



Monitoring and Management Solution

Today's business computing departments are challenged to deliver continuous availability and maximum service levels from a large and diverse population of business servers, voice and voice-mail systems, network devices, and applications.

GNO is a strategic business solution designed to comprehensively manage and monitor the entire business computing infrastructure, enabling IT organizations to cost effectively control and automate their entire global operation.

GNO consolidated management reduces the complexity and costs of supporting and maintaining diverse servers, voice systems, network devices, mainframes, applications, and environmental sensors and devices, providing a common management look and feel across the entire computing environment. Through GNO, business computing departments can reduce their dependency on platform specific tools, significantly lower maintenance expenses, improve overall computing service levels, and apply their human and computing resources more efficiently to deliver maximum ROI to the corporate bottom line.

Consolidated Data & Voice Management Increases availability

GNO provides the common management solution to monitor, control, and access multi-vendor servers, network devices, mainframes, applications, environmental sensors and devices, and telecommunications systems. Through GNO, consolidated management can be rapidly deployed across almost any system or device including:

Servers:

- SUN, HP, etc.
- AS/400
- Windows

Network Devices:

- Routers, Hubs
- ACDs, IVRs, CSUs
- IP/PBXs

PBX Devices:

- Avaya Definity, etc.
- Nortel Meridian, etc.
- Siemens/ROLM
- Mitel, NEC, etc.

Voicemail:

- Octel
- Intuity
- Audix

Environmentals:

- Silent Knight
- Liebert
- Omnitronix

GNO is designed to help administrative and operations personnel manage their diverse population of systems and devices with a single application, eliminating the need to build or buy multiple proprietary products to monitor numerous unique devices. GNO expertly monitors each different system, automatically alerts personnel to problems and exceptions, and enables authorized users to easily access and control those systems from any local or remote location.

Through GNO, the expertise and effectiveness of the technical staff is automatically leveraged and applied across the entire computing environment, enabling existing staff to better manage the growing computing environment more consistently. As a result, exceptions and potential problems can be resolved more rapidly, and overall business computing availability increases dramatically.



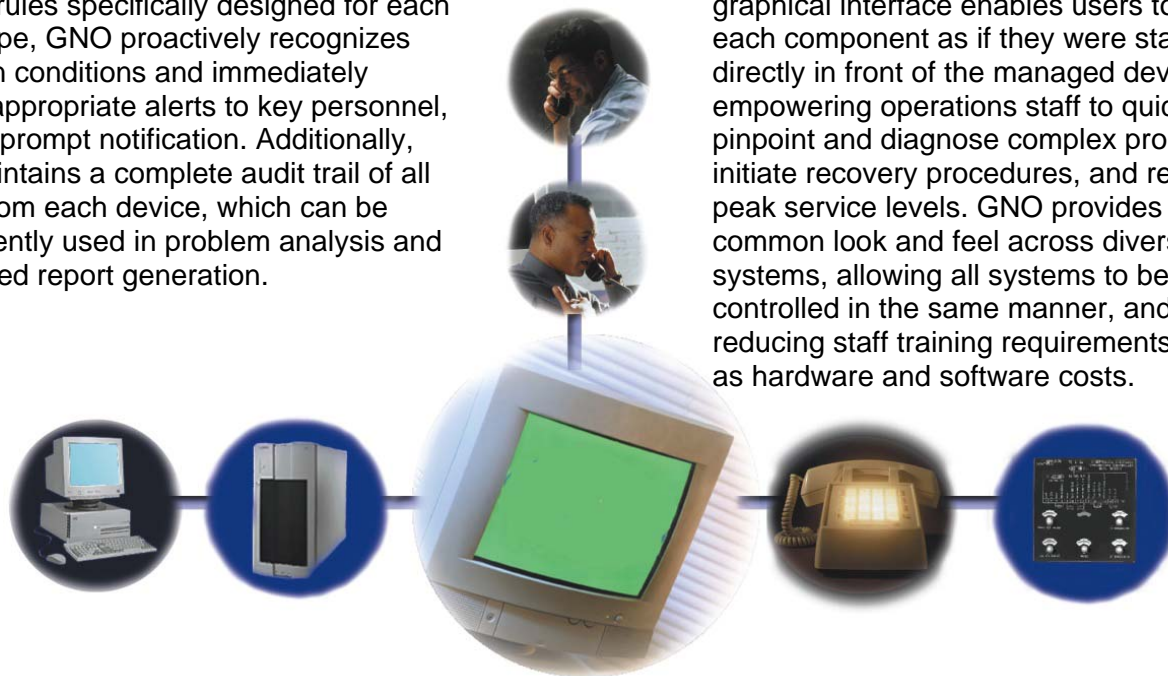
“GNO provides a comprehensive solution to effectively monitor and manage global computing operations, enabling Fortune 1000 corporations to cost effectively deliver the top service levels necessary to enhance the corporate bottom line.”

Comprehensive Monitoring *improves service levels*

GNO monitors the message stream of telecommunications switches, PBXs, routers, and voicemail servers through protocol independent connectivity to the device's administrative port. Using powerful message analysis rules specifically designed for each device type, GNO proactively recognizes exception conditions and immediately initiates appropriate alerts to key personnel, assuring prompt notification. Additionally, GNO maintains a complete audit trail of all alarms from each device, which can be subsequently used in problem analysis and customized report generation.

Direct Component Access *ensures swift recovery*

GNO provides direct access to local and remote managed voice systems, providing users with the deepest level of control for every PBX, voicemail server, and adjunct system. GNO's powerful Java-based graphical interface enables users to control each component as if they were standing directly in front of the managed device, empowering operations staff to quickly pinpoint and diagnose complex problems, initiate recovery procedures, and restore peak service levels. GNO provides a common look and feel across diverse voice systems, allowing all systems to be controlled in the same manner, and thereby reducing staff training requirements, as well as hardware and software costs.



Customizable Alerting *fits any environment*

GNO's automated alerting immediately notifies key personnel of voice network or system problems as they are developing, enabling staff members to immediately intervene and prevent service outages. GNO alerting is fully customizable through a variety of audible and visual medias, including text-to-speech processors, video displays, alphanumeric pagers, direct telephone contact, and e-mail. GNO's alarm escalation facilities ensure each exception is handled promptly, and all notification schemes can easily be tailored to fit any organization's operating environment. GNO users can invoke automatic escalation procedures based on alarm type, the device from which the alarm was generated, the duration of the condition, or the number of occurrences of the same alarm.

Flexible Deployment Options *ensure maximum ROI*

GNO is a UNIX-based voice management solution designed to accommodate any configuration or combination of telecommunications systems, and offers the flexibility to be implemented in established telecommunications departments, without disrupting existing operations. Through an open, scalable architecture, GNO can manage a large number of systems from a single host server, and includes a wide variety of connectivity options including: dial-in, dial-out, polling, network, serial attachment and SNMP. GNO can also monitor the environment in which voice systems operate, including thermostats, humidistats, and contact closure devices to provide a total telecommunications management solution.

Take Control of Your Critical Voice Systems with GNO !



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