

TeVISTA Performance Manager (TPM) is an end-to-end network management solution. TPM emulates user activity in order to measure and assure the performance of IT Services being delivered.



## Key Features

- > Distributed Synthetic User probes provides a 'user perspective' for all locations, for all applications
- > Web Portal design makes configuration and access easy for any user from any location
- > Service Level Agreement (SLA) reports, makes measurement and reporting of SLAs an automated task
- > Full alerting on breach of performance thresholds
- > Multiple report display and analysis
- > Multiple application tests, including Oracle, SQL, Citrix, Exchange, Lotus Notes, File and Print Service, Voice Over IP, plus a wide range of network, server and infrastructure tests
- > Bespoke Application tests can be added by building on an extensive library of standard tests
- > Complete access to historical test data allows simple analysis of 'before and after' impact of new applications
- > Consistent 'active' testing eliminates the need to deploy any agents on servers or to have access to SNMP or other management information, vital when dealing with either managed, hosted or 3rd party network services or applications

TPM uses unique 'Synthetic User' Probes, which can be located anywhere on the network to emulate users accessing applications and services provided across the network.

The Synthetic User is designed to consistently test application performance compared to database server, front end server, LAN and WAN, by accessing the application in the same way as a user would, from the same location, using the same network.

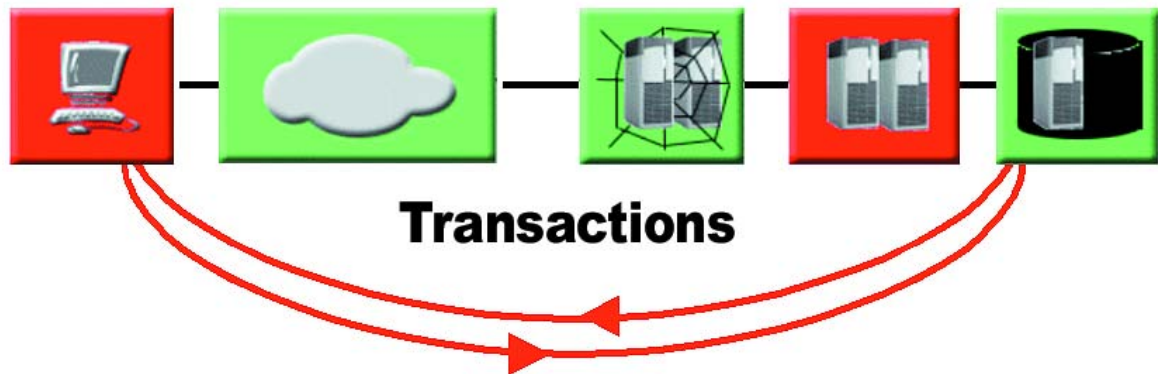
Is the network slow? Or is it the Database server, or the Database Server and the Citrix Server? TPM provides a systematic means of providing comparable performance data to simplify identification of the 'weakest link' in your network.

### Business Level View

TeVISTA Performance Manager allows the business to gain visibility of how well IT is servicing its users and customers. Views are broken up into groups of users and applications. This allows a business to understand clearly without argument how well the network is able to deliver applications to users.

### Communication & Accountability

TeVISTA Performance Manager cuts through any emotionally based or anecdotal discussion with regards to where the problem exists. Quite often departments find it difficult to agree if they have a network problem, a server problem, a desktop problem or an application problem.



TeVISTA Performance Manager provides objective evidence of the true end to end user experience. By systematically testing the user experience of an application, and comparing it to the performance of all the components required to deliver the overall service, it is easy to spot which element is the major cause of poor service delivery to a user.

T E C H N I C A L   S P E C I F I C A T I O N S

**System Requirements**

- RIM BlackBerry 6200/6500/7200 supporting BlackBerry Java 3.6 supplied with email service by local service provider.
- Portal: PC with Windows 2000/XP. 2.0GHz CPU, 512MB RAM,
- Synthetic User: PC with Windows 2000/XP. 1.0GHz CPU, 256MB RAM

**Licensing**

TeVISTA Performance Manager is licensed by the number of Synthetic User Probes deployed. Each Synthetic User can monitor many BlackBerry devices and other remote network services.

TeVISTA PDA for RIM BlackBerry is a management plug-in for the base platform, and licensed separately.

TeVISTA Synthetic User for RIM BlackBerry is licensed by the number of BlackBerry devices to be tested.

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