

### Overview

Eye of the Storm® (EYE) is network management software that delivers. It delivers on the promise of proactive business resource management with a comprehensive and integrated solution that combines network performance, availability and resource management in one sleek powerful triple advantage of capability. EYE is the first in the industry to support Green IT for energy cost reductions as well as diminishing a company's environmental impact.

## Eye of the Storm Enterprise Technical Overview

Eye of the Storm® (EYE) is a network management suite that combines performance, fault and inventory management through a single user interface. EYE provides service providers, systems integrators, network specialists, planners, application owners and business managers with the information they need to manage complex and dynamic networks.

EYE automatically discovers knowledge of network layers 2 and 3 and layer 4 application services, thoroughly analyzes the data, and delivers actionable information to users via a JAVA Client and extensive reporting capabilities. Customers praise EYE for its ease of installation, configuration and administration, minimal training requirements, fast time to value and scalability. Its architecture is:

- **Efficient.** EYE knows what data is required for effective analysis and results. It minimizes network management bandwidth overhead to increase speed and efficiency .
- **Accurate.** EYE is highly automated and minimizes administrative overhead and maintenance requirements by dynamically maintaining inventory and performance data.
- **Flexible.** EYE adapts to dynamic, on-demand computing environments by accommodating new managed elements, new configurations, and new report formats and content, as well as expanding to support multiple EYE servers for large IT environments.

### Simple, Comprehensive Data Management

Entuity's client server architecture includes two primary server components: Data Management Kernel (DMK) and Event Manager. Event Manager facilitates event monitoring and takes direction from the DMK. The Data Management Kernel automatically controls data gathering, analysis and delivery of knowledge to the Client.

**Data Management Kernel** - The SQL-based DMK supports EYE's intelligent discovery function that 'knows' in advance what data to seek. It includes out-of-the-box data models for a wide range of managed devices including hundreds of Ethernet switches routers, hubs and non-traditional equipment such as BladeServers and management applications. These customizable data models define the attributes of each managed element, its possible dependencies in relation to other elements of the network, and the specific details to retrieve for each element. The DMK manages these data models and automatically applies updates and changes to the EYE database schema. The Data Management Kernel controls:

1. **Data Gathering Frequency** based on requirements for each type of data for each type of managed element
2. **Data Gathering Methods** that are device specific: SNMP polling, SYSLOG events, SNMP traps, PING, TCP port probing
3. **EYE Database Schema** is built and maintained automatically to align with, add or augment device specific data models.
4. **Data Lifecycle Management** rolls up and eventually ages data based on retention requirements for each type of statistic
5. **Data Delivery** to the JAVA Client accommodates real-time requirements of the client user interfaces and aligns them with long-term data retention requirements
6. **Data Retrieval** by pulling stored data, then processing and passing it to the reporting engine.

**Event Manager** - The role of the Event Manager is to facilitate event monitoring and the routing of true cause events to the EYE database to be stored for reporting and analysis; and to the client interface for viewing. The Event Manager provides web-based event visibility that is open, configurable and handles real-time traps and SYSLOG information asynchronously in an unsolicited manner. The availability manager periodically checks for the layer 3 availability of infrastructure nodes and servers and the layer 4 availability of application services .

