

## Measuring Service, Demonstrating Value



PTC Availability addresses the preconception that Service Level Management solutions are out of reach for organisations with limited financial, time, and human resources. PTC Availability brings affordable Service Level Availability tools to non FTSE 250 organisations. The same organisations charged with delivering key services to the public such as housing and benefits, social services and sanitation.

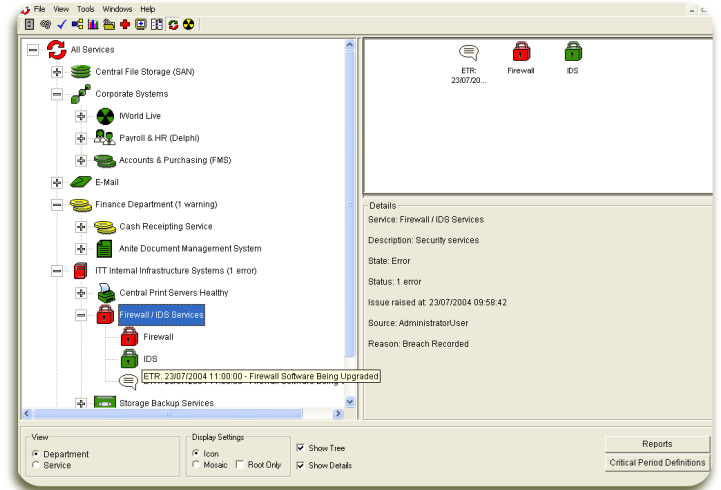
**Today's Need** - Affordable Service Level Availability verification, communication and demonstration.

The enterprise network stands at the centre of today's government organisations, bringing together a vast range of departments and services, mostly public facing, all relying on key IT services to function.

In today's local government, departments have become stakeholders and end users become clients. Modern government operations are increasingly dependant on IT systems, and this dependency requires IT departments and their Service Managers to become proactive as opposed to reactive.

Department heads, clamouring for precious IT resources, have assimilated the ignominy of central government diktats regarding key performance indicators (KPI's).

To justify the inward facing costs, System Managers are being asked to provide status reporting along with improved uptime.

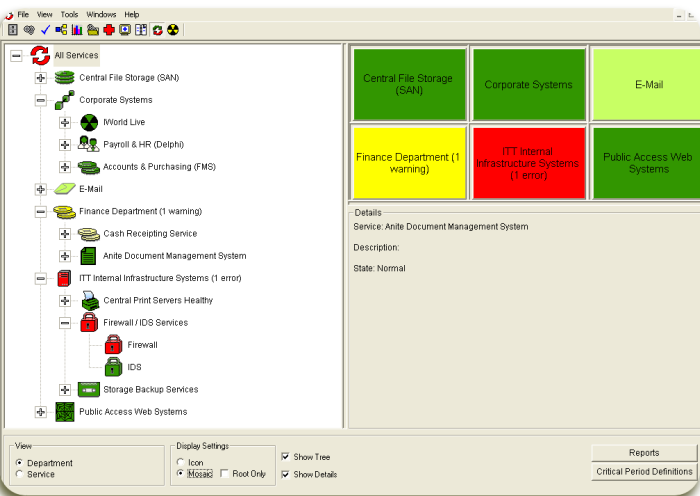


PTC Availability Intuitive Interface

## Comprehensive Enterprise Service Availability and Management

PTC Availability from PTC Software is a scalable, easily installed, high performance solution providing System Managers with timely information as to the status of client services, and the components, ie servers, applications, networks, that make up key services.

PTC Availability provides unique benefits to help you:



Key IT Service Status or Availability

- ➊ **Maximise Helpdesk Productivity.**  
Too much time is wasted, too many calls answered, from users asking for service updates. PTC Availability provides a web front end, easily installed as part of your organisation's intranet, that makes them aware of service status, time to repair and other operator defined key data.
- ➋ **Maximise in-house investment.**  
Provides demonstration of clear values and levels of service being achieved by in-house IT service departments.
- ➌ **Monitor SLA Compliance.**  
Many organisations have outsourced their IT functions. PTC Availability measures the performance of the enterprise and its systems to provide the data required to validate value and service quality claims and responsibilities.
- ➍ **Optimise Service Uptime.**  
Gear downtime periods to coincide with statistical low service requirement periods.
- ➎ **Assists with ITIL compliance.**  
PTC Availability lowers the cost of ITIL compliance, by bringing all required metrics and indicators into a central portal.

