

ISPM Ties with eG Innovations in Brazil

eG Innovations Tools to be Integrated with the NetVision Platform

About the Partnership

ISPM, the leading national provider of service level management solutions in Brazil has entered into a partnership with eG Innovations, the leading supplier of solutions that monitor and manage IT infrastructure services end to end.

ISPM will integrate the eG Innovations' platforms into the NetVision platform developed by it. It will also distribute eG solutions through Value Added Resellers (VARs).

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Differentiated Solution Offering

Established in 1997, ISPM develops and implements projects for management of information and reporting in business-critical IT environments, through its NetVision platform. The company also runs a Network Operation Center (NOC) in São Paulo (SP), a helpdesk center in Brasilia (DF) and is in the process of setting up a development center in Rio De Janeiro.

ISPM's objective is to bring differentiated solutions to the national market in Brazil. A key differentiator of the eG products is their use of a single agent to monitor all the different types of applications and operating systems. This allows eG products to operate effectively in heterogeneous environments that include Citrix, Oracle, Web servers, firewalls, etc. Specific applications developed internally by customers can also be monitored through customizations that can be performed using the eG Integration Console product. Correlation of the collected metrics is done automatically by the eG suite, thereby helping pin-point which of the several application linkages in the service is causing an issue. Such accurate diagnosis helps to reduce costs since the time necessary to solve problems is reduced.



"eG Innovations supplies a unique monitoring solution that is ideally suited for companies with business-critical IT infrastructures, where the performance of the network, system, and applications can adversely impact the overall business performance. The wide coverage of applications and operating systems and the many customized models that are pre-built make the eG solution set ideal for complex infrastructures."

- Bruno Musa, Director of Support, ISPM

"We choose ISPM as our partner in Brazil because the company is uniquely qualified to provide value-added services using our products. With their experience in network monitoring and performance reporting, ISPM will be able to deliver value-added services to customers using our solutions."

- Thomas Mills, VP of Partner Programs, eG Innovations

About ISPM

ISPM is a leading Brazilian company delivering solutions for management of service levels in IT infrastructures. By means of the Netvision platform, ISPM implements projects for the management of information and generation of reports in business-oriented environments. The company also helps in troubleshooting, performance analysis, capacity, simulation, and monitoring of networks.

- For enquiries, please email : bfm@ispm.com.br
- For more information, please visit online at: <http://www.ispm.com.br>

About eG Innovations

eG Innovations is a leading provider of enterprise-class monitoring and management solutions for IT infrastructure. The company's 100% web-based monitoring solutions are especially suited for mission-critical infrastructures, 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, lower their operational costs, and optimize the usage of their infrastructures. eG Innovations is headquartered in Singapore with offices in USA and India.

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