UPLOGIX

CORPORATE FACT SHEET

Uplogix at-a-Glance

Uplogix reduces cost, risk, and complexity in distributed IT infrastructure, for the first time giving the ability and confidence to automate the management and recovery of remote sites.

Going beyond the traditional software-only network & systems management that relies on the network it monitors, requires multiple tools, and remains labor intensive, Uplogix manages and recovers remote sites. Automated Remote Management (ARM) appliances from Uplogix combine the access and control of a console server with the functionality of network management software to automate the actions of an IT administrator.

Quick Facts

Year Founded: 2003

Locations:
- Austin, Texas (headquarters)
- London (EMEA office)

Employees: <100

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What is Uplogix' innovation?

Integrated technology for remote management

The Uplogix Automated Remote Management (ARM) platform is the first solution to integrate automated intelligence for network management with a physical connection to the managed devices. Add the safety net of an out-of-band connection, and remote infrastructure is always within reach of network administrators.

The Uplogix platform delivers capabilities to actively fix network-related problems that in-band software (i.e. SNMP) approaches cannot reach or address. As a result, Uplogix can reduce mean-time-to-recovery (MTTR) to seconds instead of minutes, hours or days. Routine maintenance can be performed without burdening overworked and scarce IT staff.

The Status Quo

In comparison, traditional network and systems management tools were designed to discover, monitor and report the status of the production devices using in-band protocols such as SNMP, but they weren't designed to work when devices fail. In fact, they can't take action to fix a problem if they can't "talk to" the device they want to manage. Because these tools are dependent on the availability of the IP network and devices that host them, when production network connections or devices fail, IT staff is left "in the dark" with no means to control remote devices or gather diagnostic data about the state of those devices in order to fix them. The result is costly truck rolls to the remote site for technicians to perform what are often simple recovery actions on trouble tickets that should only take seconds to perform and close.

Changing the economics of remote networking

With most aspects of business tied to a functioning network, downtime has significant direct as well as opportunity costs. Uplogix can perform as much as 70 percent of the maintenance and recovery procedures IT professionals must otherwise perform onsite—reducing time, risk and costs that other vendors can't address. Legacy software-only approaches inflate costs of outsourced service contracts or require companies to hire more people to perform routine, and often, mundane tasks.

Who is the target customer for Uplogix?

Companies with distributed network infrastructure. The direct costs as well as opportunity costs of losing the network connection with a remote site can be staggering. For example, whether ensuring network management connectivity of a satellite link on a drilling platform or enforcing security compliance for a global financial institution—both face significant cost when the network is down. Uplogix targets a wide range of industries including:

- ▶ Energy
- ▶ Communications / Satellite
- ▶ MSP & Outsourcers
- ▶ Financial Services
- ▶ Healthcare
- ▶ Retail
- ▶ Government

Has today's economic uncertainty impacted demand for Uplogix?

Despite today's economic uncertainties, there are some things that can be counted on. Remote networks are increasingly critical to companies' day-to-day operations. According to Cisco, today more than 90% of employees work outside their company's headquarters. For IT, supporting the increasing number of branch offices—often without expanding headcounts or budgets—means finding new, more efficient ways to automate network support and recovery. Satellites are expanding coverage into more distant locations, making remote network management a requirement, not a convenience. For Uplogix, today's economic uncertainties make our products even more relevant and attractive.

In Summary

The Uplogix ARM platform is a proven solution that automates up to 70 percent of routine maintenance and recovery operations more consistently, faster and at an affordable price point than other traditional point product solutions. Enterprises experience IT support costs reduced by 25 to 50 percent when automating routine maintenance and recovery, resulting in lower ongoing operational costs and increased uptime. With Uplogix, large IT organizations now have the ability to remotely manage more locations and devices than ever before, saving on labor costs without compromising service levels in the process.

Uplogix has taken a distinctive approach to combine the local access and control of a console server, the in-depth monitoring and diagnostics of systems management software, and the intelligent capabilities of an onsite technician into a single, integrated appliance. In contrast, traditional software-only remote network and systems management technology depends on the network, uses multiple tools, and remains labor intensive.

The remote management market is estimated to be a $10 billion business in the U.S. alone, and growing rapidly as IT networks become more distributed, expensive and complex to support. Large IT organizations managing dispersed networks all over the world with limited or no local IT staff need trusted automation solutions that eliminate routine and repetitive remote infrastructure management tasks.