

Delivers comprehensive service management for Windows, UNIX and Linux systems and applications

Overview

NetIQ's AppManager Suite is the leading systems management solution for managing service levels of IT infrastructure and business applications. The AppManager Suite enables IT organizations to meet their service level commitments while maximizing staff efficiency, with extensive monitoring, diagnostics, advanced analysis and automation.

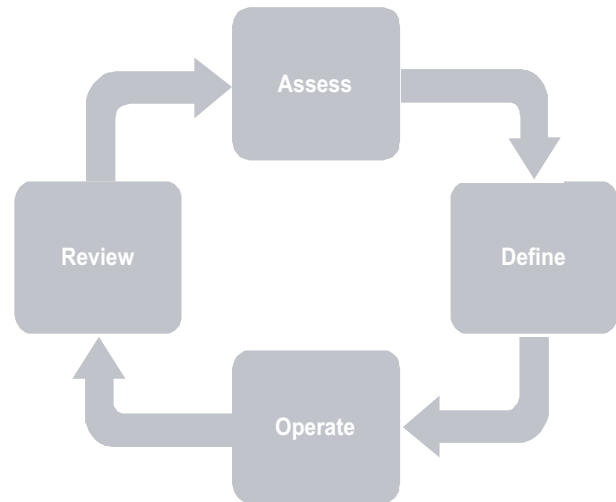
Organizational Challenges

All IT organizations today are facing increasingly challenging expectations. IT is tasked with meeting the constantly changing business objectives of the lines of business they support and are inevitably dealing with the never-changing facts that complexity is increasing, resources are static or decreasing, costs are soaring and downtime is highly visible and simply unacceptable.

To ensure that service level commitments, end-user expectations and overall performance and availability objectives are met, IT organizations are moving from the traditional systems management practice of monitoring individual IT elements to mapping the interdependencies and managing the elements as a single complete service.

Service management enables IT to relate the behavior of the IT infrastructure and applications to higher-level views of how these infrastructure elements provide service to the business. Knowing this enables IT to appropriately prioritize resources and align staff focus with business objectives.

To help IT organizations incorporate service management into their systems management practices, NetIQ has announced new functionality in the AppManager Suite. This new functionality automates the major steps in the service management lifecycle: assessment of requirements, definition of service level agreements, operational management and review of operational metrics.



AppManager Suite offers a complete solution for automating the Service Management lifecycle.

Key Benefits

- Enables IT organizations to meet service level commitments and ensure IT is an integral part of the business planning process
- Increases service availability by decreasing recovery time and more effectively resolving root causes of system and application problems
- Increases the efficiency of your IT organization via a single, centralized and flexible solution that is easy to deploy and use

NetIQ® AppManager® Suite

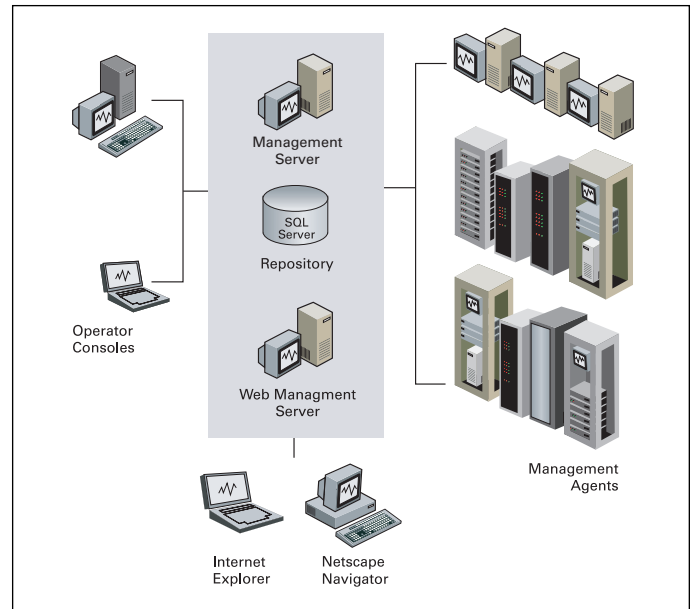
Monitoring

Manage your critical IT systems with AppManager 6.0, a comprehensive, scalable and easy-to-use cross-platform systems management solution

Get the broadest and deepest management view of your cross-platform infrastructure – Centrally manage the health, performance and availability of more than 60 applications across Windows, UNIX and Linux.

