

"With GroundWork Monitor Professional, we have the data and tools to fine-tune alarms and notifications. As a long-time customer, I've seen the continued evolution of the product and this latest release, with new dashboard and reporting capabilities, will make it much easier for us to exceed the SLAs we have with our customers."

Chuck Edwards
Managing Partner of Blue Gecko

GroundWork Monitor *Professional* brings innovative open source projects together into a complete software solution for monitoring and managing the performance and availability of your entire IT infrastructure - applications, networked devices, and servers across a wide range of operating systems including Linux, Unix, Windows, Netware, and others. With GroundWork Monitor *Professional*, organizations leverage the flexibility and low cost of open source tools to achieve enterprise-class availability, performance, service level reporting, and operational efficiency.

Combining best-of-breed open source applications with innovative GroundWork-developed software, GroundWork Monitor *Professional* enables systems administrators to create and update executive-level dashboards that present management perspective and display service-level data to those with appropriate authority. With real-time status views, system administrators and executives can quickly confirm IT operations adhere to service-level agreements (SLAs). Historic trend reporting and a sophisticated alerting system allow system administrators to proactively manage and control their IT infrastructure, significantly improving uptime and performance.

KEY BENEFITS

- Gain rapid, precise insight into the status and performance of every element of your infrastructure.
- Define policies to detect and address issues before they affect customers or users.
- Minimize the total cost and complexity of managing the infrastructure.
- Avoid vendor lock-in.

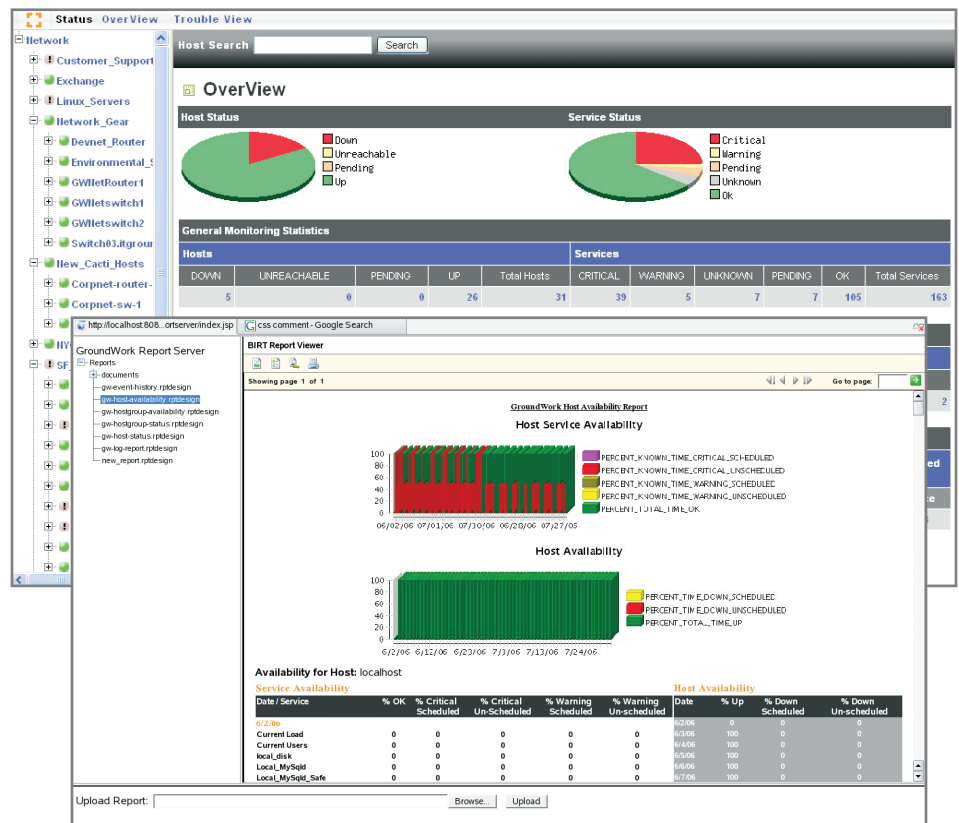
SYSTEM REQUIREMENTS

Operating Systems supported:

- RHEL 4 WS, ES (32- & 64-bit)
- RHEL 5 ES (32- & 64-bit)
- SUSE LINUX Enterprise Server 9 (32-bit), 10 (32- & 64-bit)
- CentOS 4.4

Recommended system: (supports up to 500 active service checks/min.)

- 2 CPU, 3.2 GHz P4 or better
- 4 GB RAM
- 160 GB disk



An annual subscription to GroundWork Monitor *Professional* includes access to the GroundWork Support Center and unlimited email and phone support, as well as product updates and upgrades. Training classes and professional services such as configuration and conversion assistance and turnkey deployment are available, making GroundWork Monitor *Professional* the smart choice for enterprise-class IT infrastructure monitoring and management.

EASILY INSTALLED AND CONFIGURED

Powerful web-based configuration tools and certified device-specific profiles simplify and streamline configuration and deployment. Each profile encapsulates a set of standard Services with plug-ins and best practices. Because of its open architecture and included developer's kit, GroundWork Monitor *Professional* offers a rich environment to facilitate custom development, extension and integration.

