





Virtualization of desktops, applications, and infrastructure layers creates new flexibility and cost savings for companies. But the resulting complexity of virtualized IT environments can be hard to manage with yesterday's silo performance monitoring tools – often threatening the success of virtualization initiatives and causing user frustration, low productivity, and rising IT support and infrastructure cost.

 <h3>Boost User Satisfaction & Productivity</h3> <ul style="list-style-type: none">• Reduce downtime• Increase application availability• Boost user experience	 <h3>Reduce IT Support Cost & Complexity</h3> <ul style="list-style-type: none">• Simplify, automate & accelerate diagnosis & troubleshooting• Optimize staffing levels & reduce OPEX	 <h3>Reduce Infrastructure Cost & Avoid Cost Overruns</h3> <ul style="list-style-type: none">• Increase hardware utilization• Leverage investment in software• Right-size & optimize environment	 <h3>Deliver Projects on Time, on Budget, on Target</h3> <ul style="list-style-type: none">• Accelerate deployment & rollout• Reduce risk, deliver successful projects & peace of mind
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eG Innovations provides intelligent performance management solutions that dramatically accelerate the discovery, diagnosis, and resolution of service performance issues in virtual, cloud, and physical service infrastructures.



By monitoring every layer of every tier of the infrastructure, computing performance baselines and correlating performance across heterogeneous tiers automatically, eG Innovations technologies also enable customers to right-size and optimize their infrastructures.

eG Innovations customers **reduce performance incidents by over 40% and cut downtime length to 70%** with pre-emptive alerting, complete performance visibility, and accelerated diagnosis.

Through dramatically simplified and automated troubleshooting, customers experience over **15% reduction in support cost**.

And eG Innovations helps customers **cut IT infrastructure cost by over 20%** through optimized IT environments and consolidation of monitoring tools. Customers experience complete payback of the investment in eG Innovations in weeks, not months..

ROI IN NUMBERS

	BEFORE eG Innovations		IMPACT OF eG Innovations
Reduce Downtime Duration per Occurrence (MTTR) by 30%	FROM: 30 minutes x \$5,000 = \$150,000	TO: 20 minutes x \$5,000 = \$100,000	~ 30% savings per outage (\$50,000)
Reduce Outage Frequency & Cost by 46% p.a.	FROM: 20 outages x \$150,000 = \$3,000,000	TO: 16 outages x \$100,000 = \$1,600,000	46% + savings per year (\$1,400,000)
Reduce IT Support Cost by 15% p.a.	FROM: 20 FTE x \$80,000 = \$1,600,000	TO: 17 FTE x \$80,000 = \$1,360,000	15% savings per year (\$240,000)
Improve User Density & HW Efficiency by 20%	FROM 100 users / server → e.g. 500 servers	TO: 120 users / server → e.g. 3000 servers	20% HW server savings
Accelerate Time to Deployment by 20%	FROM: 100 Hours (e.g. 1,000 desktops)	TO: 80 Hours (e.g. 1,000 desktops)	20% faster
Boost User Experience			More productive

“eG Enterprise makes it fast and easy to identify whether it is a virtualization, network, system or application issue – and fix bottlenecks quickly. And with predictive alerting we are one step ahead to resolve emerging problems before they impact the end user”

Donna Jellison | St Francis Health Services

- 84% of customers reported that eG Enterprise helped them avoid service outages by identifying problems before end users were affected.*
- 72% of users reported that eG Enterprise helped reduce the time to identify the root cause of a problem among network, server, and application resources.*
- 83% of customers started seeing value within the first month of installing eG Enterprise. 50% started seeing value in less than one week.*

* Source: TechValidate