Scale your architecture to match your business – Robust, flexible architecture enables you to efficiently manage thousands of servers. This enables administrators to more efficiently manage large server configurations.

Easily adapt to your unique infrastructure – Customize your solution without learning proprietary languages or technologies with AppManager 6.0's use of industry-standard technologies, such as XML, VBA, Perl and Java. AppManager also minimizes training costs by using the technologies with which your staff is most familiar.



AppManager 6.0 efficiently and reliably manages your entire environment—including Microsoft Windows, UNIX and Linux—through its robust architecture.

Snap in seamlessly with other management

products – Integrate AppManager 6.0 with systems and network management products, such as Microsoft Operations Manager (MOM), Micromuse Netcool/OMNibus, Computer Associates Unicenter, Tivoli Enterprise, HP OpenView Network Node Manager, HP OpenView Operations and Remedy AR System. IT administrators now have a single system view, enabling more efficiency in managing their entire IT environment.

NetIQ Provides Cure for Acusis Medical Transcription Services

Acusis, a global medical-transcription company headquartered in Pittsburgh, PA, has a core business that provides medical records to small physician practices, clinics and large hospital systems. One of their biggest challenges is the expectation of a 24-hour or less turnaround time, which in reality could mean as little as one to three hours. The company required a quality tool that would provide private and secure monitoring from all locations, ensuring high availability.

They chose NetIQ and its AppManager and NetIQ Security Manager products because they could assure, optimize and secure their systems in all worldwide locations, including India.

"When I assumed responsibility for Acusis information technology, the first thing I noticed missing was network monitoring. Choosing AppManager to provide network monitoring solutions was a no-brainer."

Barry Winseck,
Vice president for U.S Operations for Acusis

Reporting and Analysis

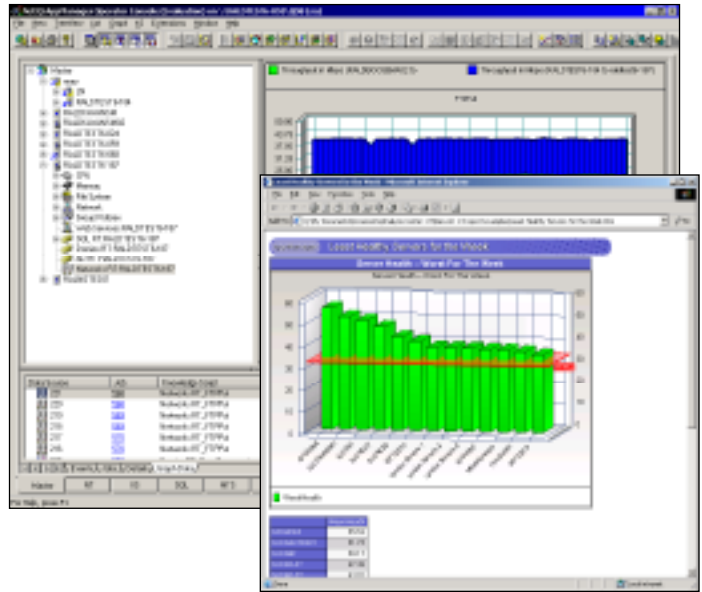
Turn data into actionable knowledge with AppManager's advanced reporting and analysis capabilities

Collect data efficiently and easily – Benefit from AppManager 6.0's single repository containing all of your management information—both events and performance data—enabling a central view of all servers and resources. Having a single repository enables efficient and comprehensive reporting.

Visualize your data – Use interactive charting and snapshot reports to give a visual view of your data for easier analysis and information sharing.