COMPREHENSIVE MONITORING

GroundWork Monitor *Professional* includes a wide variety of monitoring methods. Techniques include Active and Passive monitoring, agent or agent-less methods, combinations of synthetic polling and log file monitoring via SNMP traps. The GroundWork Foundation Layer, which has been proven to successfully monitor and manage thousands of nodes, normalizes and stores collected IT data in a centralized database creating a very scalable system. With the included developer's toolkit, programmers can easily extend and customize the monitoring system.

CENTRALIZED VISIBILITY AND CONTROL

IT professionals use a web-based interface to view, configure, and take action upon the information collected from the various IT systems being monitored. The system provides high-level views and easy drill-downs to detailed component views with robust reporting of availability and performance trends, alert history and event logs. Event handlers can trigger corrective actions to prevent simple issues from becoming major problems. If any indicator drops below acceptable levels, GroundWork Monitor *Professional* alerts key contacts via email, pager or phone call. Alarm pre-processing allows systems administrators to specify dependencies between elements, significantly reducing the incidence of derived, spurious, and false alarms while still ensuring that actual outages are reliably reported.

ADVANCED SERVICE LEVEL MANAGEMENT

Executive-level dashboards and robust business reporting enable IT professionals and company executives to quickly confirm that IT operations adhere to SLAs. The reports help visualize multiple data feeds, maps, performance data and events. System administrators can create customized reports from the collected data using the BIRT report designer (available for download at <http://download.eclipse.org/birt/downloads/>).

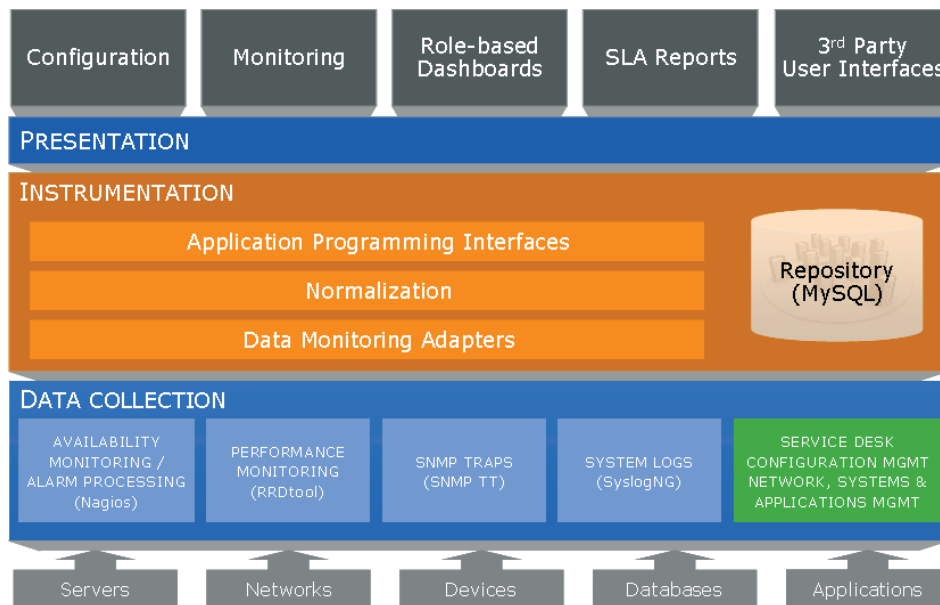
In addition, administrators can quickly create, customize and update dashboards that suit individual preferences and achieve desired management perspectives, while at the same time securing sensitive data to only those with appropriate authority.

SERVICE-LEVEL REPORTS

Organizations can easily create reports to address ITIL, Sarbanes-Oxley Act or Gramm-Leach-Bliley Act compliance requirements. Six standard service-level reports are included:

- **Event History** – comprehensive list of events captured by GroundWork Monitor *Professional* with breakout graphs on Monitor Status, Operation Status and Event Severity
- **Host Status, Host Group Status** – snapshot of the current status of either a particular host and its services or the hosts and services of a host group
- **Host Availability, Host Group Availability** – availability information by day of specified host and its services or host group's host and services
- **Log Exceptions Report** – information culled from the log reports of monitored systems that helps system administrators identify and act on potential problems before they escalate to a critical state

GroundWork Monitor Professional Architecture



GROUNDWORK OPEN SOURCE, INC.

San Francisco-based GroundWork Open Source, Inc. (www.groundworkopensource.com) is the leader in the fast-growth market for open source IT management. GroundWork unifies leading open source software to deliver comprehensive IT management solutions at a fraction of the cost of traditional software. With GroundWork solutions, organizations leverage the flexibility and low cost of open source tools

to achieve enterprise-level availability, performance and operational efficiency. GroundWork customers represent a variety of industries, including education, financial services, government, manufacturing and high technology. GroundWork is privately held, with investments from Mayfield Fund, Canaan Partners, JAFCO Ventures and SAP Ventures.

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