

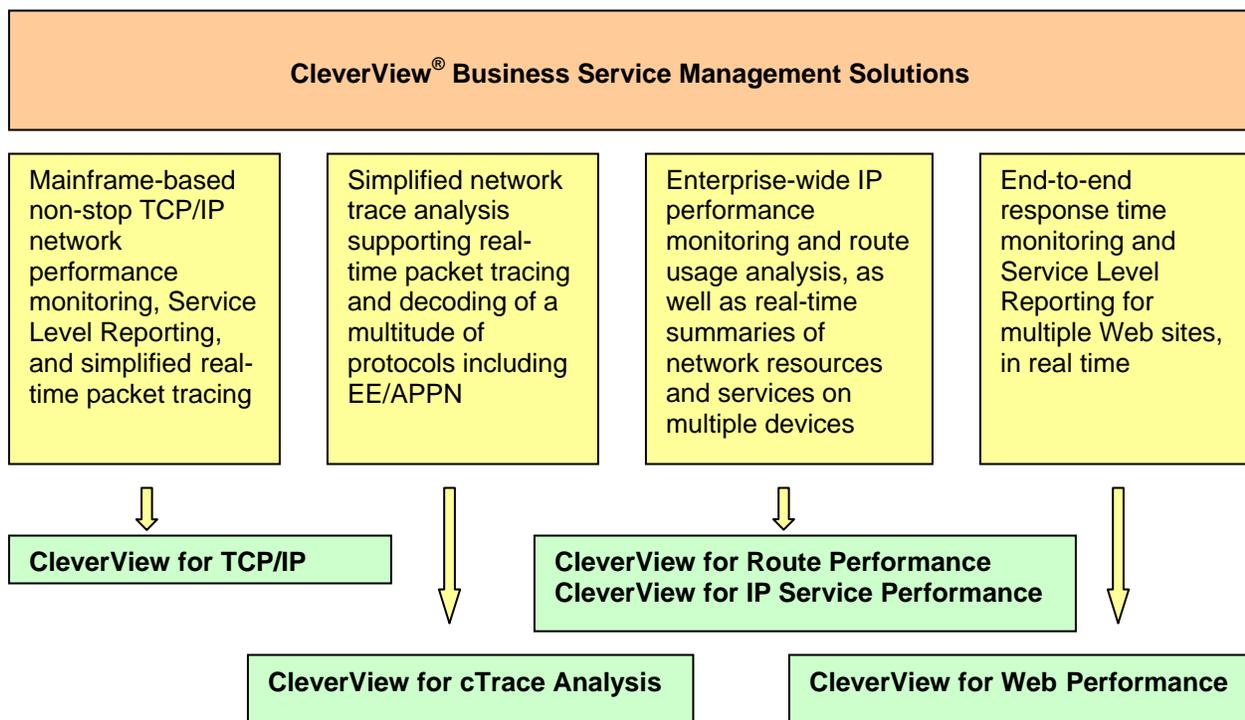
AES CleverView® Business Service Management Solutions Overview

The AES CleverView® Family - An Overview

Today's business environments are driven by ever more complex technology, and rely increasingly on multifaceted networks to support their customers. Enterprise and service providers are realizing the strategic importance of network and Web site management in their pursuit of the best performance at the lowest cost.

Since 1991, AES has been providing innovative solutions to solve the challenges of managing these technologies, as well as providing the superior reporting capabilities mandated by compliance to more stringent business controls. The AES family of performance and availability solutions has continuously evolved to encompass the changing demands of Fortune 1000 customers and new technologies. Mainframe-resident network performance monitoring solutions were the initial focus and AES continues to maintain its lead in this domain. With the arrival of the new millennium and the far-reaching demands of eCommerce, AES released open system-based solutions to analyze the performance of network routes and Web sites. In 2006, in response to customer demand, AES added a completely new solution to analyze and display the status and performance of specific IP-based services, in real time.

The AES CleverView solution family provides *intelligent views into the world of IP networks and services*. CleverView is a comprehensive set of Business Service Management solutions providing monitoring and performance management features that extend traditional network and Web site management capabilities into all corners of the IP network world. CleverView ensures the availability of critical business systems and provides the means to rapidly resolve problems.



CleverView for TCP/IP

CleverView for TCP/IP helps performance analysts, operations personnel, network system programmers, and capacity planners effectively monitor performance, and plan for the future. Its superior performance monitoring makes it the ultimate choice for large IBM®-hosted data centers undergoing wide scale SNA-TCP/IP migration over to EE, TN3270, FTP, WebSphere, and/or other integral TCP-based Business Services. It uniquely provides comprehensive Service Level Reporting, continuously measuring Service Level performance for thousands of IP-critical resources in real-time. It tracks all z/OS TCP/IP critical resources including Stack, CSM, applications, routers, servers, clients, and network connections. CleverView for TCP/IP also facilitates simplified real-time packet tracing.

