

SPECIAL REPORT

AWARDS SPECIAL

Getting to the root of system faults

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Their "correlation engine" works like a doctor in diagnosing and tracing symptoms backwards, explained chief executive officer Winston Tay (left). 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 company's remote-monitoring hub can also auto-discover and monitor a whole range of hardware and software on a system – even custom applications, such as those developed in-house by telcos or other time-critical industries.

Its technology touts much of its compatibility thanks to its pure Java base. Also included are practical, real-world features like SMS (simple messaging system) alerts that allows responses out of the data network. Meanwhile, online monitoring can be done "anywhere" with a browser.

New upgrades to its platform have increased remote interactivity – problems that don't require a physical presence like reconfiguring settings can now be solved remotely.

The company aims 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 president and chief technology officer Srinivas Ramanathan.

It aims to take away the pain of integrating the patchwork of collaborating ASPs' services into a coherent offering to the customer.

Since its inception in Singapore, it has formed partnerships with big players like Computer Associates and Citrix under the Infocomm Development Authority's iLIUP (Infocomm Authority of Singapore's Infocomm Local Industry Upgrading Programme).

The company has also made contributions to the Java Smart Services Lab's Web Services Reference Architecture. EG Innovations' customers include BlinkMobile, Ciber, Alphanet Solutions, and Satyam Infoway Hosting.

eG Innovations is at www.eginnovations.com