

# Reduce Downtime and Slow-time in the Borderless Enterprise

An eG Enterprise Universal Insight Solution Brief for CIOs and IT Executives

## Key Benefits

- ✓ **Reduce downtime, slow-time and provide a positive user experience** by using proactive alerts to avoid service disruptions caused by resource constraints, extended logons, network latency and more.
- ✓ **Ensure accessibility and availability** in the borderless enterprise by having universal insight across platforms, domains, time zones and geographies using a single customizable and intuitive web-based interface.
- ✓ **Enhance IT effectiveness** across the enterprise with the help of advanced data analytics and detailed reports for all levels of IT from the CIO to managers and administrators.

## The *REAL* Costs of Downtime and Slow-time

CIOs have a fiduciary duty to ensure the organization they serve has viable future ready solutions for capacity planning, infrastructure management, performance monitoring, measurement of KPIs, downtime prevention and helpdesk resolution. End users have a different perspective, they judge their experience relative to their ability to be productive and complete an end goal.

Traditional studies are based on datacenter incidents and downtime but don't account for employee compensation or reduced end user productivity. When apps and databases are unavailable or slow and unresponsive the downstream impact can be truly devastating. Customer loyalty suffers, industry reputations become damaged, and strategic partnerships dissolve, legal liabilities increase, stock values decrease and financial markets collapse.

According to Forbes the Fortune 500 employ 27million people at an average compensation rate of \$33.00 per hour, a Dun & Bradstreet survey determined that 59% of Fortune 500 companies experience a minimum of 1.6 hours of downtime every week, and a TRAC Research study determined that slow-time occurs 10 times more often than downtime. Using those statistics the Fortune 500 experience 24,544 hours of downtime and 245,544 hours of slow-time, that's a combined 30 years of man hours annually, the resulting downtime compensation cost is an astronomical \$1.2trillion which is equal to 12% of US GDP.

Imagine the additional wealth, jobs, investments, savings and charitable contributions that could be created by proactively reducing downtime and slow-time across domains within the enterprise. End users would be happier, productivity would soar and CIOs would be the new captains of industry.

## Universal Insight Required

The era of the borderless enterprise is here, ensuring on-demand availability of apps, data and seamless collaboration via the cloud, across virtual networks, servers and storage requires complete and total visibility across platforms, domains, time zones and geographies.

Fortunately there is a solution that can help businesses proactively reduce downtime, slow-time, and improve the end user experience so productivity and profitability increase.

eG Enterprise is a 100% web based performance management solution, as long as you have an internet connection you will have universal insight into your infrastructure and can take action anytime, from anywhere on any device.

Many of the world's leading organizations rely on the universal insight that eG Enterprise provides so they have total visibility across all layers and tiers of the enterprise. Having universal insight enables and empowers them to enhance IT service performance, increase operational efficiency and ensure IT effectiveness.

# eG Enterprise Universal Insight: A Force Multiplier for IT Departments

## Enhance IT Service Performance

eG Enterprise automatically correlates performance metrics across every layer and tier of cloud, physical and virtual infrastructures. It provides the universal insight and actionable intelligence that IT departments need to prevent downtime and slow-time so end users are productive and able to accomplish their goals.

## Increase Operational Efficiency

eG Enterprise provides a single, unified, customizable interface with intuitive end-to-end topology maps and single-click drill downs for root-cause analysis. Having universal insight across the enterprise accelerates time to resolution, eliminates helpdesk guesswork and helps IT departments keep systems online so business continuity and end user productivity are maintained.

## Ensure IT Effectiveness

eG Enterprise with its extensive, detailed historical reports provides CIOs and IT managers the empirical performance data they need to right-size the enterprise, balance workloads, eliminate cost overruns and ensure that capacity planning meets the business needs of today while preparing for the emerging technologies of tomorrow. These benefits are especially important when time is of the essence or budget constraints and natural attrition lead to reductions in IT support staff.



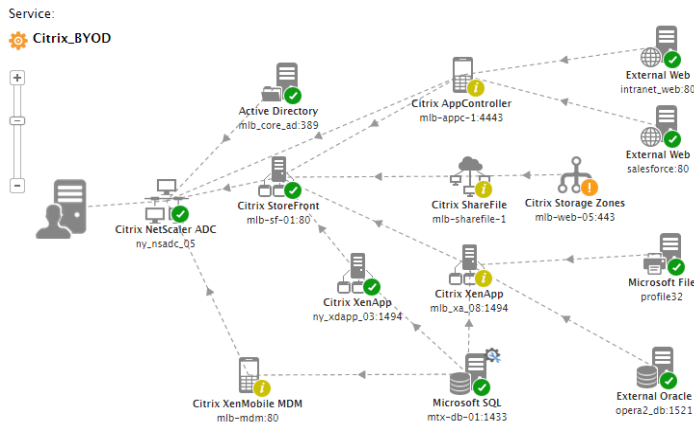
## eG Enterprise Universal Insight: Ready for the Borderless Enterprise

### Mobilize Your Workforce with Confidence

eG Enterprise provides enhanced capabilities for the full suite of virtualization and mobility solutions from Citrix Systems, including XenDesktop and XenMobile. The successful deployment and future scalability of a mobility solution is dependent on broad user adoption and application responsiveness, but the introduction of foreign devices on a corporate network poses new threats to the privacy and integrity of confidential data. IT managers can use our Citrix Ready solution to help make slow-time, extended logons and network latency a thing of the past while also ensuring that device compliance and application performance are maintained.

### Cloud Ready and Virtualization Aware

eG Enterprise is cloud ready and provides IT managers the visibility they need to monitor the health, performance and responsiveness of mission critical applications. Once deployed the universal insight technology automatically discovers and collects baseline metrics for applications running in the cloud, virtual and physical environments and can provide dynamic, customizable reports for them. eG Enterprise is the only application performance management solution that provides both an outside view of a VM indicating the hypervisors physical resources used by a VM, and an inside view of the VM indicating which application(s) and user(s) are driving resource usage.



## About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT services delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise Universal Insight technology to enhance IT service performance, increase operational efficiency and ensure IT effectiveness.



CONTACT US: [sales@eginnovations.com](mailto:sales@eginnovations.com) | [www.eginnovations.com](http://www.eginnovations.com)

US +1 866 526 6700 | SINGAPORE +65 6423 0928 | UK +44 (0)20 7935 6721 | NETHERLANDS +31 (0)70 205 5210

INDIA +91 44 4263 9553 | LATIN AMERICA +52 55 5533 3395 | HONG KONG: +852 3972 2415

[www.eginnovations.com](http://www.eginnovations.com)