

Results of the eG Enterprise Users Survey April/May 2009



www.eginnovations.com



www.techvalidate.com

About eG Innovations



Primary Business	Delivers enterprise-class monitoring solutions for customers to monitor their critical IT services and to perform proactive triage for rapid problem isolation and diagnosis in both virtual and physical environments
Mission	Build and deliver best of breed products and solutions that help maintain and manage customer IT services in an easy, effective, and efficient manner, with the best return on investment
Value Proposition of Products	<ul style="list-style-type: none">• Enhance competitive positioning by improving the quality of IT services<ul style="list-style-type: none">– high uptime, peak performance, rapid diagnosis• Lower operational costs through improved efficiency• Optimize usage of the IT infrastructure
Worldwide Locations	USA, UK, Singapore, India
Employees	80
Year Founded	2001
Investors	Vertex Management , SilkRoute Indchem
Partnerships	VMware, Citrix, Sun, Tevron, Red Hat, IBM, HP, Microsoft, Oracle



<http://www.techvalidate.com>

TechValidate is the first and only truly automated platform for the collection and generation of customer feedback on software products.

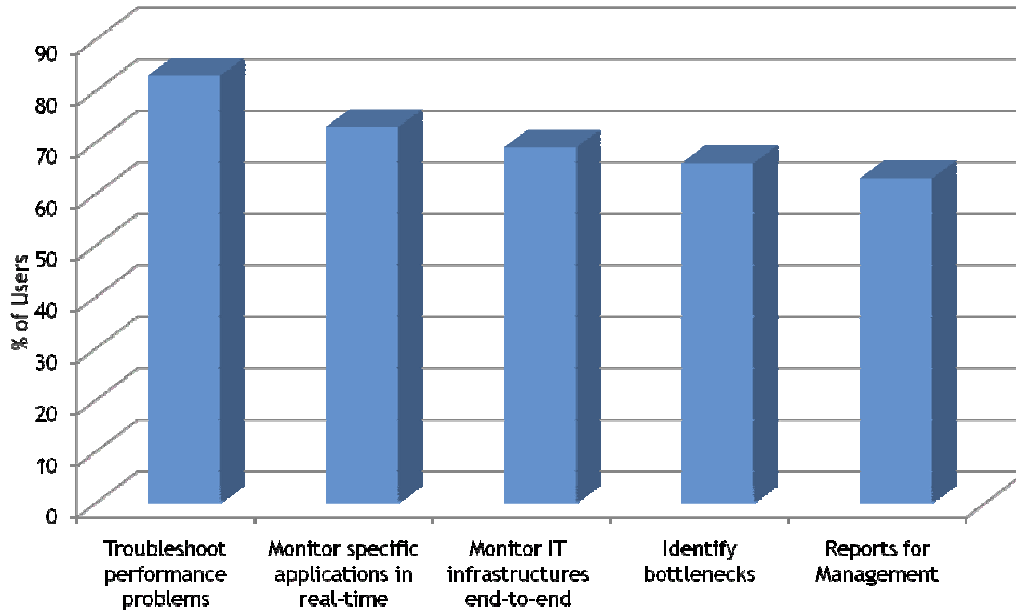
- ✓ **TechValidate acts as a trusted authority for the data that the application publishes.**
- ✓ **TechValidate guarantees the anonymity of all users who respond to a survey.**
- ✓ **TechValidate has developed stringent process control and verification technology to ensure the authenticity and anonymity of the data that it collects.**
- ✓ **TechValidate stands 100% behind the veracity of all statements published by the software.**

About the eG Enterprise Users Survey



- **Over 250 current users were contacted**
- **15 questions were posed to them about their current usage in production, staging, and testing; Questions related to:**
 - ✓ **Challenges before deploying eG Enterprise**
 - ✓ **Benefits of using eG Enterprise**
 - ✓ **Details of their current deployment**
 - ✓ **Time to value**
 - ✓ **Features of eG Enterprise perceived as being most valuable**
 - ✓ **Future deployments**
- **Survey was conducted anonymously and responses independently analyzed and reported by TechValidate**

Top 5 Uses of eG Enterprise



83% of users rely on eG Enterprise to troubleshoot performance problems

Top 5 Challenges Leading to eG Deployment



Users knew of problems before operations staff did!



