

eHealth Suite™

application health™

system health™

network health®

live health™



detect

notify

isolate


resolve



the e-business essential

Capabilities & Commitment

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A man in a dark suit is running through the rain, holding a dark umbrella. The background is blurred, suggesting motion. The overall tone is professional and urgent.

For your e-business to succeed, you must have a fully integrated performance and availability management capability that encompasses applications, systems, and networks. We offer the only end-to-end solution that maximizes the critical interconnections essential to e-business. Concord leads the industry in offering products that enable fast, dependable, 24X7 delivery of global e-business services.

24
X7TM

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W

ith extraordinary speed, “e-business” moved to the forefront of business planning. And like any phrase that becomes so pervasive so quickly, it means different things to different people.

Concord sees e-business as a fact of life in nearly every phase of today’s business – and it’s becoming more essential every year. E-business is not only transactions, but also procurement, inventory, tracking, supply chain management, and ultimately customer satisfaction.

Wherever computers, customers, and connections are involved, you have e-business.

Our comprehensive e-business view drives a central benefit for our customers: we are the only company that provides end-to-end integrated performance and availability management solutions. We detect faults, potential outages, and service delays across your applications, systems, and networks before they result in performance issues, including costly downtime and lost productivity. Our eHealth Suite helps you manage service levels and efficiently plan capacity to ensure that your critical applications and your customers – whether internal or external – are sufficiently resourced.

Whatever the focus and scale of your e-business, we maximize the availability of critical applications and ensure “always on” 24X7 service. Whether you expand either the scale or the scope of your e-business infrastructure, we move right with you.

By integrating a diverse array of best-of-breed management tools and creating a single dashboard for monitoring IT performance and availability, Concord meets your needs, today and tomorrow. Your e-business is essential to your total business, and Concord is the e-business essential.

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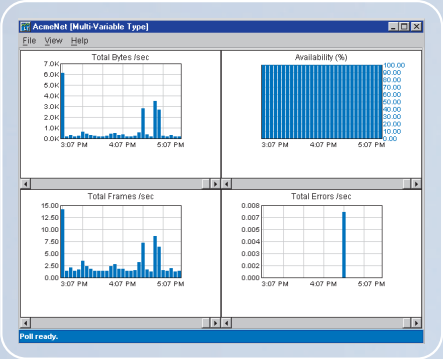
What is e-business? Better to ask what isn’t.

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When you ask, “what isn’t e-business?”, the answer is “not much.”

Maximize Availability



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E-business is dramatically changing the role and responsibilities of IT organizations like yours worldwide. You're facing increased accountability and involvement in business processes and end goals. It's more critical than ever that you have the solutions and information to proactively manage at this higher level. We can help you align your business unit goals with IT.

- Successful e-business depends on more than specific hardware or software. It's about the interconnections - constantly making sure they are operating at the level your business requires and your customers demand. One of the key benefits you get from Concord is that we understand the big picture: how all your components interoperate.
- We offer exceptional out-of-the-box value. Our solutions are up and running and managing in a fraction of the time you would experience with other management solutions. In fact, many platforms are so complex they may take years to implement and deploy in an effective manner. Because our solutions are vendor-neutral, we can immediately support even the most complex mix of different vendors, systems, and technologies.
- We provide a unique combination of real-time coverage and historical reporting. You define your parameters and alarms. You see the root causes of events. You are in control.
- You can monitor and manage your entire e-business service delivery chain from a single console. We provide coverage across your critical applications and the systems on which they reside as well as core network connections and links. We give you a customized view that maps to the way your business runs and to your key areas of responsibility - whether it's a business unit, cost center, region, or specific customer. You get the content you need in a meaningful format, exactly when you need it.
- You gain the ability to react as fast as your business requirements change. Our solutions easily scale in response to sudden increases in demand or shifts in your e-business offerings.

