



Using eG ASPlite has given us a very strategic entry into the Business Service Management space. Our SMB clients now have a low-cost solution that provides extremely powerful Business Service Management capabilities at a fraction of the cost of other alternatives. Larger enterprises can leverage either a service based or in-house approach and integrate cost-effective Business Service Management into their existing management infrastructures.

- John Worthington, VP, Managed Services, AlphaNet Solutions, Inc.

## SOLUTIONS FOR SERVICE PROVIDERS

### Key Business Benefits for AlphaNet Solutions

#### Revenue Generation

AlphaNet realised the need for providing advanced application monitoring services in addition to basic network and systems monitoring to their customer base. Using eG ASPlite, AlphaNet is now able to generate additional business revenues by offering true end-to-end monitoring services to give their customers insight to true end-user experiences.

#### Cost-effective strategy that helps maximise AlphaNet's current investment.

eG ASPlite is so robust and flexible that it allows AlphaNet to maximise the potential of their existing investments in the Network Operations Center and their Help Desk personnel and parallelly increasing volume of operations and reducing staff additions.

#### A single, integrated solution that answers all needs.

eG ASPlite was chosen as the comprehensive tool that offered cost-effective functionality and ease of use to provide AlphaNet with 24x7 monitoring for over 45 different applications thus eliminating usage of an unrelated assortment of monitoring tools which will drive up the integration and maintenance costs.

### AlphaNet launches Business Service Management Services Using eG ASPlite

#### Background

AlphaNet Solutions, Inc (Nasdaq: ALPH) is an information technology (IT) professional services firm providing a range of outsourced solutions in two major IT practice areas: IT Operations and Learning Solutions. A US\$25 million company serving customers worldwide which includes Fortune 100 companies as well as small and medium Businesses (SMB), AlphaNet Solutions is poised to provide leading edge Network Infrastructure Services that empower their customers to compete and win.

Late in 2002, AlphaNet began an effort to enhance its Managed Services Practice. AlphaNet had been providing network and systems layer monitoring leveraging the SNMP standard, a traditional framework and an industry-leading reporting package.

As AlphaNet analyzed the customer base and the marketplace, there were several trends that were evident:

- Network/Systems monitoring was rapidly becoming a commodity and facing increasing downward price pressure.
- Customers had more application layer problems than network/system problems and wanted an end-to-end monitoring solution that included measurements of true end user experiences – particularly for emerging web based applications.
- Lowering cost of service and improving customer satisfaction by proactive alerting and diagnosing root-cause of problems was going to be a key differentiating factor among service providers.
- Customers wanted real-time, web-based views of their IT infrastructures, rather than end of the week/month off-line reports.

# SOLUTIONS FOR SERVICE PROVIDERS

## Business Challenge

AlphaNet had already invested significant amount of money in the Network Operations center and personnel and was in the middle of a turnaround. Additional investments in technology, development and integration costs had to be limited. Investments in monitoring technology had to be balanced with other offers, such as security, storage, etc.,

In addition, AlphaNet had both Remote Monitoring and Help Desk practices in place. However, there was very little integration between the two. Staffing for the remote monitoring services was also limited, particularly for problem management.

Root-cause technology was recognized to have the potential to increase volume while minimizing staff additions and also helps with Help Desk/ NOC integration.

## Why eG ASPlite?

After an extensive search and evaluation of several solutions, AlphaNet chose eG ASPlite, a cost-effective, intuitive system and web monitoring tool from eG Innovations.

“eG ASPlite demonstrated a single product solution that combined root-cause technology, true end-user experiences monitoring, a web interface and application management capabilities. We could find no other single product that combined this functionality in a single package”, explained John Worthington, VP Managed Services, AlphaNet Solutions, Inc.

AlphaNet also evaluated ‘appliance based’ (agentless) solutions. Although other solutions were a cost-effective alternative, they lack root-cause correlation, end-user experiences monitoring and have limited application management capabilities. Adopting these solutions would not provide AlphaNet with any significant level of differentiation from their local competitors. In contrast, eG ASPlite could be configured either by using agents or as an ‘agentless’ solution, depending on the different requirements.

## Leveraging on eG ASPlite

“Using eG ASPlite has given us a very strategic entry into the Business Service Management space. Our SMB clients now have a low-cost solution that provides extremely powerful Business Services Management capabilities at a fraction of the cost of other alternatives.

Larger enterprises can leverage either the service-based or in-house approach and integrate cost-effective Business Service Management into their existing management infrastructures”, said John worthington.

## About eG:

eG Innovations Inc is the leading provider of IT infrastructure performance monitoring and management solutions. Our unique dataflow and applications dependency technology is key to ensuring high availability and performance of mission-critical systems, where proactive monitoring, rapid diagnosis and instant recovery are critical.

Customers worldwide use the 100% web-based eG solutions to improve the quality of their services thereby enhancing their competitive positioning, lower their operational costs and optimize the usage of their infrastructures.

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