COMPUTERWORLD
THE NEWS WEEKLY FOR SINGAPORE'S IS PROFESSIONALS

Vol. 9 Issue No. 27, 16 - 22 May 2003

COVERSTORY

# Root cause

***EG Innovations leverages on its patent-pending correlation engine and single-click diagnosis technology to get to the root of system failure.***

**By Lee Ser Wei**

Local company EG Innovations is leveraging on its patent-pending "correlation engine" and "single-click diagnosis" technologies to deliver agent-based remote monitoring systems to enterprises and "new economy markets".

The correlation engine improves on monitoring technologies by tracing related devices and software whenever a fault arises, while the single-click technology allows quick dispatching to the primary cause of failure. The technologies were developed by a former Hewlett-Packard lead scientist Srinivas Ramanathan, and brought to Singapore when Temasek Holdings invested in his India-based company EGurkha. The company's corporate headquarters was shifted to Singapore in September last year, and it was rebranded EG Innovations, with Ramanathan as its chief technology officer and president.

EG Innovations is aiming to carve out a niche in remote monitoring for the home networking and "new economy" markets such as the ASP (application service provider) aggregation sector, said chief executive officer Winston Tay (left).

The company is aiming to take away the pain of integrating the patchwork of collaborating ASPs' services into a coherent offering to the customer, said Tay. In line with this, EG Innovations is working with a Korean ASP initiative which provides service aggregation and resources-sharing expertise.

EG Innovations is also in the preliminary planning phase with LGCNS of Korea to provide a custom remote monitoring infrastructure for the smart Internet TVs, refrigerators, and other home appliances that constitute a new "e-lifestyle" in the future "e-homes".

Its other "new economy" customers include payment services company Blink Mobile in Singapore and Ciber and Alphanet in the United States.

The company is also offering businesses a Critical Period Remote Monitoring Package for the current Sars (severe acute respiratory syndrome) crisis. Ong Sio Hue, business development manager at EG Innovations, said the package targets companies which need monitoring to help them ensure that their systems are constantly up and running.

The solution costs $4,000 for setting up five servers or fewer and includes a month's usage fee. Subscription for each additional month is $2,500, and installation for each additional server costs $200.

The company's "correlation engine" works much like a doctor, diagnosing and tracing symptoms backwards, said Tay. Most errors tend to start from a single point of failure and propagate along a chain of connected devices and systems, and this forms the principle behind the technology.

The software maintains a dependency diagram of all the connected systems. This diagram can

be made by the user or it can be configured by the software's auto-discovery routines. The connected devices are aggregated into nodes on the dependency diagram. During a burst of irrational activity, a "white alarm" is issued, at the nodes that are affected. A fatal or serious error will generate a "red alarm".

The engine will kick in and start to search backwards along the dependency chain of the affected devices and systems. The diagnosis technology enables the administrator to zoom in on the root cause of the alarm with a single click.

According to Tay, the software currently works with about 45 major applications and devices including Apache web servers, Cisco routers and Microsoft's server products. These will be added automatically to the dependency diagram by the monitor's auto-discovery agent.

The software is also currently undergoing a certification process by Computer Associates as a Unicenter plugin.

Customised solutions can also be developed within two to three weeks for customers with their own proprietary systems, said Tay. EG Innovations is at **http://www.eginnovations.com/**.