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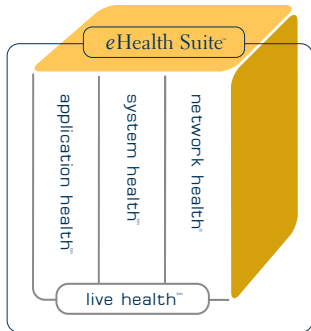
Optimize Performance

You gain an excellent return on investment with eHealth. We can reduce staffing requirements, justify IT expenditures, quickly scale while maintaining a small administrative footprint, and allow you to see and solve problems quickly.



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eHealth Suite: The Total Solution



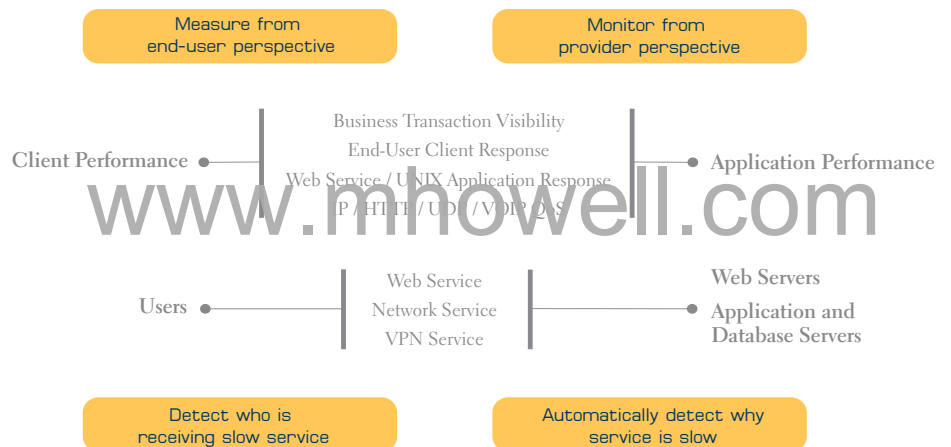
Ensuring your e-business performance – Concord's eHealth Suite is the only solution that manages the total e-business delivery system in both real-time and historical contexts.

Concord's eHealth Suite is the only integrated performance and availability management solution that works end-to-end, across all applications, systems, and networks. eHealth detects faults, potential outages, and service delays in real time across your entire IT infrastructure, delivering both real-time and historical data – a perspective that no one else provides.

eHealth delivers the total view. It provides proactive fault management, monitoring, performance, and availability analysis. We offer the ability to

- detect
- notify
- isolate
- and in some cases resolve failed processes before they become a detriment to your business.

Our eHealth Suite consists of a comprehensive and intuitive set of solutions. It enables you to measure service from whatever perspective you need – whether you're a service provider or an internal IT person responsible for a small piece of the infrastructure. And it's all tied together by a common console and customizable interface.



Concord's eHealth Suite

Application Health – for measuring the end-to-end performance and availability of application services, including critical business transactions, Web hosting services, frame relay, and managed router services. And it's all from the end-user's perspective.

System Health – for real-time alarm notification and automatic restart of failed processes. See the availability and health of all of your critical systems and manage vast numbers of mixed operating systems. Ideal for Web and application hosting service offerings, it enables you to quickly review your entire system performance as well as guard against any intrusion to your system.

Network Health – for proactively managing the infrastructure at the core of your e-business. It provides a consistent, fully correlated view of your network and how it supports e-business delivery. This enables you to make fully informed capacity planning decisions and maximize the return on your network investment.

The eHealth Suite also contains two key “suite-wide” product options, which work with any or all of the modules:

Live Health – provides real-time analysis of the end-to-end performance data from Application Health, System Health, and Network Health. Health and Service Level reports add suite-wide historical analysis and reporting. Live Health provides real-time detection of faults, potential outages and delays, and proactively identifies bottlenecks and other potential disasters. Combined with eHealth's strength in historical management, Live Health significantly reduces the “noise” associated with traditional real-time operational tools – allowing you to focus on what really needs your attention.



In e-business, 24X7
availability is paramount.
Are you doing
everything you can to
prevent downtime?