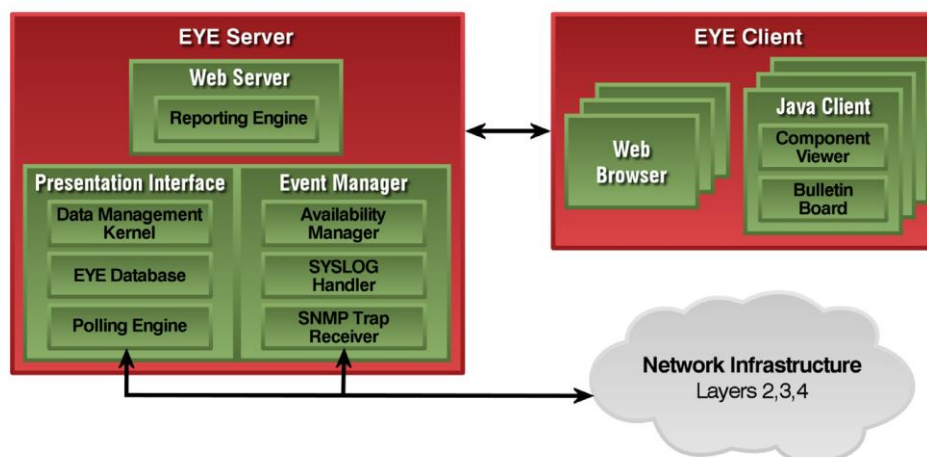
The **Client Interface**, a browser-based JAVA application, includes a Component Viewer enabling navigation of the network and a Bulletin Board displaying a prioritized, focused list of events generated using sequential correlation. The client interface provides a real-time window for the DMK and displays network configuration, status, resource, historic statistics and connectivity.

The **Reporting Engine** provides executives, business managers and technical specialists with summary and detail reports that leverage the information held in the EYE database.

## Powerful Analytics

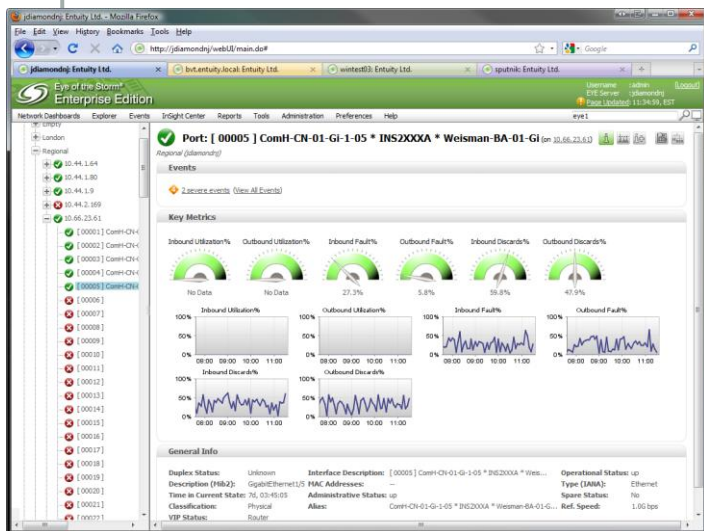
EYE has powerful analytics that process events and the network topology data, including:

- Spatial correlation for event management uses EYE's knowledge of the logical relationships and interconnectivity between managed elements to determine true cause events. True Cause analysis exposes what problems need to be prioritized so that service outages and Mean Time to Repair (MTTR) are kept to a minimum. Knowing what to work on first in a complex environment requires knowledge of the inter-



dependencies between networking equipment, servers and applications. EYE has this knowledge, maintained automatically in real-time, and uses it to provide meaningful information for decision-making.

- **Sequential correlation to analyze the sequence of events** enables EYE to determine persistent and severe events presented to the Client for tracking. These are the events most likely to cause service interruption.
- **Impact analysis correlates network events** with application services to prioritize event management.



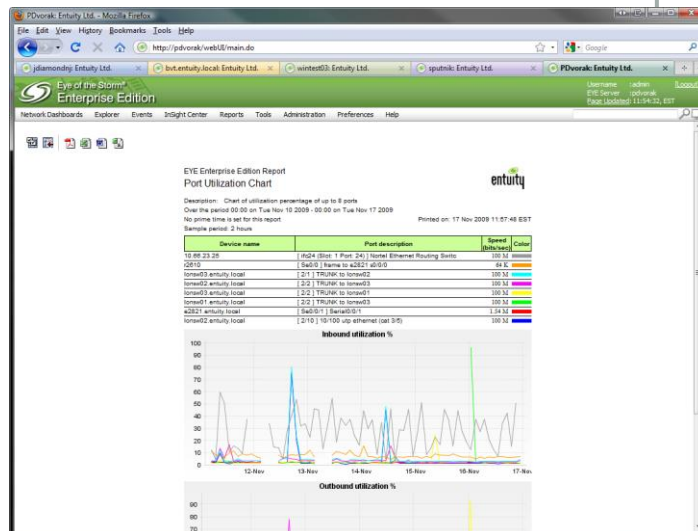
*Key device metrics automatically update giving at-a-glance insight.*

