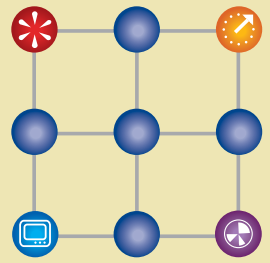


PTC SUITE



ALERTS



SCHEDULER



CONSOLE



AVAILABILITY



SYSLOAD



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

MONITOR | MEASURE | MANAGE





Measuring Service Availability, Demonstrating Value

Knowledge of the current state of service provision, and just as importantly the history of service provision, is essential in meeting service provision requirements, both from internal and external clients.

PTC Availability from PTC Software is a scalable, easily installed, high performance solution providing System Managers with timely information about the status of client services, and the components, i.e. servers, applications, networks, that make up key services. It also provides historical information such as Availability, Mean Time Between Failures, Mean Time for Repair, Number of Service Incidents during period.

PTC Availability provides **unique benefits** to help you: **Independently Monitor SLA Compliance, Maximise Helpdesk Productivity, Optimise Service Uptime, Meet with ITIL compliance targets**



A single, central Alert Manager for consistent guaranteed Alert delivery from any source

An effective Alert management package is the single most cost effective utility that any company can purchase.

PTC Alerts from PTC Software is a Guaranteed Alert Delivery system that manages event alerts from many sources, ensuring that the correct people are informed of alerts, and can respond to them. Unacknowledged alerts can be automatically escalated, either by notification method or by contact. Responses to alerts can also initiate actions within the IT infrastructure. For example an SMS text message to a support technician informing him of a system failure could offer the option of starting the system restore while the technician is on his way to the computer centre, thus saving precious time.

PTC Alerts provides **unique benefits** to help you: **Increase Service Standards, Reduce Service Down Times, Rationalise Alert Notification and Response Methods, Guarantee Alert Delivery**



Automating management and control of company batch applications through Job Scheduling

Job scheduling, or Task management, is the essential system which automates the management and control of a company's production batch applications.

The **PTC Scheduler** manages the simultaneous parallel running of many jobs on large multi-processor servers. It controls the inter-system dependencies across different servers, and different operating systems.

PTC Scheduler is client-server based, providing full multi-user capabilities and is based upon Microsoft's Visual.net 32-bit software architecture. The **PTC Scheduler** improves service levels by reducing the risk of failure. Every job is executed at the correct time on the correct server with the correct parameters. Because the process is automated, the chance of failure is minimised. The Graphical User Interface is comprehensive, yet intuitive.

PTC Scheduler provides **unique benefits** to help you: **Increase Service Standards, Reduce Systems Failures, Free up Resources, Provide Unattended Operations**



A single, central Console for all your Servers, irrespective of operating system

Each error message has an impact on the quality of service provided to the users, whether it is a system message, or an application message from a firewall or backup utility.

Since most companies have multiple servers, effective message management can require the simultaneous monitoring of thousands of messages in hundreds of different files or consoles. **PTC Console** is a comprehensive message monitoring system which simplifies the whole process. **PTC Console** provides a single central console showing the current status of every machine. If an error message appears anywhere in your enterprise, it is immediately detected, and highlighted on the **PTC Console**.

As well as being a centralised monitoring system, **PTC Console** is also a message manager. This means that it maintains a database of important messages and can react to the receipt of a known message by issuing a reply message to the same, or even to a different server.

PTC Console provides **unique benefits** to help you: **Reduce Missed Systems Messages, Free up Resources by Automating Log File Checking, Provide Unattended Operations Capability**



The comprehensive monitoring solution integrating automatic diagnosis, reporting & trend analysis

Take control of your IT Infrastructure, improve Quality of Service and Reduce Costs.

Sysload offers a complete overview of the critical aspects of your IT infrastructure. This is inclusive of active resources, networks, operating systems, databases, applications and response time. Ultimately, this enables all team members to access the relevant information they need: Technical groups utilise information to verify the correct functioning of various components of the computing chain and that performance is at peak level. Through regular review of resource utilisation and trends, managers are able to maximise their investments in computer equipment and allocate budgets using objective criteria. Executive management makes use of business-focused information which depicts the capacity of the IT system.

Sysload provides **unique benefits** to help you: **Prevent and Reduce System Down Time, Plan Hardware Capacity and Upgrades, React Instantly to unforeseen problems**

MAXIMISING YOUR IT PERFORMANCE



Head Office: Phoenix House, 2 Phoenix Park, Eaton Socon, Cambs, PE19 8EP, UK
t: 01480 479090 f: 01480 216710 e: software@ptc.co.uk w: www.ptcsoftware.com