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MyHealth – allows you to personalize the eHealth data reporting function. From a single Web page, you gain visibility into your entire delivery system. You can easily access the right report, at the right time, with exactly the right information to help you identify and resolve all of your e-business problems.

The information you need, in the way you need it.

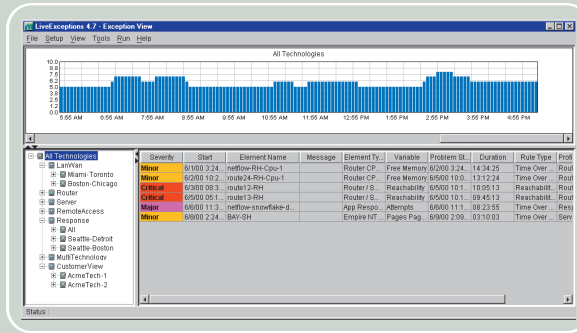
Our eHealth Suite starts with the eHealth console, which provides a common integration point across all of the products. It stores complete data and content management as well as system administration capabilities – quality of service metrics as well as underlying performance history. Its powerful historical reports include Top N Reporting to quickly zero in on trouble spots, At-A-Glance Reporting, which lets you drill down to examine critical resources, and Trend Reporting to build custom reports.

- detect
- notify
- isolate
- resolve

eHealth Suite™

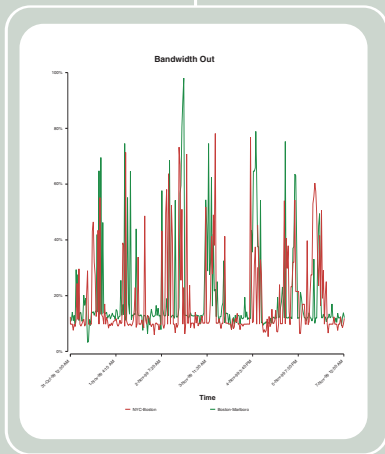
Solution Sets	Products	Suite-Wide Products
application health™	<ul style="list-style-type: none">eHealth-ResponseFirstSense ControllerFirstSense ConsoleFirstSense Premier AgentFirstSense Basic AgentFirstSense Citrix AgentService Response Point ModuleExchange Point Module	<ul style="list-style-type: none">eHealth Console <i>featuring</i> MyHealthRemote PollerLive Health™Micromuse Netcool Integration ModuleHP OpenView Integration ModuleHealth ReportsService Level ReportseHealth Developer ProgramTrapEXPLODER
system health™	<ul style="list-style-type: none">eHealth-ServerAdvantEDGE ViewSystemEDGE Agent	
network health™	<ul style="list-style-type: none">Network HealthNetwork Health-Traffic AccountantNetwork Health-Cisco V/N ManagerNetwork Health-Lucent (Ascend)Network Health-NewbridgeNetwork Health-SPECTRUM	

Live Health

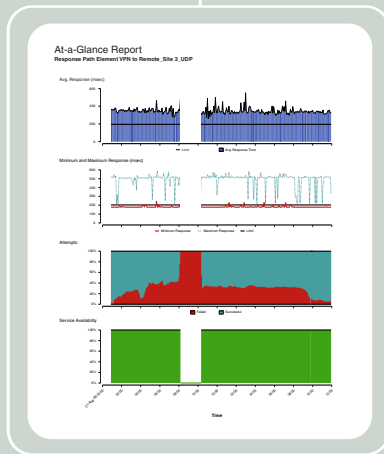


Live Health – Dramatically reduce alarm storms and ensure effective problem diagnosis with integrated *historical and real-time analysis*.

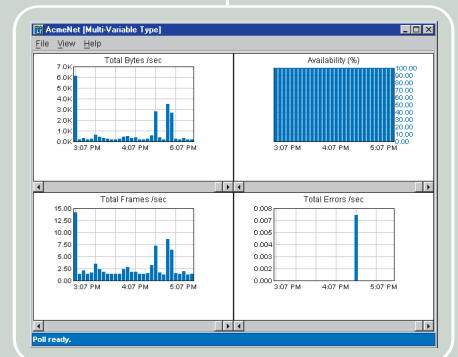
The LiveExceptions Browser prioritizes "brownouts" and end-to-end delays by business unit or customer.



