



emiteanalytics



Customer Snapshot Delivering Great Results Managing Microsoft Exchange



One of the great values that eMite Analytic's combination of agents and analytical engine has created is a very strong solution for managing the business of running Microsoft Exchange Environments.

Since October last year, TechSMART has signed on three large Exchange Sites for measuring the availability, performance and volume of email through Exchange.

Organization's who have in-house tools such as BMC PATROL, Tivoli, Compuware, MOM or other vendor tools are converting to eMite Analytics.

DMZ issue solved

As many organizations have Exchange servers sitting in multiple DMZ's and geographical locations, using eMite's agents without compromising security appear to provide significant benefits.

Metric Correlation

Creating a single value for metrics such as Whitespace in Exchange servers is easily handled by eMite analytics. eMite Analytics calculates whitespace and other calculations from data coming from multiple data sources including performance counters, log files and databases.

Business and Operation Views

eMite Analytics variation in views for operational and business views is allowing operations and management view the same data with emphasis on differing views.

Business Issues

- Improve the availability of Microsoft Exchange.
- Increase efficiency by better measuring system performance.
- No understanding of the impact I.T has on Exchange as a business application.
- Better understand the volumes of messages sent between servers.
- Improve the send and receive times of messages between servers.
- Need to reduce total cost-of-ownership and maintenance costs.

Business Results

- Improved performance of Exchange
- Better understanding of bottleneck servers, based on volume.

- Correlation of application availability metrics with infrastructure performance metrics and volume usage information
- Constant understanding of the impact Exchange is having on running business.
- IT staff able to monitor infrastructure from any internet browser.
- Management able to better understand IT's deliverables.

Products / Solutions

- Emite Analytics solution installed on customer site.
- eMite agents for measuring exchange server performance, response times and message volumes.
- eMite Analytics Dashboard for presentation.

Solution

To provide better application and server availability for the Microsoft Exchange environment and all application servers, TechSMART architected a solution that can be self managed or hosted by TechSMART.

Local windows agents installed on all Servers measure key server and exchange metrics.

Synthetic mail tests performed by eMite Analytics agents installed on each server, ensure availability of Exchange across mail servers.

All performance data encrypted and forwarded to the Dashboard server, hosted by TechSMART.

All staff access the hosted service via their browser, regardless of their location, receiving performance alerts via email and SMS.

More Information

www.emiteanalytics.com

* This Customers details have been kept private at the express request of this customer.

** Discussion with this customer may be arranged upon request.