

Performance Guard™

See IT the way your users do!



End-user based IT Management

End-user based application and IT infrastructure performance monitoring will increase IT system efficiency. CapaSystems' Performance Guard™ supplements existing management solutions by providing a comprehensive, automated application and infrastructure monitoring solution for optimizing end-user clients, networks, servers and applications – all based on monitoring the experience of the end-users.

Performance Guard™ is the only IT management platform that delivers exact measurement of system performance at the end-user level. It provides a real-time productivity view of the services received by end-users and enables IT departments to optimize system performance and capacity, increase productivity, reduce expenses on infrastructure and help-desk resources, and ensure compliance with service level agreements (SLAs).

Document IT Performance, Capacity Planning, Application Tuning and Issue Resolution

Performance Guard™ use an intuitive web interface to deliver the necessary information for real-time monitoring and documentation on how all IT services are rendered. The data delivers the foundation for real data, real-time based capacity planning and it support the help-desk to enable fast and qualified support. Using thresholds and alarms, Performance Guard™ sends alerts on application and network issues and performance bottlenecks empowering IT managers to quickly identify and proactively resolve system performance issues – even before they impact end-users. This is done by setting thresholds properly for early warning of potential performance degradation.

How it works

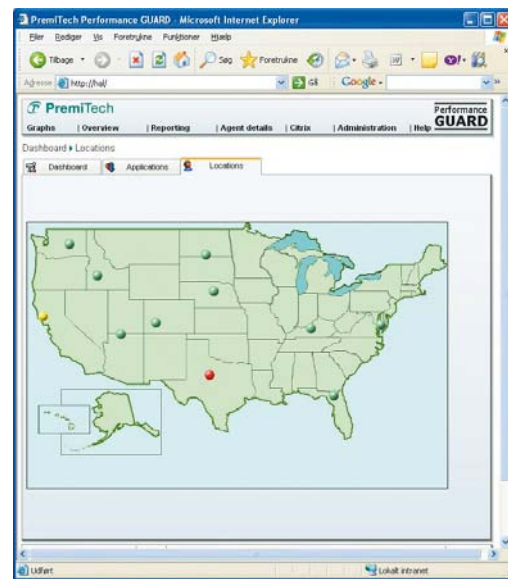
Performance Guard™ measures all data directly on the end-user PC or device via a compact agent.

A centralized Performance Guard™ server collects and processes the data from all end-user PCs and store this information in a central data-

base, the information is viewed in reports and dashboards using a standard web browser. The platform automatically creates baselines for all collected data enabling IT management to quickly establish alarms notifying help-desk or technical staff of system performance problems. Alarms can be established at all levels including applications, departments, offices, end-users and networks or mid tier servers.

Valuable results with zero loads

Unlike traditional application monitoring approaches, Performance Guard™ uses a passive agent technology which does not introduce any additional load on the existing IT infrastructure. It is easy to install and require no administration. Administration and maintenance is centralized, and Performance Guard™ operates independently of any changes in infrastructure.



IT end-to-end Performance Dashboards are delivered pre-packaged based on locations or applications. Custom dashboards can be created using any image such as a building map, campus or wiring diagram. Once alerts are in place, the dashboard provides a visual performance overview.

The ability to manage end-user quality of service empowers IT departments to proactively and strategically manage the IT function while making a

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positive impact on business performance. CapaSystems' Performance Guard™ enables IT departments to gain an exact, real-time measurement of end-user application performance to optimize the IT infrastructure. It is the only platform to provide this unique, essential view of a company's IT system, and therefore the best way to maximize business productivity and IT investments.

Enterprise application, mid-tier and data center management extensions

The core Performance Guard platform has Extensions which includes:

- Dashboards and health check reports
- Automatic application identification and monitoring
- Citrix and other mid-tier server monitoring
- Network end-to-end monitoring
- End-user device monitoring.
- Extension for integration to data center management solutions

Enterprise class platform

Performance Guard is an enterprise class platform running on industry standard servers. All data regarding the end-users experiences when interacting with any server, network, application or on the end-user device is collected centrally and stored in a standard database located on the central Performance Guard server. The individual collection, store and reporting components are separated for scale.

Installation and set-up

The central Performance Guard™ server dedicated to the collection, processing and reporting of data is installed. Agents are distributed to all clients using an ordinary software distribution tool. Once installed, the agents automatically begin reporting to the Performance Guard™ server. The reported data provides an instant overview of key metrics such as availability and response times from all applications used by all end-users.

Monitoring all IT services as they are used by end-users uniquely make Performance Guard transparent to infrastructure changes. As new services arrive or others go away, Performance

Guard simply start or stop monitoring such services. Maintenance of Performance Guard™ is centralized. Any changes to the configuration of the agents are done automatically when agents report data to the server.

Advantages

- *Exact measurement of system performance experienced by end-users*
- *Business productivity boosts via proactive management of critical applications*
- *Decreased cost of IT maintenance and helpdesk support*
- *Increased IT system up-time*
- *Precise view of services offered to end-users increases business productivity*
- *Rapid error identification and proactive problem solving at the component level*
- *No implementation or additional load on existing back-end infrastructure*
- *Minimal implementation and maintenance cost*

About CapaSystems A/S

CapaSystems A/S is dedicated to increase client efficiency, productivity and profitability by providing expertise and cutting edge standard software to leverage the potential of IT system performance.

This dedication has lead to a Microsoft Gold Certified partnership since 2004.

Microsoft
GOLD CERTIFIED
Partner

Information Worker Solutions
ISV/Software Solutions