### Actionable Information Delivery and Reporting

EYE reports are an integral component of Entuity's network management solution. EYE's wealth of included reports can be generated via the EYE web-based user interface. The reporting engine delivers results via a variety of formats to meet most business needs—PDF, HTML, XLS, CSV, RTF and XML formats. EYE reports can be scheduled for automatic creation and distribution streamlining report generation activities.

EYE's web-based report builder powers actionable and graphically descriptive reports to effectively keep both business and IT organization personnel apprised of network performance results. EYE reports have hyperlinks that can be used to drill-down for additional detail and are categorized by functionalities: Activity Reports, Administrative Reports, Availability Reports, Connectivity & Routing, Green IT, Inventory and Services Reports.

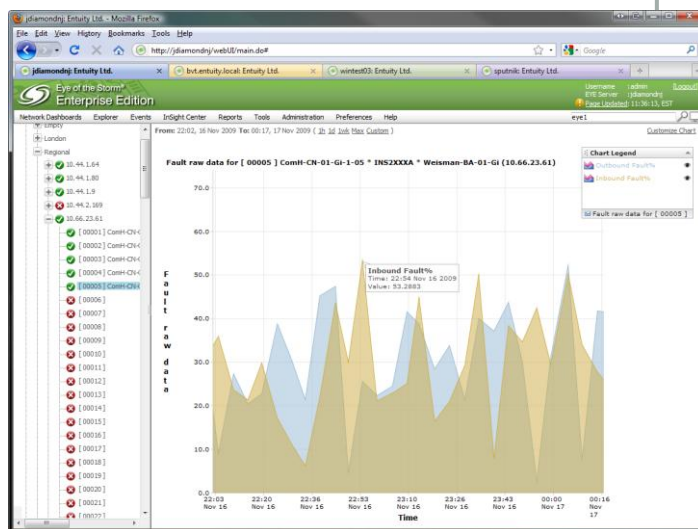
IT organizations reap the extensive network data captured by EYE through its catalog of reports. They provide the quantitative benefit that permits efficient, precise network management.



*EYE's unique multi-port reports enable comparison of port metrics across devices.*

### Openness: EYE's Open Modeling Framework

The architecture of EYE is open, incorporating Entuity's Open Modeling Framework, technology that allows the fast integration and management of new device types. Utilizing the concept of an underlying generic object, EYE can map the characteristics of any device type or previously-unknown network object that has the characteristics of one or more of the traditional types of devices, e.g., a router with switching capabilities.



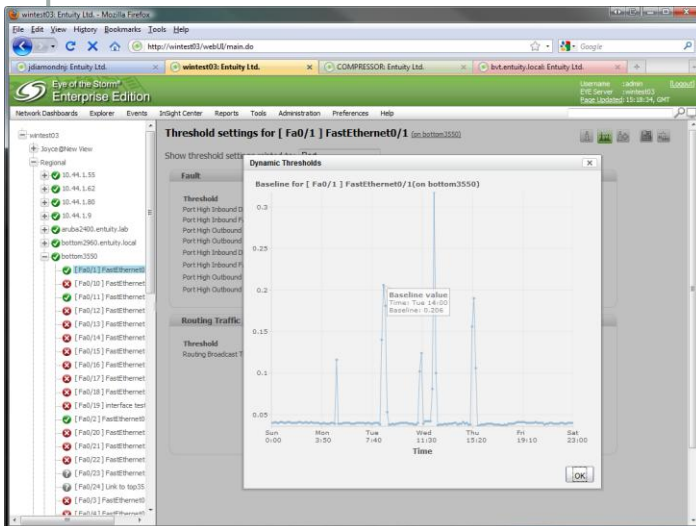
*Interactive graphs dynamically depict a range of operational metrics.*

## Flexible Integration

EYE's Event Manager integrates with third party event managers and enterprise manager of managers like IBM/Tivoli, HP OpenView, Micromuse and SMARTS. In addition to SNMP trap forwarding, the event export API exports tele-alerts for paging and a COM API providing direct access to databases using COM integration. EYE supports the context-sensitive launching of the EYE console from within another application when the user wishes to drill down on an event sent to that application by EYE.

