



Business-focused monitoring and management for today's multiplatform enterprise

The Heroix eQ™ Management Suite detects and resolves complex application, system, and network problems so your business can achieve the highest levels of IT availability and performance. Benefit from proactive monitoring and management that spans packaged and custom applications, database systems, messaging platforms, Web servers, operating systems, and IT infrastructure components. Built-in intelligence, adaptable automation, and enterprise extensibility enable you to:

- Unify monitoring across Unix® (including AIX®, HP-UX®, Solaris™, and Tru64™), Linux®, Windows® Server (including Windows NT/2000/2003), Novell®, and OpenVMS™ platforms
- Manage applications and systems to meet business needs
- Monitor events enterprise-wide
- Identify problems and trends proactively
- Automate corrective action as desired
- Report, graph, and display performance data
- Document compliance with service level agreements (SLAs)
- Customize and extend monitoring to fit unique requirements

HEROIX
Find it. Fix it. Forget it.

www.heroix.com

Monitor and manage more with less. Much, *much* more.

Complex technology, high implementation costs, and intense demands on staff can make effective IT infrastructure management seem unattainable. Yet with service levels for core applications at stake, full command of enterprise applications, databases, servers, and other resources is a must. But how will your organization reach that goal quickly, sustainably, and cost-effectively?

The Heroix eQ Management Suite brings effective enterprise IT management within reach. This innovative software unifies management and monitoring across Unix, Linux, Windows Server, Novell and OpenVMS environments. Our solution builds in exceptional intelligence that delivers results right out of the box, without the huge add-on consulting expense usually required to deploy and maintain a comprehensive infrastructure management product. What's more, you can readily customize and extend Heroix eQ to monitor any applications and meet business-specific needs — *without writing a single line of code.*

Intelligence simplifies management

Heroix eQ distills years of know-how in Unix, Linux, Windows Server, Novell, and OpenVMS platforms. The Heroix eQ design features "sensors" that continuously monitor the health of an application or system. When a problem is detected or a threshold exceeded, Heroix eQ can identify the business functions and workgroups affected, notifying the proper personnel. Corrective action can be automatic, based on business needs. You'll achieve results faster and manage more effectively, while freeing up time to focus on more strategic tasks.

Take the Heroix eQ challenge: begin tackling your difficult-to-manage application in the morning, and you'll be monitoring what you need to before the end of the day.

Solution Studio

Business-focused monitoring and management can be yours on demand. The intuitive Solution Studio GUI provides access to advanced monitoring and management logic, embedded within simple-to-follow wizards and templates. Monitor what's unique at your site — including enterprise applications — by associating IT processes and components with the business activities they support.



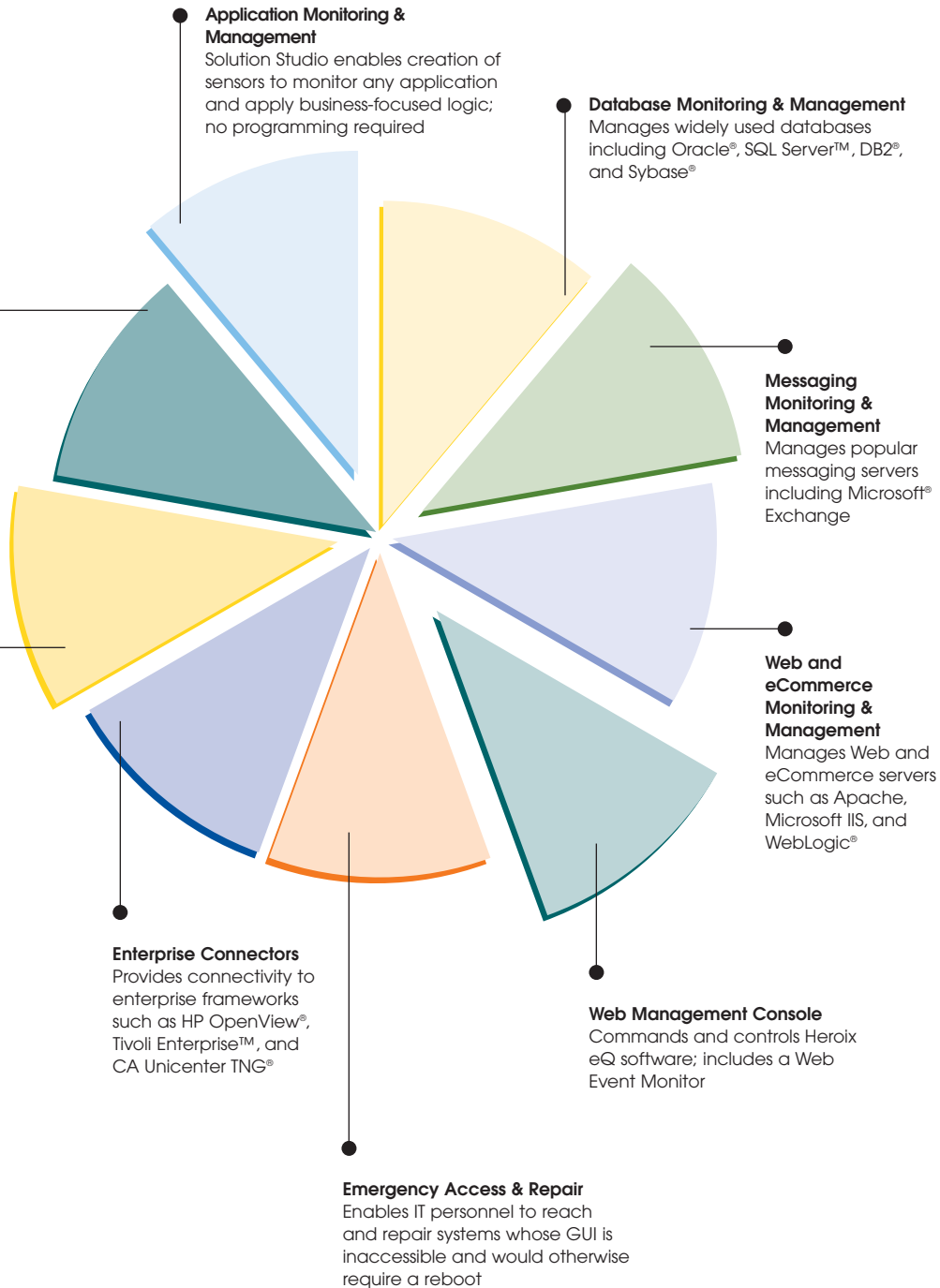
Server & Infrastructure Monitoring & Management

