



The Enterprise Automation Solution

CHARTS



ALERTS



SCHEDULER



CONSOLE



AVAILABILITY



- Easy to Use
- Easy to Implement
- Functionally Rich
- Affordable

MONITOR | MEASURE | MANAGE



The **PTC Suite** delivers a highly modular solution that addresses the challenges faced by IT departments and service providers with the effective management of application availability, service management and business automation. Unlike the enterprise level solutions that are expensive to both purchase and deploy, **PTC Suite** provides a simple to deploy, simple to maintain, low cost solution that can meet all of a business's requirements, or augment multiple existing solutions through consolidation, automation and simplification.



Charts is a unique, easy to use rapid application development tool that enables our customers and partners to very rapidly create, retain and deploy sophisticated logic and process commands to any data accessible by the **PTC Suite**. Using a "Visio™" like user interface, for example, **Charts** can be used to identify and capture an alert within **Console** and / or **Alerts Manager**, redefine the most appropriate actions and execute the process in as little as 60 seconds. The speed and simplicity of **Charts** puts the power back into the hands of the IT resource, removing any dependency on other departments / development resources and the inevitable time delay that involves.



Availability is founded on the principle of ensuring that the quality of a user experience is monitored and maximized at all times. All too often, the user will experience a serious reduction in application performance, or complete failure, yet it does not trigger a support event until all the users start contacting the help desk. **Availability** is about the inclusion of monitoring the user experience as part of the complete holistic view of the technology, networks and application that deliver it. The holistic view ensures that the problem can be rapidly isolated and addressed, often before the user even becomes aware that an issue existed.

For further information go to www.ptc.co.uk/products/ptc%20availability.asp



The **PTC Alert Manager** is simple to implement, simple to maintain, yet comprehensive solution that addresses the effective consolidation of multiple proprietary email based (SNMP) alerting solutions into a single tool. It enables re-prioritization of each alert reflecting the nature / urgency and delegates to the most appropriate staff depending on time (24x7) through the most appropriate electronic medium. The Alert Manager ensures prompt action is taken based through pro-active response and automates escalation in the event of failure to respond, or failure to resolve a critical issue in a timely manner.

For further information go to www.ptc.co.uk/products/ptc%20alerts.asp



Scheduler is a highly sophisticated task management console that enables the full automation and management of multiple tasks through a single user interface, controlling intersystem dependencies across multiple locations, topologies, platforms, server, operating systems and time. When combined with **Alert Management**, IT resources can be totally confident that sophisticated, complex and time critical scheduled events can be fully automated, as any failed event can defer the next scheduled event in any given process, while notifying interested parties of the failure.

For more information go to www.ptc.co.uk/products/ptc%20scheduler.asp



Console addresses the serious business challenge of managing thousands of messages from multiple proprietary system management solutions, consoles and log files by easily and efficiently consolidating the information into a single solution. When combined with Alerts Manager and our unique RAD Charting tools, PTC offers a comprehensive solution for the consolidation, management, communication and escalation of all IT infrastructure issues, thus delivering a monitor of monitors.

For further information go to www.ptc.co.uk/products/ptc%20console.asp

MAXIMISING YOUR IT PERFORMANCE



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