## Dynamic Thresholds to Baseline "Normal" – For More Thorough Alert Management

Dynamic Thresholding functionality to baseline network operational characteristics provides another level of visibility to "normal" operations. It allows IT managers to effectively prioritize and manage performance anomalies—alerting only when in violation of the baseline. This reduces the operational expense of unwarranted troubleshooting and unnecessary incident follow up.

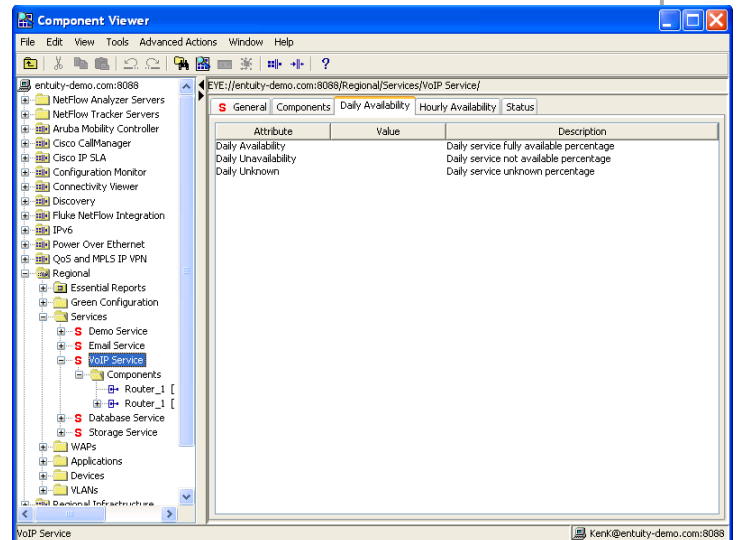


*EYE Dynamic Thresholds baseline network operations to minimize alerting on known utilization incidents.*

EYE's Dynamic Thresholds are calculated based on a running four-week sample for each monitored attribute. Control can be enabled or disabled on a per device basis, and overridden at a port level, comparable to EYE's current static thresholds. An absolute tolerance can be specified for each Dynamic Threshold, generating alerts when polled attributes are compared against the baseline values.

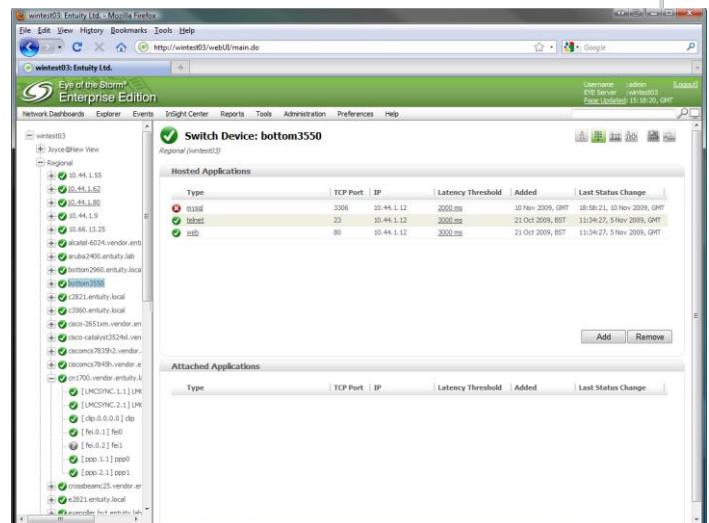
## Services Model to Represent Dependencies

EYE's Services Model addresses the unique collection of components along with a range of logical operators to accurately portray complex dependencies. Defining representative services, IT can monitor and manage how the network infrastructure is serving business needs rather than the status of individual devices. Service statuses are directly mapped to their effect on business. Operational anomalies, alerts, or outages of any underlying components are visualized against the Services, providing insight to business impact.