Manages Unix, Linux, Windows Server, Novell, and OpenVMS operating systems, as well as leading software infrastructure products, network devices, server hardware, and utilities

Reporting, Graphing, & SLAs

Generates reports and graphs, documents service levels; includes a Web Reporting portal

Heroix eQ Management Suite



Accelerate ROI.

Self-configuration speeds deployment

Automated configuration keeps implementation time to a minimum, accelerating your return on investment. Heroix eQ automatically discovers which applications are running on the monitored systems, then sets monitoring thresholds appropriate to each system's workload. Not only does this save time, but you also benefit from a more reliable, correctly configured installation.



Web interface saves time

The efficient, Web-based graphical user interface helps novices and experts alike accomplish tasks with Heroix eQ in a fraction of the time needed to get results from other products of its kind. Access management functions from virtually anywhere, using the Web Management Console. Track events and actions with the Web Event Monitor, and create a valuable repository of information about past issues and effective remedies.

Reports and graphs deliver insight, support SLA compliance

Versatile reports and graphs of performance data make it easy to spot trouble and see trends. Then use the Web Reporting portal to display reports and graphs to management, business users, and IT staff.

Documenting compliance with service level agreements is straightforward with a built-in SLA reporting feature.

Get smart and scalable.

Heroix eQ delivers value

- Fastest implementation
- Lowest cost to deploy & manage
- Best results with least effort
- Scales for enterprise growth
- Helps reduce overall IT cost of ownership

Root-cause analysis isolates problems

When Heroix eQ uncovers a problem condition or an adverse trend, it does more than simply tell you what the issue is — it pinpoints the cause and recommends the remedy. Heroix eQ tracks whether a problem is new, updated, or closed, and acts accordingly. When the situation calls for corrective action, a resolution can be initiated automatically. Or if you prefer, receive an alert through any selected notification method, including e-mail, pager, or Web Event Monitor.

Self-management reduces IT workload

Heroix eQ manages dynamic IT infrastructures with little effort. Its sensors study the configuration and the workload of applications and systems on an ongoing basis, and monitoring thresholds are adjusted in response. Self-management ensures Heroix eQ always operates at top effectiveness — without setting off false alarms or allowing issues to slip past thresholds unnoticed.

Scalability and robustness protect performance

Store-and-forward routing sends event data to any Heroix eQ Management Console, with guaranteed delivery. Network overhead is minimal, because events are relayed only when and where the information is needed. The ability to distribute event data to consoles anywhere across a network is yet another way Heroix eQ scales to the needs of growing IT infrastructures or distributed sites.

Emergency access rescues without reboot

Even when your Windows Server GUI locks up, rich emergency management commands allow you to reach the system and resume operation without a reboot.

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