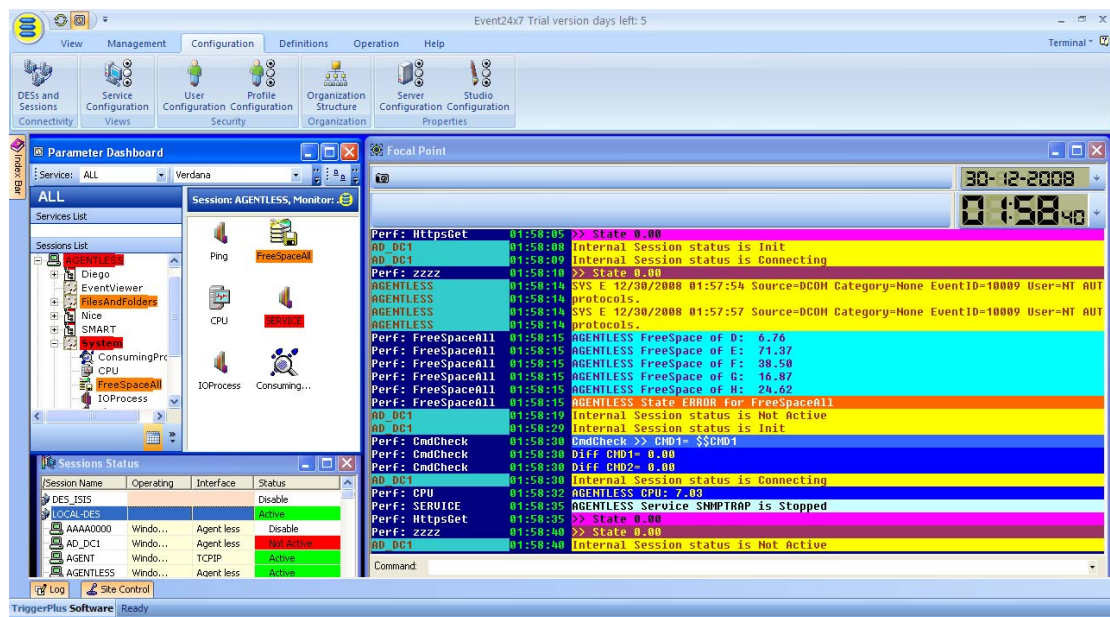
EVENT 24x7

Event24x7 contains four major components:

- Monitoring IT Elements
- Monitoring organization Business Processes
- Managing Business Services
- Event Management

Event24x7 provides automation and management to every component in the Organization's IT, and has Out-of-the-Box solutions to infrastructure such as:

- Operating systems Windows, UNIX, Linux, etc.
- Data Bases Oracle, SQL-Server, Sybase, Informix, DB2
- E-Mail Servers Exchange
- ERP Systems SAP
- Hardware CPU, Storage, Memory resources, SMART, NetApp
- Files & Folders Event Viewer, User log files



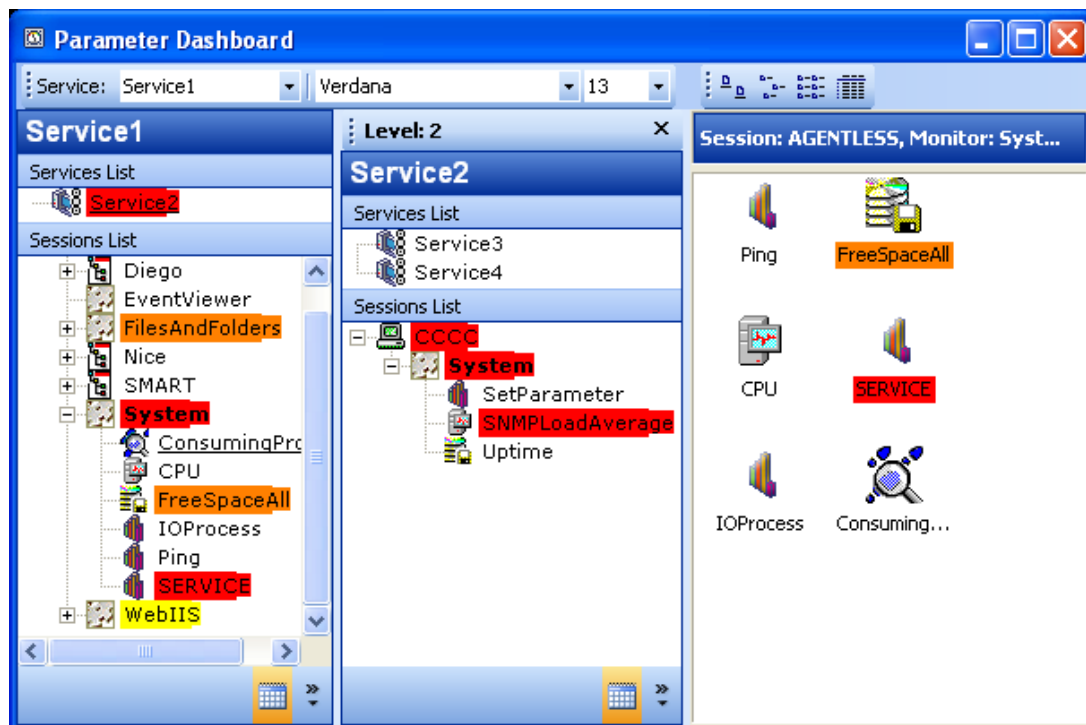
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Event24x7 – Operation Method