Trend Report



At-A-Glance Report



LiveTrend

- 1 Ideal for troubleshooting e-business performance and availability problems, Trend Reports reveal traffic patterns over time as well as critical relationships between elements and between variables.
- 2 At-A-Glance reports reduce Mean-Time-To-Repair by automatically correlating key performance metrics in a uniform single page presentation for a specified interval.
- 3 Use LiveTrend in troubleshooting mode to immediately verify that a fix was successful in reducing delay.

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24 X7TM

With *eHealth*, a CIO
has immediate access to
data on service quality as
well as information that
can be used to make
critical decisions on
infrastructure issues.

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Enterprises and Service Providers have different needs, but one solution. eHealth.

eHealth delivers a tremendous competitive advantage to ISPs, ASPs, and CLECs. Concord makes sure that your server/hosting operations have maximum availability, 24x7.



The eHealth suite has tremendous flexibility, which makes it the ideal solution for both enterprises and service providers.

In the Enterprise...

Modern enterprises span both the traditional brick and mortar companies and those evolving into click and mortar companies. They also include dotcoms that are outsourcing their data centers in order to focus on their core competencies.

Typically, they're turning to a co-location or managed hosting model for these services – but they still need to know what is going on with those servers. The strength of eHealth within an enterprise is its ability to deliver precisely the type of information that each level of management requires.

With eHealth, a CIO has immediate access to data on service quality as well as information that can be used to make critical decisions on infrastructure issues.

At the managerial level – Applications, Systems, and Network Managers – eHealth provides the performance and availability information that allows for on-target capacity planning.

And administrators can rely on eHealth to proactively identify sources of delay and areas of potential failure, which helps avert downtime.

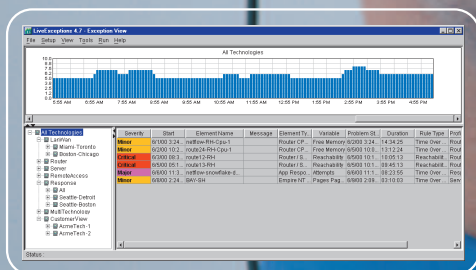
For Service Providers...

Service Providers are in one of the fastest-moving and most competitive arenas of e-business. Our solutions are effective both internally, to maximize existing infrastructure and reduce cost of ownership, and externally, utilizing reports to build dialogue and strengthen customer relationships.

We can help you get to market faster with your new service offerings and ensure reliable delivery. eHealth offers exceptional scalability, and our “vendor neutral” architecture enables us to perform across a multitude of different platforms and operating systems. In fact, eHealth is the ideal performance and availability management solution for multi-service Operational Support Systems (OSS) – especially those with multiple tools and responsibilities. eHealth scales across whatever service you're rolling out – right out of the box. You have a competitive edge, in both time to market and performance delivery.

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We're here to make sure your e-business
is running at peak performance, 24X7.

E-business is 24X7. So are we.



TM

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resolve

The most daunting challenge of e-business is that there is no room for downtime. No “let’s fix it in time for tomorrow morning”. It has to work, work well, and work all the time.

While our solutions enjoy an outstanding reputation for reliability and ease of use, there may still be a time when you need us – and fast.

That’s why we provide you with complete, round-the-clock technical service and support options. That includes support for installation, integration with your OSS, custom projects, and training. We also offer professional, onsite consulting services if you would like advanced expertise without diverting your internal resources.

Our commitment to you and your e-business continues beyond the initial investment. We maintain an open dialogue with all of our customers to ensure that we focus on the features and capabilities most critical to their business needs. We are continuously exploring ways to improve our products and overall performance of your infrastructure. We are here to support you with what you need, when you need it. 24X7.

Your business is now e-business, and Concord is the e-business essential.

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