PG-SME™ *IMS PerformanceGuard for SME's*

True end-to-end Performance Monitoring
From the End-User Perspective

"Unique Holistic Proactive View to avoid End-User, Application, Server & Network Slow-Downs"

"Auto Report the Service Level KPI's on Start-Up and Login Times for ALL Devices"

PG-SME™

All Departmental Managers face the challenge of maximising team productivity and minimizing overheads, the hidden cost of End-User start-up & login times are often overlooked… but no longer!

In order to carry out real time End-User performance management from the **End-User Perspective** you need the following:

1. Knowledge of the actual performance of the devices.

PG-SME provides automated documented information on:

✓ Average End-User PC start-up and login times

✓ The top 50 End-Users with the slowest start-up and login times

✓ The top 50 start-up processes with the longest average start-up times by process and application

✓ Total free disk space - lack of free disk space impacts every user, listed are the 50 devices with the lowest free space

✓ End-Users to Server Application Traffic Overview inc' loads

✓ Download & Upload analysis - showing the speed & volume of information sent and received between End-Users and Servers

✓ Exchange & Internet Explorer analysis - identifies installed versions, performance and security vulnerabilities

✓ Overview of Operating Systems - showing operating systems in use and service packs installed (identify missing updates)

✓ Profile of connection speeds and response across your network

✓ DNS traffic monitoring - identify if name translation service is working efficiently and which servers are active DNS servers

✓ Domain traffic response time graph - how responsive are your domain controllers affecting all users

You will receive this information in real-time 24x7 alerting and also weekly proactive reports.

2. Tools to make configuration changes based on the gained knowledge.

3. With the weekly report information in mind you will be able to:

✓ Carry out service level monitoring/reporting

✓ Act proactively on the top 50 slowest devices as to start-up/login, application, server or network

✓ Monitor Service Delivery via KPI's in real time

✓ Monitor trends in service degradation and act before it is too late

PG-SME™ is based on the award winning *PerformanceGuard* technology®

PG-SME™ features:

1. Unique and Award Winning solution trusted by IT professionals in 120+ countries.

2. Auto-detects standard applications and business transactions 'out of the box'.

3. Auto setup and Customised reports with analytics for PC's, applications, servers & network systems.

4. Proactively Monitors performance & degradation of all End-Users, all services, all applications etc.

5. Auto Baseline and Threshold configuration by default, adjustable via IMS-MCS service.

6. Auto-detects new components and system re-configurations and re-baselines by location.

Further information? Visit pg-sme.inmansys.co.uk
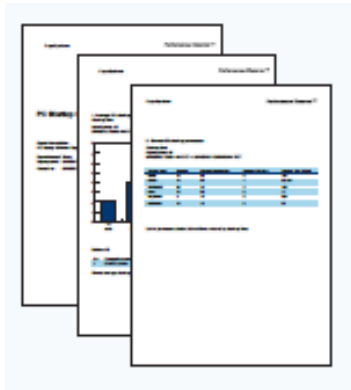
ims

Recovering Productivity   Reducing Overheads   Increasing Profits

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After ordering the PG-SME service all you need to do is to install the PG-SME agents on the devices to be proactively monitored in your organisation.

From that day you will receive proactive weekly reports with key information on all your End-User PC's and Servers including detailed Business Transactions.

FEATURES OF PG-SME™

✓ PG-SME is a unique solution that quickly, and without impact on the IT department, provides an exact measurement of start-up and login times for the End-Users, Applications, Server and Network overviews.

✓ PG-SME provides a clear picture from the End-User perspective of how a specific change or degradation in systems or services affect their productivity.

✓ PG-SME is the industry's first enterprise class platform to provide this unique, essential End-User view of real time end-to-end business transaction performance with weekly auto-reporting for Small - Medium Enterprise businesses.

✓ PG-SME provides Proactive reports where each graph or chart offers helpful root cause analysis advice in three key areas:-

  1. What the graphs & tables are showing and why.

  2. What to look out for on the graphs & tables and action to take.

  3. Why this is important to the business i.e. productivity loss & impact cost.

CONFIGURATION

Basic, monthly fee* includes:

• provision of the agents for 100 Windows devices (installation files for PC's & Servers provided by email).

• 24x7 proactive real-time alerting along with discovered performance issues telephone support .

• weekly proactive management reports with conference breakout sessions.

• monthly baseline and detailed analysis meeting/conference via IMS-MCS service.

For additional device agents:

Monthly additional fee* in blocks of 50 agents

* pricing as currently published, available on our website

For further information please:

• visit pg-sme.inmansys.co.uk

• contact IMS at ims-pg@inmansys.co.uk or (0)1277 841848

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