

Uplogix provides the first fully-integrated remote management solution, putting the power of your most trusted IT administrator everywhere, all the time.



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## MARKET DRIVERS FOR AUTOMATED REMOTE MANAGEMENT

- ▶ 75% of IT resources are spent maintaining the “status quo” (Yankee Group)
- ▶ IT staff at large enterprises spend 30%-50% of time troubleshooting and fixing problems at remote offices (Nemertes Research)
- ▶ 40% of IT problems can't be addressed with in-band (software) tools (Gartner)
- ▶ 52% of companies experience unauthorized access to computer systems, causing \$12B in losses (300 companies surveyed) (FBI/CSI 2006)
- ▶ 2 of the top 4 types of security attacks are related to insider abuse or unauthorized access to systems (FBI/CSI 2006)

## What is Remote Management?

### When the network is the platform, it has to work

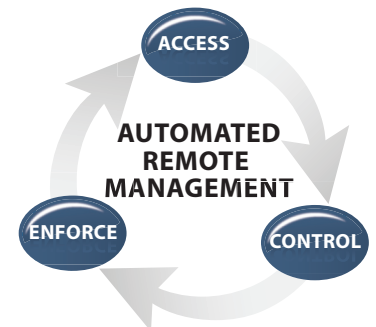
As networks and systems have grown more distributed and complex, legacy tools aren't capable of providing automated remote management because they are either dependent on the availability of the network and devices they're supposed to manage, or lack the intelligence to take corrective actions when problems arise.

This forces employees and contractors to go onsite for everything from the most routine maintenance to a bare-metal rebuild, making network and systems management a labor-intensive, error-prone and insecure process that impacts the reliability of your IT operations and retention of your IT staff.

### Automated Remote Management (ARM)

Uplogix has delivered the first integrated automated remote management solution that goes beyond basic connectivity and monitoring. Enterprises are deploying ARM globally across their infrastructure for:

- ▶ **Access:** Secure, always-available access and visibility to the distributed devices that need to be managed
- ▶ **Control:** Local automation and control of routine maintenance, configuration, recovery and service level management tasks
- ▶ **Enforcement:** Consistent security and policy enforcement, even during network outages



By integrating these functions, Uplogix provides a single management point that significantly reduces the cost, complexity and risk of managing a distributed IT infrastructure while improving IT service levels in the process.

### With ARM from Uplogix, you can:

Reduce Risk	Reduce Cost	Decrease Complexity	Improve Service Levels
Ensures that management security policies are <b>always enforced and audited</b> , even during an outage	Reduces your remote IT support costs by <b>25%-50%</b>	Combines the <b>local access and control</b> of a console server, the <b>in-depth monitoring</b> and diagnostics of systems management software, and the <b>intelligence</b> of an on-site technician into one integrated remote management appliance	Pinpoints root cause of service-related issues and automatically corrects it

Today's dependence on IP-networks and the mission-critical applications that run on them make automated remote management a requirement. Telepresence and unified communications are two specific examples where inadequate traditional tools for remote management infrastructure weaken an organization's ability to deliver services for customers, partners and internal users.

In addition, internal and external compliance pressures require IT to know and record all management actions by internal employees or third parties, even when the network or device is down. This is especially important for service providers and their customers. Traditional tools like console servers and network-dependent SNMP management software can't fill this void.