A lot of finger pointing during problem diagnosis



Critical applications were not being monitored

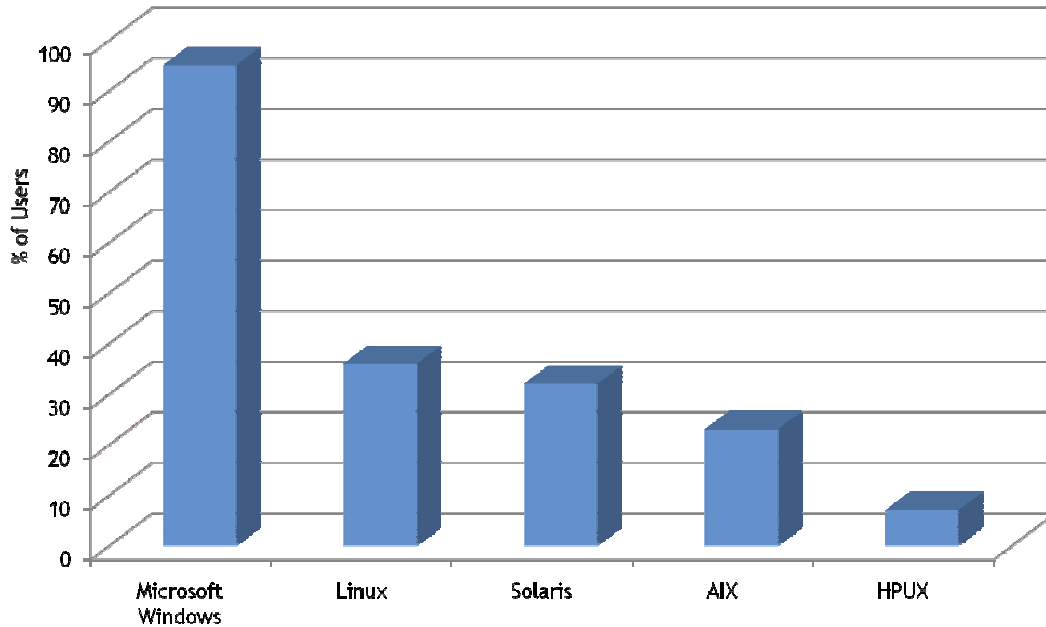


Needed better metrics and reports for optimization and capacity planning



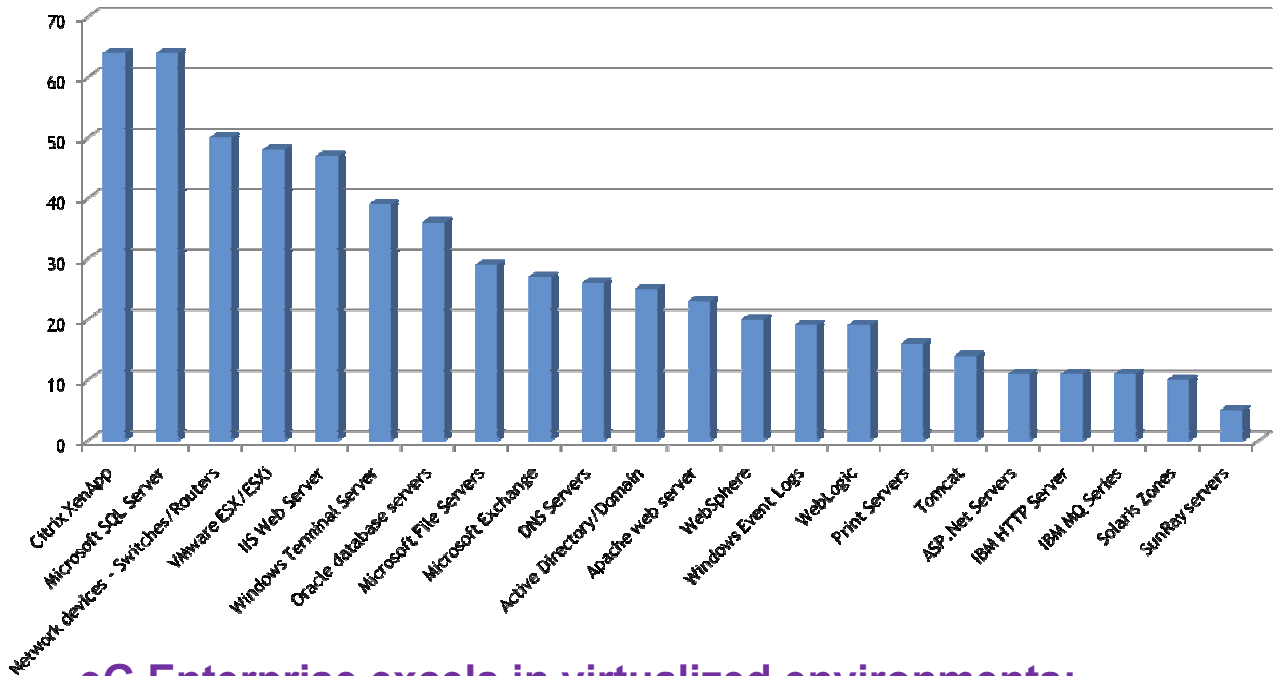
No visibility end-to-end across a business service