AES CleverView® Business Service Management Solutions Overview

CleverView for TCP/IP provides:

- Customizable and comprehensive real-time, near-time, and historical views of TCP/IP network performance, removing the need for additional reporting tools or learning new scripting languages
- Intelligent alert generation in a central display (SysPoint)
- Comprehensive FTP charge-back data
- Easy integration into current environments (MVS console and Tivoli NetView)
- Minimized overhead, avoiding requirements for continuous trace data collection and/or gathering redundant z/OS MIB data
- State-of-the-art servlets technology deployed in existing WebSphere Application Servers or open-source Apache servers requiring no client code or additional hardware or software, and eliminating potential security risks inherent with proprietary architectures

CleverView for cTrace Analysis

CleverView for cTrace Analysis provides an unsurpassed utility for network technicians, drastically reducing time-consuming, tedious analysis and making inroads into TCP/IP network problem solving. Many mainframe shops send out network trace dumps for analysis by third parties such as IBM® 2nd level support, since they no longer have the analytical capability in-house. CleverView for cTrace Analysis provides such users with the capability to bring these analyses back under their own control, saving both time and money in resolving otherwise complex problems.

CleverView for cTrace Analysis provides IPv6, ICMPv6 support necessary for migrating from the IPv4 to the IPv6 environment. Protocol support includes:

- EE/APPN decoding: HPR/RTP, RTP Optional Segments, XID3, FID5, RH, Control Vector, GDS Variables
- Base protocols: IP, TCP, UDP, IPv6
- Key applications: Telnet, TN3270, TN3270E, FTP, LPR
- Routing: OSPF, RIPv1, RIPv2, EE/HPR
- Mail protocols: SMTP, POP3
- Web services: DNS, HTTP
- Management: SNMP, ICMP, ICMPv6
- Address Resolution: ARP, RARP, DHCP
- UNIX remote calls: RSH, REXEC, RLOGIN

CleverView for Route Performance

CleverView for Route Performance expedites enterprise-wide IP route performance management and Service Level control, providing a systematic approach to the organization and analysis of route and segment data.

CleverView for Route Performance provides:

- Scheduling and collection of enterprise-wide performance data, remotely
- Analysis of route performance for the entire network, centrally
- Auto-discovery of routes and patterns, and detailed analysis of all end-points, routes, segment hops, time ranges, and response criteria to establish performance baselines
- IP routing diagnostics for analysis of defective routes
- Analysis of usage patterns, congestion, and defects for capacity planning
- Management reports including route and segment hop summaries, response times, and defects
- Diagnostic information from SNMP public and private MIBs

CleverView for IP Service Performance

CleverView for IP Service Performance provides visibility into the performance and availability of:

- **Infrastructure Services:** DHCP servers, DNS servers, and Routers

AES CleverView® Business Service Management Solutions Overview

- **Application Services:** frequently used Internet services such as FTP, Telnet and mission critical applications
- **Business Services:** critical business groups (by IP-addressable devices in the network)

CleverView for IP Service Performance groups the available data logically into these classifications identified by their major business functions. The product provides the ability to measure adherence to user-defined service level agreements within these groupings, and also provides real-time alerts as well as historical trends.

Within the Infrastructure Services Group the three interrelated functions that ensure IP management's visibility are DHCP servers, DNS servers and Routers:

- DHCP* monitors the performance of VitalQIP® servers ensuring that users can obtain IP addresses as needed
- DNS monitors the DNS servers ensuring that address-to-name and name-to-address lookups are operational and efficient
- Used in conjunction with DHCP and DNS services, Routers ensure the performance of routing infrastructure is adequate

**Note: The AES solution provides significant cost savings by supplying address management statistics enabling the user to decide an optimum subscription level for QIP.*

The Application Services Group provides a window into the frequently used internet services and monitors service level agreements:

- FTP monitors the ability to transfer files between locations
- Telnet monitors the ability to log in to remote servers
- PortMon monitors the accessibility of remote/local TCP ports to mission critical applications

The Business Services Group monitors the performance, availability and service level of any critical (IP-addressable) business group on your network. Monitoring can be implemented by departments or by device type, e.g. ATMs, copiers, printers, engineering, sales....

CleverView for Web Performance

CleverView for Web Performance helps minimize costly Web site outages, providing real-time performance awareness data and historical reports for capacity planning. It uniquely measures wait time in its calculations of end-to-end response times.

CleverView for Web Performance provides:

- In-house active monitoring of critical Internet/Intranet Web sites
- End-to-end response time monitoring of multiple Web sites, in real time
- Multi-page scripting, automatically simulating Web site transactions
- Operability inside/outside the firewall
- A page-by-page record of sequenced Web site operations
- Advanced historical reporting

In Summary

AES focuses on the development of network performance and availability Business Service Management solutions. Through its strong emphasis on listening to customers, foreseeing far-reaching trends in the marketplace, and providing stellar support systems, AES continues to maintain its lead in providing state-of-the-art, easy-to-use performance tools for the very backbone of eCommerce.

CleverView, CLEVER TCP/IP, CLEVER eRoute, CLEVER cTrace, CLEVER Buffer, CLEVER Web, CLEVER/SNA, and CLEVER ePerformance are registered trademarks of Applied Expert Systems, Inc. VitalQLP® is a trademark of Lucent Technologies. All other trademarks are the property of their respective owners.