



RoboMon[®] for Windows



RoboMon monitors and manages your Windows NT/2000-based applications, systems and networks, enabling you to maintain the highest levels of eBusiness availability and performance. RoboMon detects problems, reports and graphs performance data, and centrally monitors such wide-ranging technologies as Exchange, IIS, SQL Server, Site Server (and Commerce Edition), Citrix, Terminal Services, Oracle, Proxy Server, Cisco, Insight Manager, Service Level Agreements, and more. RoboMon provides a unique combination of superior monitoring, unmatched scalability and ease of deployment and maintenance, to give you the best Return on Investment and the lowest Total Cost of Ownership for your IT organization.

Managing Complexity

Managing IT today is complicated. Companies now rely on Windows NT/2000 and a host of related technologies for the Internet, Intranets and Extranets, both to conduct eBusiness and also to run their own internal operations. When problems occur, they must be solved quickly and with little or no impact on users.

And that is where RoboMon can help. RoboMon reduces the complexity of eBusiness infrastructure management by automatically detecting complex application, system and network problems, so they can be fixed before they impact users.

Quick ROI, Lower TCO

RoboMon provides superior Return on Investment (ROI) and helps you lower your Total Cost of IT Ownership (TCO):

- RoboMon solves problems the same way your most expert systems administrators would - 24 hours a day, 365 days a year. This eliminates manual monitoring tasks and greatly reduces time spent on firefighting, so you can deploy personnel more effectively.
- Systems running RoboMon require less attention than systems that are monitored manually or using less sophisticated software packages, because RoboMon dynamically adjusts to changes in the system and application configuration. This helps you accommodate growth without adding staff.
- RoboMon provides enterprise command, control, and monitoring, so systems can be managed from anywhere. This reduces the travel and personnel costs associated with supporting remote locations.



Strategic Information for Management

RoboMon provides you with the information you need to make strategic eBusiness infrastructure management decisions.

Better Service For Your Users

RoboMon monitors for early warning signs, and notifies you before problems interrupt your users.



- RoboMon helps you meet Service Level Agreements, and provides graphs and reports for CIOs, IT managers and administrators. This lets you make the kind of eBusiness infrastructure management decisions that can give your company a competitive edge in the marketplace.

Built-In Expertise in Wide-Ranging Technologies

RoboMon incorporates years of experience in Windows NT/2000, BackOffice and application administration.

RoboMon can detect and diagnose problems with:

Applications

- Microsoft Exchange
- Microsoft IIS
- Microsoft SQL Server
- Microsoft Site Server
- Microsoft Site Server Commerce Edition
- Oracle
- Service Level Agreements
- Microsoft SMS

- Lotus Notes / Domino
- ARCserve
- Backup Exec

Systems

- Microsoft Windows NT / 2000
- Microsoft Cluster Server
- Microsoft Active Directory Services
- Terminal Services / Citrix WinFrame
- Windows / Network Load Balancing
- Microsoft Transaction Server
- Microsoft Message Queue

Networks

- Cisco devices
- Microsoft Proxy Server and Client
- RAS
- WINS, DHCP

Hardware

- Compaq Insight Manager
- Dell OpenManage
- HP TopTools

When RoboMon finds a problem, it can fix it automatically if you wish, or notify staff via email, paging or RoboMon's real time Event Monitor. RoboMon can interface seamlessly with your own corporate messaging infrastructure through its native SNMP support and interfaces to framework, help desk and network management products. RoboMon also provides reports and graphs to help you document service level compliance and plan for growth.

In addition, the RoboMon GUI enables changes to be made on a local, domain or enterprise basis using powerful drag and drop operations. So ongoing administration requires very little effort, whether you are running RoboMon on 5 systems or 500.

Ease of Use for IT Staff

RoboMon is easy to deploy and manage in any size environment.



Unparalleled Problem Solving Ability

RoboMon uses a purpose built inference engine that takes the same steps a skilled IT professional would take in order to diagnose and solve problems. RoboMon monitors with amazing breadth as well as depth using data from:

- Performance counters
- NT/2000 event logs
- Databases
- Application log files
- Native NT data sources
- COM (Component Object Model) objects
- SNMP traps and variables
- WMI (Windows Management Interface) data

RoboMon can check for virtually any problem you may encounter. RoboMon can also correlate events, investigate problems and provide staff with the detailed information needed to solve problems quickly.