Operating Systems Monitored by eG Enterprise



While Windows is the major OS, Linux and Solaris together account for a fairly high percentage of Unix deployments

Infrastructures Monitored by eG Enterprise



eG Enterprise excels in virtualized environments:

- ✓ Citrix XenApp for application virtualization is a popular platform.
- ✓ VMware ESX/ESXi for server virtualization is fast emerging as another platform widely monitored using eG Enterprise.

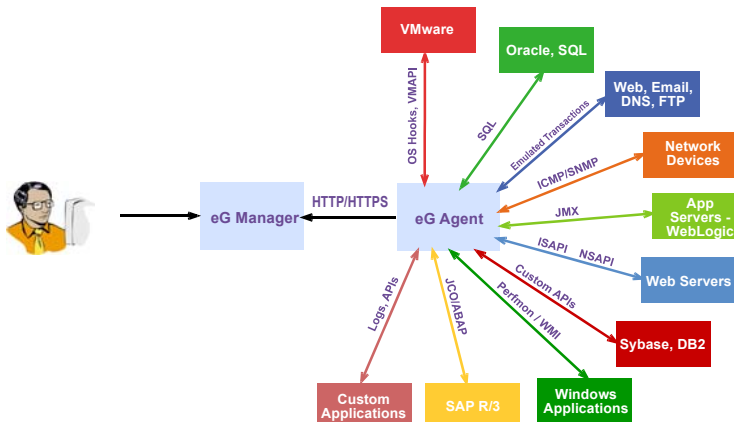
Top 5 Most Useful Features of eG Enterprise



CURRENT ALARMS					
Sort by: Priority & Time Show: All					
TYPE	COMPONENT NAME	DESCRIPTION	LAYER	START TIME	
Oracle Database	operadb:1521:opera	High tablespace usage (ORDERS)	Tablespaces	05/24/09 23:18	View
Citrix XenApp	infonay_cbt2:1494	High CPU usage (Java.exe)	Citrix Applications	05/25/09 02:51	View
IIS Web	infonay_rfus4:80	Many errors (UserLogin)	Web Transactions	05/25/09 02:51	View
Citrix XenApp	infonay_cbt2:1494	High CPU usage (kevin)	Citrix Users	05/25/09 02:10	View
Microsoft SQL	mbx:db-01:1433	Many lock requests	MS SQL Memory Structures	05/23/09 01:15	View
Microsoft SQL	infonay_sqldb1:1433	Many lock requests	MS SQL Memory Structures	05/20/09 10:12	View

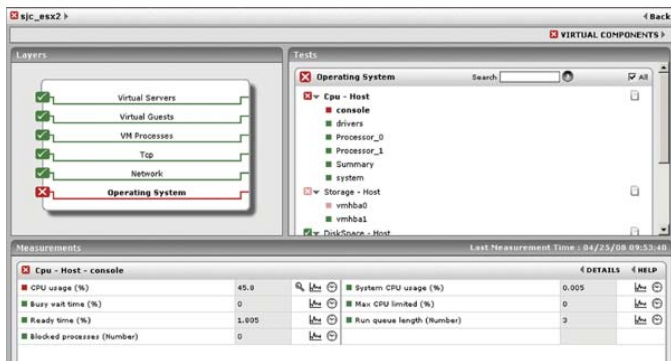
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1. Real-time monitoring & alerting