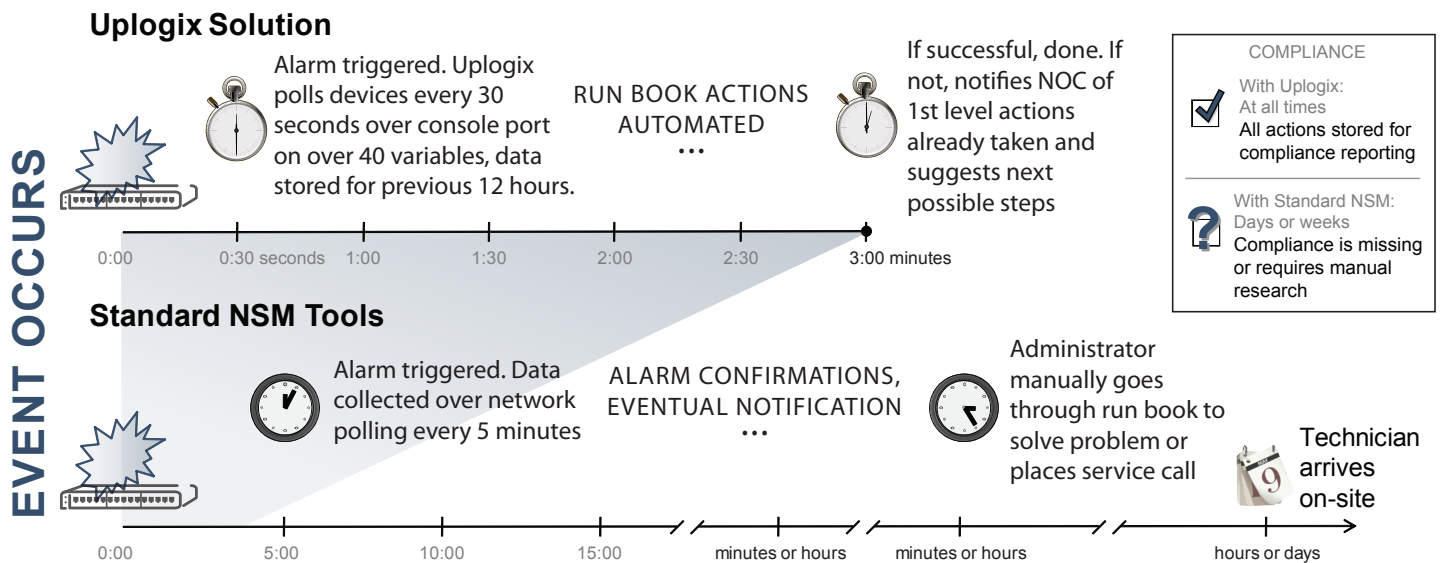
### What Makes Uplogix Different?

Uplogix can automate a majority of the routine maintenance and recovery tasks of an IT admin, but faster, error-free and at a fraction of the cost. Uplogix reduces management complexity with the first integrated, remote management solution to provide secure remote access and local, in-depth monitoring, as well as configuration, fault and service level management. Our solutions reduce risk by ensuring that management security policies are always enforced (even during an outage), and audit all user interactions with systems to aid in compliance reporting. Uplogix can proactively improve service levels by pinpointing the root cause of a service-related issue and automatically correcting it, reducing MTTR and downtime.

## THE POWER OF YOUR MOST TRUSTED IT ADMIN EVERYWHERE, ALL THE TIME

"The investment in Uplogix provides us with a secure, on-site management appliance capable of diagnosing and fixing problems without us always having to send someone onsite."

Rodney Moore  
Technical Director  
Sungard Collegis



Uplogix collects data through serial connections to managed devices. This rich diagnostic data feeds a rules-based policy engine to determine if a parameter is in or out of specification. Uplogix can then either automatically resolve the incident based on pre-approved automated operations, or communicate the problem and recommended recovery steps back to centralized IT staff for resolution management tools. All of this in less time than most standard management tools take to find the problem, and often before users even knew there was an issue.

### A Look at the Uplogix ARM Appliances



#### Enterprise Scalability and Performance

**Uplogix 3200** | Our flagship ARM appliance, available in 4-, 8-, 16-, 24-, or 32-port models, delivers advanced remote management capabilities for data centers, branch offices and remote locations on a robust and flexible platform



#### Compact and Affordable

**Uplogix 430** | Comprehensive functionality in a fixed 4-port ARM appliance designed for enterprises needing to monitor, manage and control four or fewer devices and their power supply at any distributed location

**ABOUT UPLOGIX** | Uplogix provides the first fully-integrated remote management solution. Our collocated management appliances automate routine administration, maintenance and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management depends on the network, uses multiple tools, and remains labor intensive. Uplogix puts the power of your best IT administrator everywhere, all the time.

Uplogix is privately held and headquartered in Austin, Texas with European offices in London. For more information, please visit [www.uplogix.com](http://www.uplogix.com).