RoboMon recognizes and understands the difference between new and persistent problems. For example, RoboMon can notify different people under different circumstances, or escalate problems that are not resolved immediately. RoboMon also supports the new/updated/closed construct used by most help desk systems.

Integration for the Enterprise

RoboMon integrates easily with your enterprise management infrastructure, and provides coverage across your entire multi-platform eBusiness enterprise.



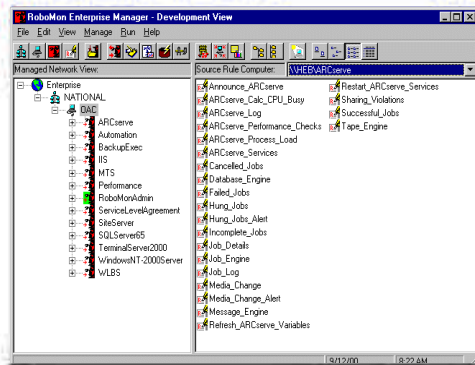
Easy to Deploy and Use

RoboMon's Graphical User Interface (GUI) was designed with extensive customer input to make RoboMon easy to deploy and use. RoboMon can be managed and tailored from anywhere in the Enterprise. RoboMon can easily be customized and extended by systems personnel, with no programming and very little training or "ramp up" time.

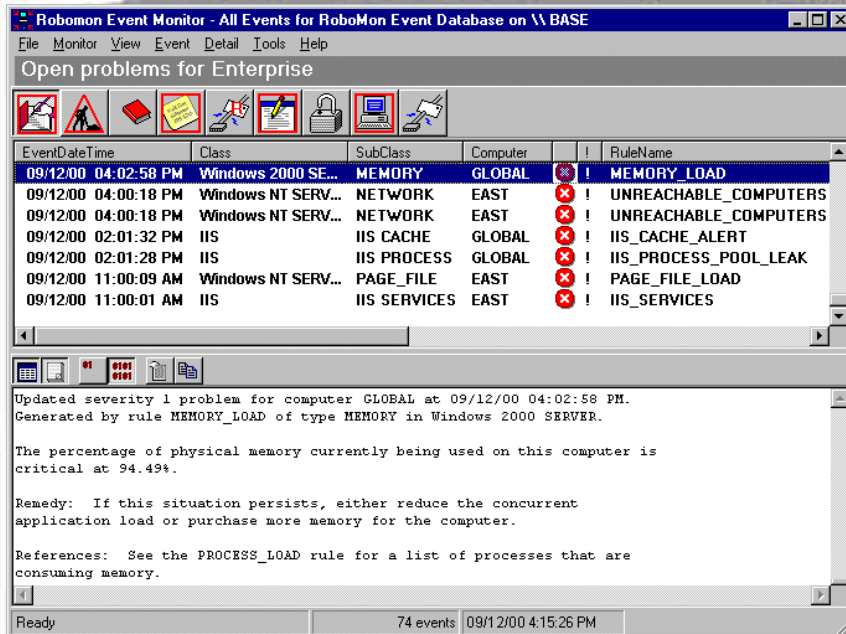
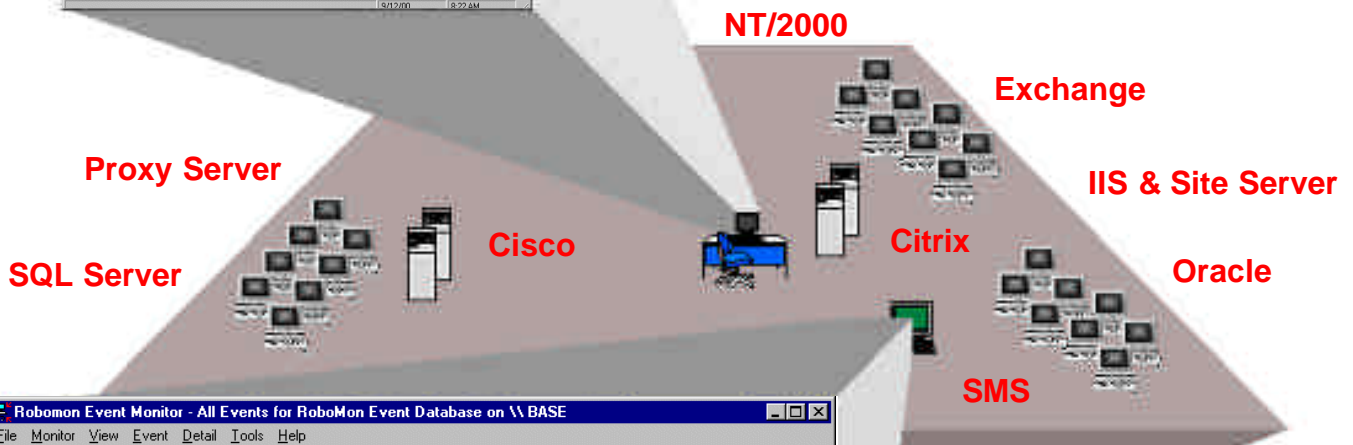
eBusiness Infrastructure Management