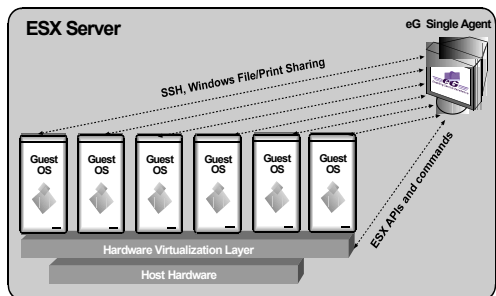


2. Single agent monitoring architecture

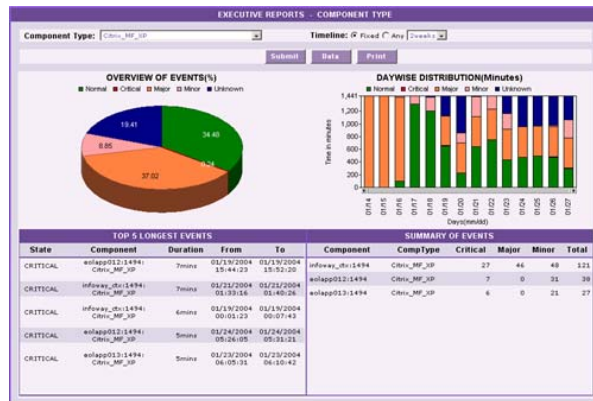
Top 5 Most Useful Features of eG Enterprise



3. Application layer models with clear problem demarcation

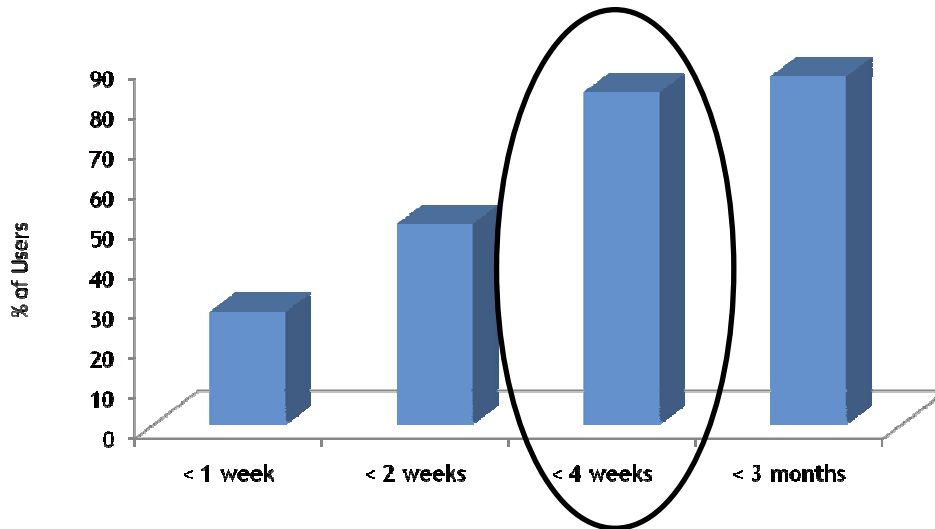


4. In-N-Out Monitoring for Virtual Infrastructures



5. Web-based reporting

Time to Value



**83% of users saw value
within a month of deployment**

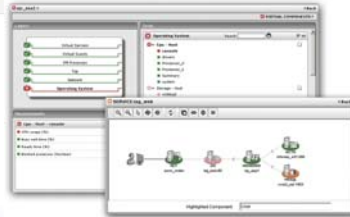


1 out of 4 users surveyed saw root-cause detection time drop by over 25% since deploying eG Enterprise

