

# A Top Five US Bank Deploys Proactive Infrastructure Triage™ from eG Innovations

## Deployment Demonstrates How Service Monitoring Excellence can be Achieved with Excellent ROI

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### The Deployment

eG Innovations today announced that one of the largest banks in the world has successfully deployed its Proactive Infrastructure Triage technology to manage their mission-critical online banking infrastructure. Under tremendous pressure to accelerate gains from a number of recent mergers, the bank's eBusiness group chose eG Innovations' service monitoring solution to gain an end-to-end view of its diverse, heterogeneous Internet infrastructure.



### Significant Near-Term Benefits

The benefits that the bank has seen within a few weeks of the production deployment have been impressive:

- A documented 30% reduction in time-to-fix for non-complex incidents;
- An order-of-magnitude improvement in time-to-isolate and fix complex incidents;
- Significant acceleration of the shift towards an end to end, service oriented management paradigm with fewer operations personnel needed on bridge calls to troubleshoot problems;

eG Innovations' Proactive Infrastructure Triage™ technology leverages a patented data flow and dependency based correlation engine that is the core of its software. This enables the monitoring of every layer of every component in the bank's online banking service - across a distributed array of network, system and application components - and automatically isolates which layer of which component is the source of a problem.

## Key Value Propositions

"We are very happy with the eG solution suite. We had 80% of the functionality that we wanted from the solution working within two days of the start of the deployment. This is extremely impressive for an enterprise-class management product. Within a few weeks of the deployment, we have seen excellent benefits from adding the eG suite to our pre-existing silo monitoring solutions. We have been able to cut down on problem resolution time because the alerts we have received from the eG suite have been more precise and helped us quickly determine what action needs to be taken to rectify the problem. We now receive proactive notifications, so we were able to avert potential problem situations." said the bank's Vice President of Internet Infrastructure.

The eG deployment at the bank covers dozens of critical services including critical web servers, BEA middleware, Site-minder policy servers, and Oracle databases. "We are currently evaluating broader deployment options and additional service targets with eG. This engagement also really accelerated our staff's shift towards a service oriented monitoring of our infrastructure." said the bank's Network Operations Center director.

"We are delighted to have a bank of this size and stature join our growing list of happy customers in the US. The results they have seen are testimony to the value that our solutions bring to customers - the more complex the IT infrastructure, the more tangible are the benefits from using our solutions. The benefits that this customer has seen are reflective of the return on investment that our product suite delivers - real value within a few days, not months or years", said Tim Clark, Vice President of Sales for eG Innovations.

"Many enterprises are looking for a real end-to-end proactive solution to monitor their complex n-tier IT services. Our solutions provide enterprises with an ability to get a service-oriented view of their n-tier infrastructure and to monitor each and every layer of every component involved in the supporting service. Combining this end-to-end pro-active monitoring with our patented root cause analysis and correlation technology, customers get a solution that effectively eliminates the "tiger team" meetings in the conference room to solve severe IT service problems." said Mr. Clark.

## About eG Innovations:

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 eG solutions to improve the quality of their services, thereby enhancing their competitive positioning, lowering their operational costs, and optimizing the usage of their infrastructures.

### For more information, contact:

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