*Easily represent complex relationships such as backup, redundant, or optional devices, services, or applications.*

Also an "Applications" Dashboard allows users to view, add, edit and delete applications against a device while the "Applications Summary" dashboard shows details and history for individual application instances. Network Outage events are shown against the device that indicates any impacted servers or applications.

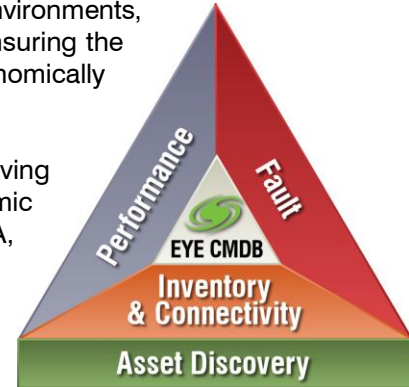


*EYE monitors and reports on applications associated with each device.*

## Eye of the Storm Summary

Entuity® offers a complete line of contemporary network management solutions for reducing operational costs while improving services delivery – affordable enterprise class management. Eye of the Storm® (EYE) network management solutions enable IT organizations to quickly and materially reduce costs, and to deliver - and prove - the service levels expected by its customers. EYE gives you insight, control, and predictability of your network's performance and availability - from the core to the edge - with a range of products at price points to match your business model. The EYE product line helps businesses realize the maximum benefit of today's distributed applications, virtualized environments, network-based services, and contemporary data sharing strategies by ensuring the foundational resource for all these initiatives – the network – is economically deployed and optimally performing.

Entuity's customers include Global 2000 companies proactively solving mission-critical business initiatives, leveraging complex and dynamic distributed network environments. A sampling includes: ABB, ACSA, Amtrak, Astra Zeneca, BMC Software, IBM Global Services, Perot Systems, The Royal Bank of Scotland, SASSA, Sony, Visteon, and WorldPay.



## Eye of the Storm Enterprise Network Suite

EYE Enterprise Network Suite is the company's flagship scalable, multi-server solution for medium to large enterprises managing the largest and most dynamic networks for some of the most demanding organizations in the world. EYE Enterprise delivers network control and predictability enabling enterprises, system integrators and MSPs to manage network services and assets, meet service level commitments, implement best practices in service delivery, and even develop and monitor Green IT initiatives.

EYE automatically and continually discovers and captures in-depth network data and analytics, and provides integrated fault, device- and flow-based performance management capabilities that help enterprises, service providers, and system integrators reduce network downtime, commit to, deliver, assure and prove service levels, and ensure network configuration compliance. Real-time notifications of physical network and configuration changes, visibility to virtual servers and environments, and open data accessibility prevent user-impacting business service interruptions and enable transparent business-level reporting through high level and detailed reports, corporate dashboards, or mash-ups.

## EYE NPE Integrated SME Network Suite

The Entuity Eye of the Storm Network Professional Edition (EYE NPE) is a new class of network management solution focused on the needs of small to medium enterprises (SMEs). It allows SMEs to manage their networks using enterprise-class technology at an affordable price. EYE NPE provides SMEs with a live, accurate view of their network in order to reduce network downtime and ensure optimal network operation so critical business initiatives can be effectively deployed and efficiently maintained.

EYE NPE provides a succinct suite of the most important functionality for network management, presented in an easy to use, quick to deploy format. EYE NPE delivers extremely fast time to value and low total cost of ownership, resulting in superior overall price-performance. Its wide range of capabilities are the practical middle ground between single function point utilities and tools that are difficult and costly to integrate, and heavily laden frameworks that are difficult to deploy, learn, use, and expensive to support. EYE NPE enables SMEs to quickly and optimally manage their networks.

To learn more about EYE NPE for SMEs or Eye of the Storm Enterprise for medium and large enterprises, please contact your local Entuity Partner, Technosys at 0207 933 2016.



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