Top Reasons for Recommending eG Enterprise



Wide range of applications and platforms supported



Easy to use and understand interface



Ability to quickly and accurately determine the root-cause of a problem

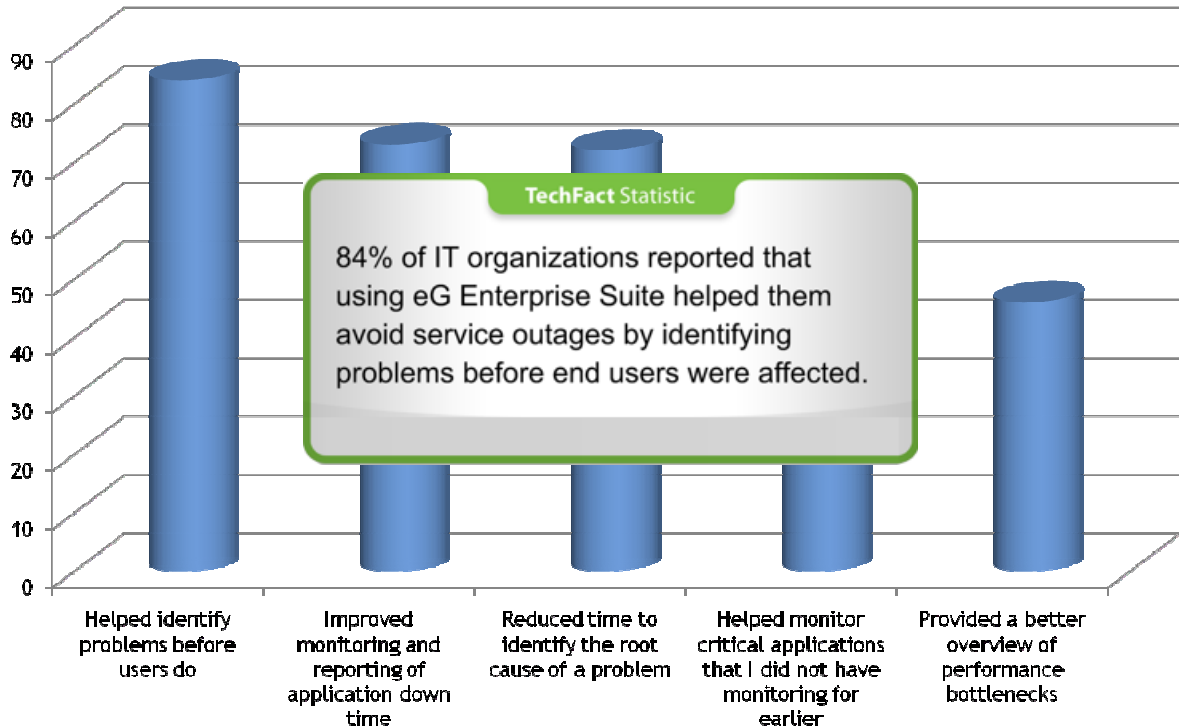


Excellent sales and technical support



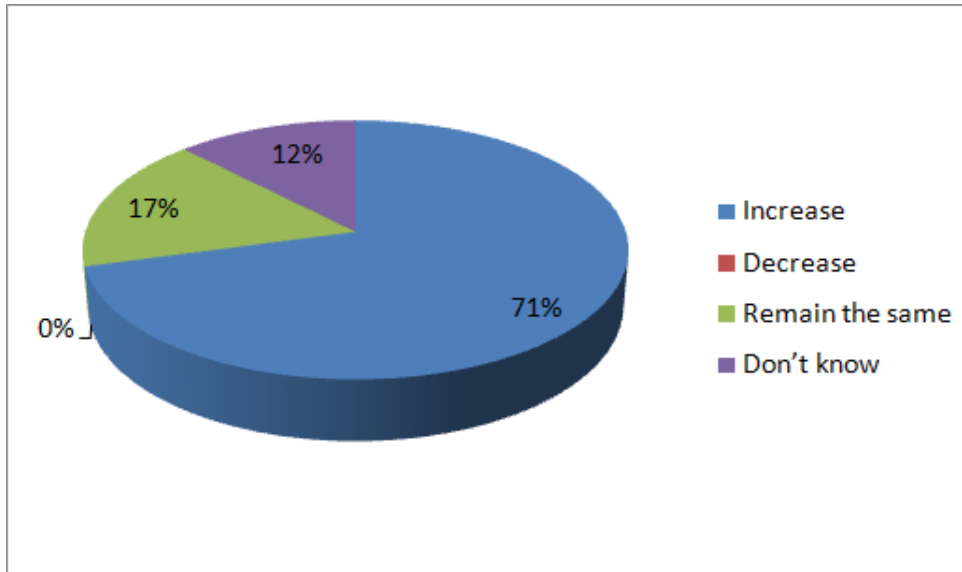
Real-time alerting with few false alerts

Most Significant Benefits of Using eG Enterprise



eG Enterprise Deployment Forecast

89% of users expect their deployments of eG Enterprise to increase or remain the same in the next 12 months



eG Enterprise delivers measurable value to customers:

- ✓ 83% of users reported that eG Enterprise helped them avoid service outages by identifying problems before end users were affected
- ✓ 83% of users started seeing value within the 1st month of installing eG Enterprise. 50% started seeing value in less than one week.
- ✓ 75% of users found single agent monitoring – one agent per server for monitoring the OS and application mix regardless of CPU configuration -- to be one of the most useful features of eG Enterprise.
- ✓ 70% of users stated that one of the most significant benefits of eG Enterprise was identifying the cause of complex problems that involve multiple domains.

Detailed results of the survey and independently verified customer case studies are published by  TechValidate

<http://www.techvalidate.com/product-research/eg-innovations-enterprise-suite>

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