**PTC Suite:** PTC Availability is an independent component of PTC Suite, a collection of easy to install software tools, providing Task Scheduling, Centralised 3rd Party Console and Alerting. In short the tools required to manage the growing public sector organisation enterprise.

## Distinctive Functionalities and Capabilities

### IT as a Service.

In any organisation IT is best viewed as a service, be it run in-house or by an outside company. If IT is run as a service, then the priorities of the business become the driving force. With business taking control, IT can be remoulded to embrace business disciplines. Cost analysis and management, communication with users and satisfying their expectations need to be applied to IT.

### Management Reports.

PTC Availability brings together a plethora of service metrics, correlated from diverse systems, applications and existing framework style management tools, and consolidates them into logical user defined reports, allowing for aggregated service level reports.

### Service Analysis.

Using either PTC Availability's web interface or .NET based GUI, System Managers and Operators can readily identify availability, response and utilisation issues as they arise. These KPI metrics are used to highlight service level bottlenecks and, provide the data required for capacity planning.

### Service Data Gathering.

PTC Availability collates data from disparate systems and infrastructure resources. It has the ability to monitor third party event and performance logs. PTC Availability also has the ability to monitor Telnet, SNMP and SMTP traffic to ascertain performance issues.

### Integration.

PTC Availability easily integrates into your enterprise, working with and reducing the management costs of applications such as Microsoft MOM, HP Openview, BMC Patrol and other service, network, hardware monitoring applications.

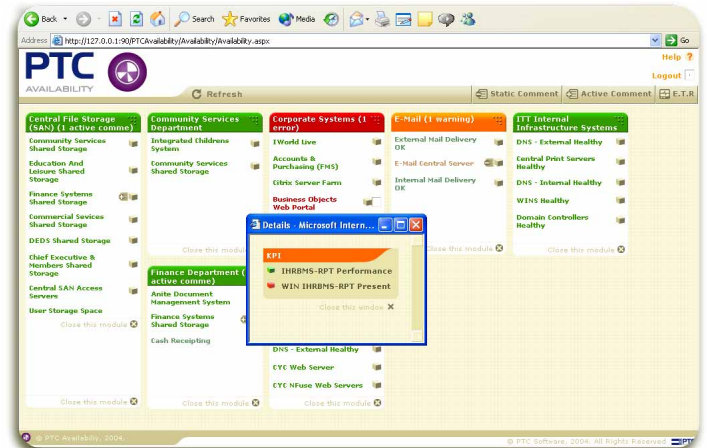
### Reduce Help Desk Costs.

PTC Availability's web based client interface keeps users abreast of operations and issues as they arise and are fixed across the enterprise.

1. Provide Users and User Managers with the ability to quickly and easily view the status of their systems and key IT services. In doing so they can view their relationship to the enterprise and quickly recognise the non performance of their system or key IT service.
2. Provide System Managers and Users and User Managers with uptime statistics for defined IT services and applications.
3. Provide support staff with early warning of any systems failure, and keep end users informed of any systems restoration time.

## Overview

In a single source **PTC Availability** provides answers to question, related to the continual service demands of an organization and its IT services, be they managed in-house or outsourced.



PTC Availability Internet Integration

Questions such as :

#### Server Availability:

- Is the server that runs the system up?
- Is there sufficient disk space to allow the system to run efficiently?
- Can users access the server across the network?

#### Application Performance:

- Did the application transaction system start at the desired time?
- Are the users getting an acceptable response time?
- Are all the parts of the service present - such as email, CRM database?
- Is the application approaching its available number of licensed users?

#### Manual Tasks:

- Has the daily backup tape been taken off site?
- Did the BACS file get transmitted by the deadline?
- Did the payroll / benefit cheques get printed on time?

#### Automated Tasks:

- Have the overnight file transfers been completed successfully?

MONITOR | MEASURE | MANAGE



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EASY TO USE | EASY TO IMPLEMENT | FUNCTIONALLY RICH | AFFORDABLE