Scalable and Easy to Use

The RoboMon Enterprise Manager provides Enterprise-wide command and control from anywhere in your network. RoboMon's Graphical User Interface makes it easy to deploy and use, whether you are managing 5 systems or 500.



Extensive Coverage with No Set-up Required
RoboMon's Intelligent Solution Sets embody years of expertise in Windows NT/2000 and related technologies. Each ISS studies the specific application and system and monitors according to the workload and configuration. RoboMon also automatically adjusts its monitoring when you add an application or make other changes, so it requires almost no ongoing administration.



Flexible and Fault Tolerant
The RoboMon Event Monitor provides real time monitoring of your entire eBusiness network, and is easily customized for different IT functions. RoboMon's highly efficient, scalable event routing architecture enables you to send events where they are needed, with guaranteed delivery, no single point of failure, and minimal network load.

Key Features:

Flexibility, Scalability, Fault Tolerance

- Works out of the box to monitor Windows NT/2000, BackOffice and a wide range of eBusiness applications, with no setup required.
- Recognizes the difference between new, persistent and closed problems, so IT staff are kept informed.
- Able to send events anywhere in the network, based on who needs to view each event (e.g., Exchange events go to the Exchange group).
- Works with any industry standard database, such as: Access, SQL Server, and Oracle.
- Has no single point of failure, no dependence on a central console or on network connectivity.
- Generates minimal system and network overhead.
- Extraordinarily easy to deploy and use, both in small configurations and in large enterprises.
- Easy to tailor and extend without writing code.

Reliable, Fault Tolerant and Scalable

RoboMon's Event Architecture provides reliable, fault-tolerant delivery of events to any destination in your network, with minimal network overhead and no single point of failure. Events may even be forwarded selectively if you wish, to enable staff to focus on the events most relevant to their areas (for example, forward Exchange events to the Exchange group).

Events may be routed to a single monitoring system, or they may be routed to multiple systems to provide automatic failover. If a destination system is unreachable, the event will still be viewable elsewhere in the network. Once the destination system becomes reachable again, the event is retransmitted to guarantee delivery.

Better Results With Less Effort

RoboMon is designed to provide superior monitoring results right out of the box, with no setup required, and to require little or no ongoing administration effort. RoboMon learns about each system and application it monitors, and automatically configures its monitoring criteria and thresholds to match the workload at hand. This approach avoids false alarms on larger systems, and ensures that problems don't "fall through the cracks" on smaller systems with smaller workloads.

RoboMon also automatically adapts to changes in configuration and changes in workload. Therefore, RoboMon does not need to be adjusted whenever you add an application or make changes in your environment.

RoboMon uses an open architecture that can be extended to monitor site-specific applications without the need to write or debug code. Thus RoboMon can easily be extended by system administrators and other IT staff to monitor even highly site-specific situations.

The Total Heroix Solution

RoboMon for Windows NT/2000 is part of Heroix Corporation's suite of automated eBusiness infrastructure management products designed to help you assure the highest level of application, system and network availability and performance. Built from the ground up on Windows NT/2000, RoboMon for Windows NT/2000 is fully compatible with RoboMon for UNIX and RoboMon for OpenVMS, as well as with Heroix's other offerings:

RoboCentral - software designed to provide centralized monitoring and management of system console ports, including servers, bridges, routers and other eBusiness infrastructure components.

RoboER - software that enables IT personnel to reach and repair Windows NT/2000 systems, anywhere in the eBusiness infrastructure, that are otherwise inaccessible and would require a costly reboot.



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