



Stay **eLert** in e-business. What you don't know can hurt you.

Managing the next generation of e-business is complex. It involves managing processes that flow across organisational boundaries, an increasing number of stakeholders and a complex web of different technologies that now demand anywhere, anytime availability.

For corporate enterprises and IT service providers, e-business success is reliant on continuous availability, superior service delivery and performance. When infrastructure performs poorly, productivity is impacted, as is your reputation and your bottom line.

To assist companies preserve their e-business investment, eStrategies has introduced eLerter, a new intelligent systems monitoring and notification software tool, designed specifically to safeguard your e-business environment. eLerter manages your mission-critical processes to ensure peak performance, so you're no longer kept in the dark.



Availability

According to system analysts as much as 80% of system downtime is spent identifying a problem prior to formulating a solution. When customers or partners are on the line, that's time you can't afford. eLerter is designed to detect and advise you of potential system problems in your e-business environment. That means quickly identifying and responding to issues such as server crashes and over-utilisation, so you can deliver always-on services to your customers and partners.



Productivity

Your e-business infrastructure provides the vital link with your partners, suppliers and customers, where information is shared and business decisions based. Maintaining an efficient 24x7 e-business can be expensive. eLerter helps companies drive their IT costs down, fine-tuning their e-business performance and ROI through:

- More efficient use of IT staff and quicker response to downtime
- Reduce labour costs with the remote control feature, IntelliStart
- Faster identification of problems, assessment of system impact and resolution
- Round-the-clock IT management with reduced headaches and costs
- Freeing up management time to focus on business growth rather than day-to-day
- Maximisation of existing IT investment due to eLerter's open architecture
- Almost anywhere, anytime system administration with IntelliStart.



Reliability

With eLerter's unique remote control IntelliStart feature, you can talk to eLerter and solve any e-business system problems at a moment's notice, no matter where you may be. Round-the-clock monitoring of system performance ensures that your customers aren't the first to know if your service levels are slipping. eLerter quickly identifies the problem and notifies the appropriate person via WinPopup, email or SMS alert to a computer or mobile. To ensure quick response, you will soon be able to direct your alerts to your favourite wireless device, so nothing is left to chance.



Technical specifications

Lost revenue quickly adds up when e-business infrastructure fails. Not to mention the increased cost of doing business when employees or partners can't access the information they need, when they need it. eLerter measures the foundations of your e-business, quickly notifying and helping you to respond to performance issues. Customise and configure eLerter to meet your individual requirements to troubleshoot any possible anomalies specific to your e-business enterprise.

Monitors and Manages

- Network connectivity
- Servers
- Disk space utilisation
- NT services
- Files, file ages and directories
- Web-based applications

Identifies

- Server crashes
- Application and database issues
- Under performing websites
- Common performance issues
- Congested disk drives
- Customised performance criteria
- Server over-utilisation

Notification

- Specify owners for each problem
- Notification alerts via WinPopup, email or SMS to computer or mobile
- Alerts to wireless devices available soon.

Resolution

- Send system commands via SMS or email
- IntelliStart control feature permits remote administration from almost anywhere, anytime
- Receive confirmation and status updates as required

Service Support

- 24x7 e-business systems monitoring
- FAQs and troubleshooting
- Dedicated web support
- In-built rules-based decision tool
- Telephone support

Machine Requirements

- Pentium 2+ processor
- 2 Mb hard disk space
- 128 Mb RAM
- Microsoft NT server version 4+