The advanced capabilities of Event24x7 enable:

Preventive Management and Automation – The system systematically checks the status of resources defined and compares them to predefined thresholds of these resources. Any changes from the desired state automatically can trigger automated procedures or alert notification. Event24x7 State Machine includes predefined resources, but has the flexibility required to easily define and new resource required.



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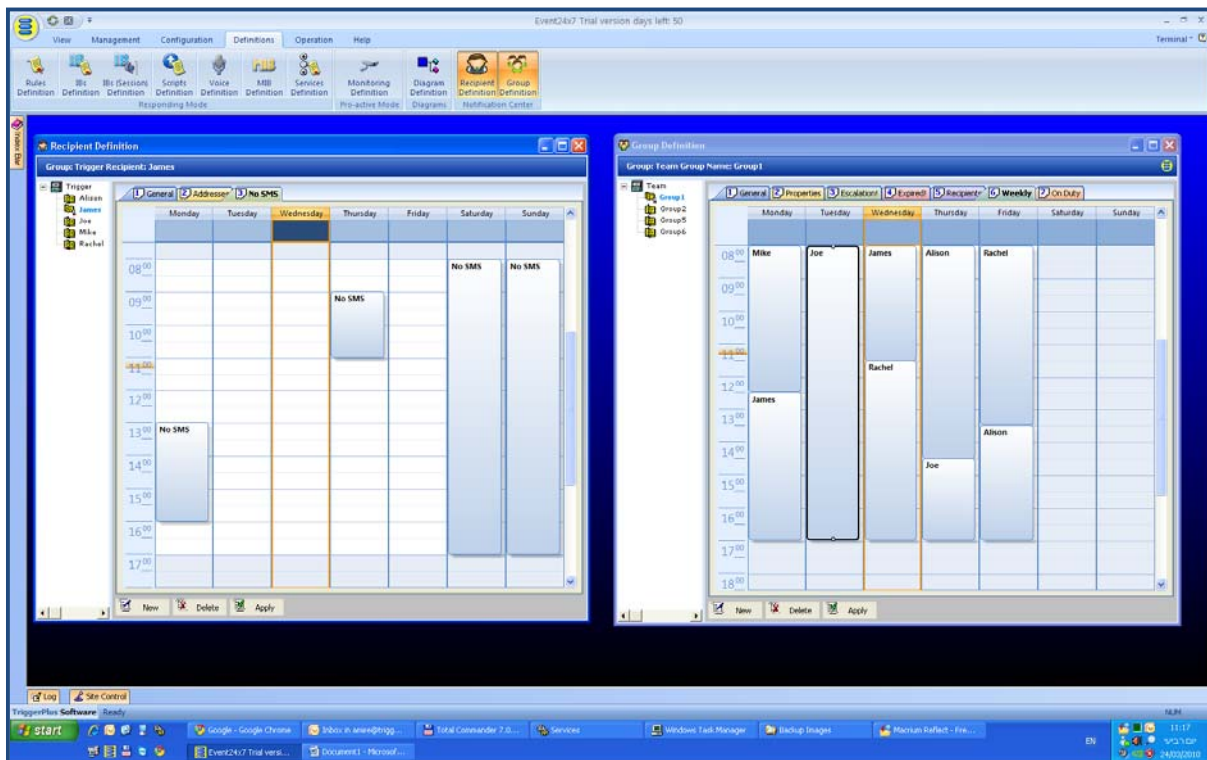
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EVENT 24x7

Real-Time handling of events and situations – The system analyzes all incoming messages and events in real-time and triggers automated procedures, ordering the clients' systems to fix the error according to predefined actions. Event24x7' following capabilities are ensuring a comprehensive easy and effective problem resolution:

- Access to various types of messages (including Event Viewer) in a dynamic and versatile manner (multiple occurrences, Boolean logic, etc.).
- Automated activation of procedures to resolve the problem identified (restart a server, application, etc.)