Get innovative, flexible and powerful advanced reporting – See deeper into your systems for service-level compliance, capacity planning and historical trending with AppManager Analysis Center 1.5's advanced reporting capabilities.

Perform advanced analysis – Get a sophisticated view of your systems with AppManager's OLAP-based performance data warehouse and AppManager Analysis Center 1.5's enterprise reporting capability.



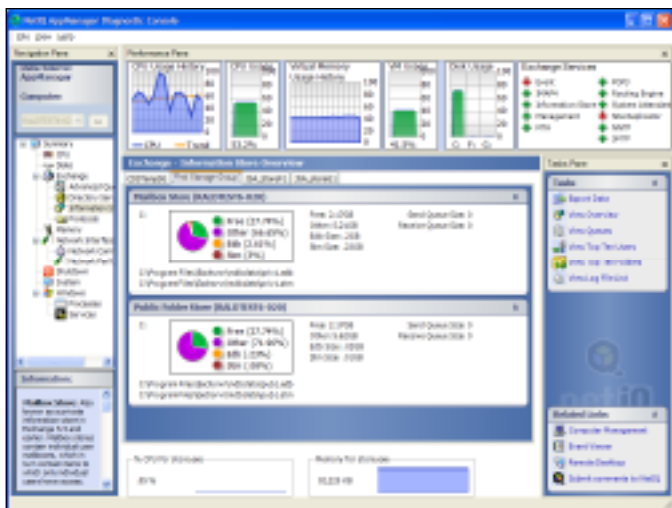
AppManager 6.0's powerful reporting infrastructure is designed specifically to meet the needs of systems management professionals.

Diagnostics and Resolution

Decrease recovery time and resolve root causes of system issues

Quickly troubleshoot your performance and availability issues – Use AppManager's drag-and-drop Knowledge Scripts, data detail and interactive 3-D charting to determine the root cause of problems.

Perform remote diagnosis – Diagnose and resolve common problems on Windows and Exchange with the AppManager Diagnostic Console 2.0.



AppManager Diagnostic Console 2.0 provides a centralized console for the remote investigation and correction of common problems on Microsoft Windows servers.

NetIQ's AppManager Increases Service Availability and Improves Efficiencies for Towers Perrin

Towers Perrin is a global professional services firm that helps organizations improve their performance through effective people, risk and financial management. The company's Operations Control Center is tasked with meeting or exceeding customer expectations of 24x7x365 availability of its web-based Human Resources management system.

"One of the first things I did when I started at this company was to examine what was going on with systems management and monitoring, and I immediately saw a need that AppManager Suite could fill."

Michael Lubanski,
Enterprise monitoring manager for Towers Perrin

The firm uses NetIQ's AppManager Suite to monitor the performance of its web-based Human Resources management system.

Automation

Increase efficiency in your IT organization

Share valuable information – Use scheduled report generation and publishing to communicate the information your customers and managers demand.

Schedule jobs automatically – Efficiently perform critical tasks using AppManager 6.0's robust job scheduling and script execution engine.

Manage policies – Automatically deploy management policies to servers, enabling efficient, lights-out IT operations.

Conclusion

IT organizations face several challenges today, including increased complexity, reduced budgets and resources, as well as a need to demonstrate rapid payback on IT investments. To meet these needs, IT organizations depend on NetIQ's AppManager Suite to manage service levels of business applications and system infrastructure.

The NetIQ AppManager Suite provides comprehensive systems management capabilities: monitoring, reporting and analysis, diagnostics and resolution, and automation. The AppManager Suite enables organizations to manage a highly distributed, heterogeneous IT environment of Microsoft Windows, UNIX and Linux systems. From AppManager's central console, you can manage a variety of components ranging from the physical hardware to server applications to end-user response time.

Ultimately, the NetIQ AppManager Suite provides several benefits: enabling IT organizations to meet their service level commitments, increase the efficiency of their IT organizations and increase overall system availability.

For a complete list of supported products, go to www.netiq.com/go/amproducts.

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