

Simplify IT



Simplify and unify the management of your resources and technology infrastructure through reliable and scalable appliance solutions



The Challenge

What makes your business stand out?

Service providers face many challenges in differentiating product offerings and reducing customer churn. To be successful, you need to deliver real value to customers—beginning with superb customer service and building upon that to consistently deliver new technologies, value-added features and innovative service offerings.

But competitive pricing and customer service improvements cut into your margins. Adding valued-added services and new technologies like VoIP and Web-based applications can expand your service portfolio, however it also adds complexity to your IT infrastructure which in turn increases operational costs.

The key is to equip your operations team with the tools that will help them deliver more, support new technologies and services, increase efficiency AND cut costs at the same time—all in an affordable, scalable solution that allows you to cost-effectively grow operations and resources as your actual business grows. Introducing EM7 for Service Providers.

The Solution

Reduce Costs, Improve Service Levels, Offer New Features – EM7 for Service Providers

EM7 for Service Providers delivers the targeted features and functionality that can help service providers operate their businesses more efficiently and cost-effectively. Our proven, reliable and easily scalable solution enables you to offer better service to your customers, expand customer offerings and improve service level management. The EM7 appliance combines a centralized data repository with an integrated suite of management applications—managing service levels, events, IT ticketing and more—to deliver a single solution for visibility and control of your entire infrastructure and operations.



EM7 IT Management System

Visibility & Control
of Your Entire IT Infrastructure

Key Features

MOM—Single Pane of Glass

Use EM7 as a “Manager of Managers” to consolidate all system messages, including those from other monitoring systems, track and manage duplicate messages and produce the right alerts for one simplified yet comprehensive view of your operations.

Integrated Events, Notification & Ticketing

Manage and set policies for events, alerts, notification, escalation paths, IT ticketing and problem resolution workflow using EM7’s automated features and customization tools. Include customers in notification and escalation policies and EM7 will automatically send the designated alerts and messages.

Automated IP Management

Automate 90% of the work of provisioning and managing IPs using EM7. An IP calculator is included to quickly and easily calculate IP subnets of any required size.

SKU-Billing Report

Use EM7 to automatically track and bill against specific SKUs that a customer is using.

Bandwidth Reports & Billing Calculation

Generate standardized and customizable reports on bandwidth usage and availability per customer. Use EM7 reporting tools to perform automated billing calculations according to each customer’s actual usage and billing terms.

Customer Self-Service Portals

Offer customers their own Web-based portals for views into system and application availability and reports for bandwidth usage. Depending on the level of access you decide to give them, customers can create their own problem tickets, view problem resolution status, history and more—improving customer service and saving you time and money.

Service Level Management

Set thresholds, alerts, notification and escalation policies for proactive service level management defined by each customer’s services and service level agreements.

DNS Management

Centralize and automate DNS management. DNS relationships are displayed in a dynamic map that is automatically created through the powerful EM7 Auto Discovery feature. EM7 acts as a central console for any DNS changes that are automatically rolled out to connected DNS servers. All user actions and changes are automatically validated by the system and logged to provide an audit trail.

Portal Branding & Customization

Customize the EM7 web-based portal to reflect your branding. Easy-to-use tools are included in the system to change colors, backgrounds, fonts, etc. Any customers that you give access to the EM7 portal will see your branding, or you can add their own branding for a truly customized experience.



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“With all the information and tools that the EM7 system provides, we can open a ticket, research a customer issue and get all the information we need to resolve or escalate an issue on the spot.”

George Velasquez
Manager of Engineering, Apptix

New Features to Offer Customers

Expand your customer service offerings and create new revenue streams with EM7 for Service Providers.

Windows™ Service Restarts

EM7 uses a WMI agent to execute service restarts and system reboot in the event of a service failure or to launch local scripts.

Enhanced Email Performance Reports

Customizable email policies and reports monitor the availability of business-critical email servers and the speed of round-trip emails.

Port Monitoring—Availability & Alerting

EM7 assures availability and produces trend reports on the TCP/IP ports used by business-critical applications.

Web Content Verification

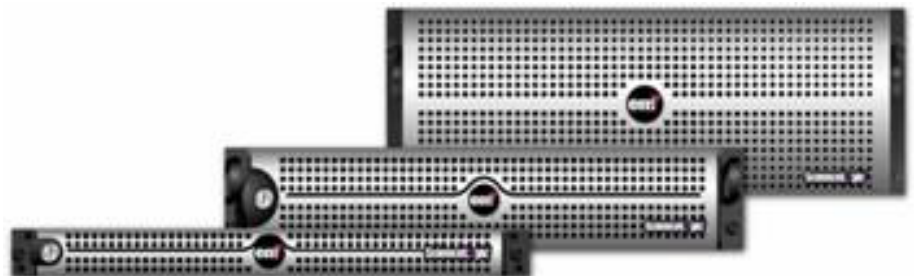
Customizable Web content policies and reports monitor the availability of web content, page size, download speed, DNS speed, connection speed and transaction time.

Charge-Back Billing

The EM7 integrated ticketing system includes a charge-back capability that allows service provider operators to log time spent resolving problems and working on system tasks. Reports can be generated for a specific operator, problem ticket or SKU.

Scalability

The EM7 appliance comes in different configurations for service providers of all sizes. The solution is easily scalable for monitoring from 25 to thousands of networked devices and tens of thousands of interfaces.



Models include: E1500, E2500, E4500

Embedded Components

Proven Management Applications

Every EM7 solution includes a full set of management applications that have already been integrated - saving you time and money. With EM7, there are no extra modules to buy to get the full functionality of the system.

EM7 Integrated Management Applications

- Network Management
- Application Management
- Asset Management
- Configuration Management
- Event Management
- IT Ticketing & Problem Resolution
- Service Level Management
- IP & DNS Management

Views & Executive Dashboards

A customizable Web-based portal gives you access to EM7 anytime, anywhere. Views and access can be customized for geography, department or user - making it easy to create executive dashboards that show application or IT process performance at a glance.

Reports

EM7 also comes with hundreds of reports. With one or two clicks of the mouse, EM7 automatically creates reports in seconds - from high-level status reports to highly detailed, granular trend reports on all hardware and software in the infrastructure, interfaces and connectivity, network traffic, hardware usage and performance, security events, web server availability and content, email speed and availability, latency and much more.

Integration with Existing Solutions

Out of the box, EM7 is easily integrated with most leading point and framework solutions. This allows you to preserve and enhance the investment in time and money that you have already made for software and solutions.

Training & Support

Every purchase of EM7 includes onsite installation, configuration and training and one year of support. Customer satisfaction is our priority - we're not happy unless you are.

Centralized Data Repository

The data store is self-managed and does not need additional DBA resources to operate. The EM7 solution includes a single data store - pre-loaded, pre-tested and pre-configured for optimal performance in the appliance and with all EM7 management applications.