Reporting and escalation – In parallel to the automated problem resolution; Event24x7 can alert relevant functions in the organization via E-Mail, SMS, IVR, etc. The Event24X7' "Notification Center", two way communication capabilities, enables the operator team to receive messages from the System (E.g. Assign a problem to an operator) as well as to send feedback to the system E.g. taking ownership on a specific



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The logo for 'EVENT 24x7' is displayed in a stylized font. 'EVENT' is in blue, and '24x7' is in yellow and red. The logo is set against a white background with a colorful gradient.

problem. If required the system can escalate the alert and can automatically define the problem as "Closed" once resolved.

Event24x7 is design to improve the service and meet the needs of the OEM and SME markets:

Remote capabilities –Event24x7 strong remote management capabilities, enable to remotely manage and resolve events from anytime and from anywhere. ISV's often use this advanced functionality to remotely manage their solutions at customer site, thereby providing the customer with a significantly higher SLA and availability.

Easy to implement and deploy – Event24x7 is extremely easy to install and configure. The implementation does NOT require and programming or scripting knowledge and is implemented carrying out the drag & drop approach. TriggerPlus' "Out-of-the-Box" solutions can be implemented and deployed quickly.

Agent-Less – Event24x7 does not require Agents installation in the managed nodes. All the information required is directly accessed by the product. The result is a simple to manage configuration which does not require significant operation resources.

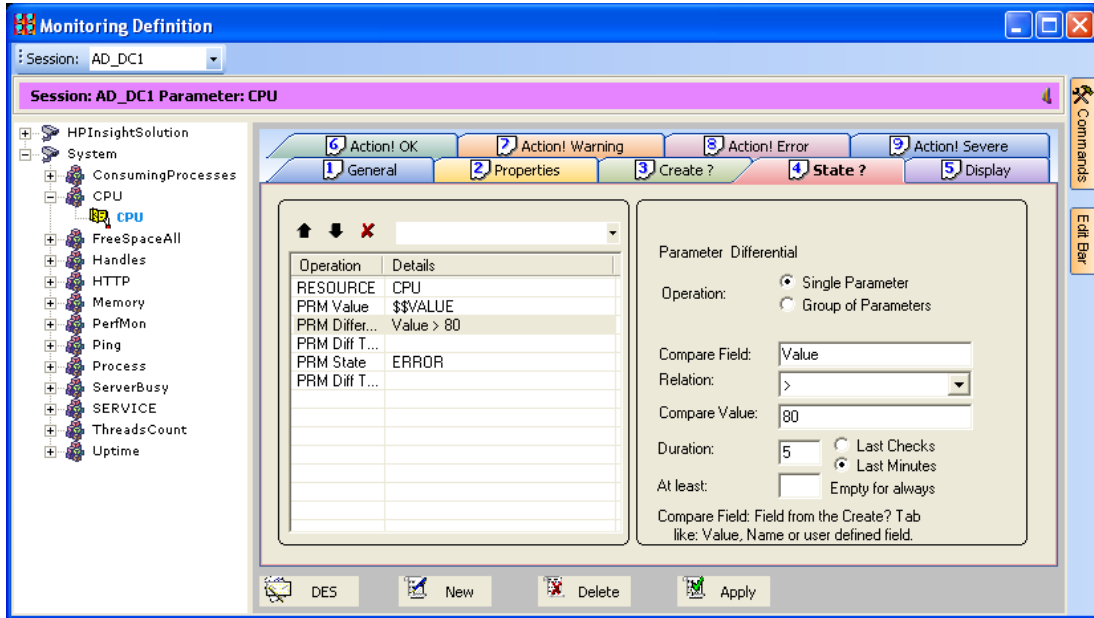
Advanced GUI – Event24x7 GUI was developed with the "Management by Exception" methodology in mind. Alerts are graphically presented and the "resources states" are graphical and color coded, creating an easy and intuitive infrastructure for anyone to use.

Predefined Configuration (OEM Model) – Event24x7 can be tailored according to the requirements of the ISV's. Thereby, ISV's can implement a small footprint cost effective solution to their event management and automation needs.



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About TriggerPlus

TriggerPlus is the a leading provider of the multiplatform, automated event management and monitoring suite of solutions, based in Israel, founded in 2003 by a team of experts in the Enterprise Systems Management market place.

Event 24X7 is TriggerPlus' flagship product is marketed and implemented since 2007, in both SME and OEM organizations. The company's R&D team consists of veterans of the systems management space, leading the TriggerPlus' customers to success.

Among our Customers:

- Nice Systems
- Ectel
- VideoCells
- Tel-Aviv University
- SuperDerivatives
- Conduit
- SintecMedia
- Tikshoov
- JohnBryce
- Hi-Tech College Group

and more...



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