

Our Customers



Delivering world-class infrastructure monitoring solutions to businesses where IT matters.

We believe that a business is only as good as its brand strength and its ability to retain and attract customers.

This is why we're advocates of treating IT monitoring and protection as a form of risk mitigation in order to avoid potential damages of unexpected IT downtime.

A business suffers an average of at least 20 hours of IT downtime each year. This costs up to US\$5,600 per minute. Are you prepared?

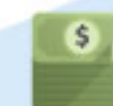


NetGain Systems offers IT infrastructure monitoring services that proactively and preemptively deliver warnings and reports on potential IT interruptions and downtime. Our solutions are quick and easy to deploy and can be established and managed onsite or completely outsourced and managed by NetGain Systems.

We pride ourselves on offering a best-in-class infrastructure monitoring solution that:



Is easy-to-use



Is cost-effective with no hidden extras



Scales with customers as they grow



Immediately delivers IT efficiencies

Testimonials



"NetGain Systems values commitment and keeps to their promises. Their advanced and reliable product technology successfully serviced the Beijing Olympic Games, accomplishing the task of protecting the Beijing Olympic Games IT technology, and thereby contributing to the success of this great event."



"NetGain Systems played a major role in helping our company grow. The increased complexity of our business calls for better IT infrastructure monitoring, a service that that NetGain could deliver really well. A technological breakthrough indeed."

About NetGain Systems

NetGain Systems is the world's leading infrastructure monitoring service. Launching our global headquarters in Singapore in 2002 we have since opened offices across Asia Pacific, delivering award winning solutions to more than 200 of the region's Fortune 500 companies. We have built an enviable reputation with our customers because we work with them to deliver the best solution. We are proud to offer a solution that is cost-effective, extremely easy to use and grows with companies as they evolve.

We have a wide distribution network. Please contact us so we can put you in touch with the right local team.

Singapore

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Benefits



Business Focused

A business is only as good as the strength of its brand, its ability to serve its customers and attract new customers. IT downtime will negatively impact all these parts of your business. The financial losses that derive can be eliminated by treating IT monitoring and protection as a form of risk mitigation. And in every example, the investment required will be a fraction of both the financial and reputational losses that you could experience.

"The IT management feels like they are in better control with the reliable and accurate figures in their monthly reports generated by the monitoring solution."

— Head of Network Systems CNNIC



Customer-centric

We recognize that all customers need local and responsive services. Nobody likes to wait in a queue. That's why we have centered our business around you, we value being local and close to our customers. No more routing back to service centres in different countries in different time zones. IT Monitoring is an evolving process and we pride ourselves on being hands-on and able to adapt our solutions to suit your changing needs. Our systems evolve as you do.

"NetGain Systems Enterprise Manager has helped us to ensure that our customers web experience of Internet Banking portal is up to the mark. We are now able to keep an eye on our portal 24x7."

— CIMB Group



Risk Mitigation

Having immediate notification of service level or device faults, initiation of problem resolutions and identification of root cause can help mitigate risks and potentially detrimental downtime. Our automated monitoring platform can also increase efficiency, reduce service time-to-market and accelerate time-to-revenue.

"Since we implemented the NetGain Enterprise Manager, we've been able to mitigate IT infrastructural risks and greatly reduce the impact of critical incidents. The NetGain Systems technical team have been instrumental in ensuring the Enterprise Manager is optimized and fine-tuned to monitor all of our systems. I would recommend NetGain Systems to any organisation looking to reduce downtime and business losses."

— Cogent Holdings



Cost Savings

The average cost of data center IT downtime across industries is approximately \$5,600 per minute. Having an efficient IT monitoring system can help avoid IT failures and avoid those hefty downtime costs. Not forgetting, the simplicity of usage will reduce costs of training and allow non-experts to manage the system at expert levels.

"NetGain Systems has provided us with a peace of mind. Our IT team is on longer as stressed up as before. The Enterprise Manager has helped us reduce our operational costs, making our business more cost-effective."

— MetLife



Holistic

With integrated functionality spanning inventory, fault, topology, performance and SLA management, NetGain's solutions offer a holistic management approach across various functionalities and significantly reduces any bottlenecks in both performance and information-flow.

"With the NetGain Systems solution, we have an integrated system to generate monitoring and business reports, as the report generation is done online."

— Manager, ChinaCache, NCC dept



Enterprise-class standards

At NetGain Systems we believe that effective IT infrastructure monitoring is a fundamental requirement for any modern business. This is why we've worked hard to architect our solutions to meet high standards of availability, scalability and manageability to meet enterprise customers' expectations, so you can pass on real value and reliable services to both your internal and external customers.

Thanks to NetGain Enterprise Manager, we are now able to effectively monitor our IT infrastructure because of the comprehensive services they offer."

— IT Manager CIMF



Straightforward & Quick

NetGain Systems understands the need for a simple approach to complex enterprise management solutions. This is why we are committed to providing straightforward, quick-to-deploy tools that have an intuitive and user-friendly interface for a quick learning curve. Because of the sturdy architecture of our services, it is possible to have well integrated but loosely coupled software components to be easily and quickly "plugged-in" to the system.

"NetGain's service is extremely easy to use with its simple interface but detailed features, which makes monitoring a breeze. The monitoring solution is highly accurate and configurable. Customization is a main reason we went with NetGain and it fitted perfectly to our workflow. Backup and restore is now easier than before."

— Lim & Tan Securities



Highly Flexible

The range of our products and services also provides you with a flexible choice to independently manage your IT system using the NetGain products, or fully outsource it to us with our award-winning Managed Monitoring Service. The distributed design also allows fast and efficient scalability of the solution as your network expands and new services are introduced too. This reduces the typical turn-around period of deployment, installation and basic training.

"NetGain Systems helped us to move from manual reporting methods to customized automated procedures, without disrupting our own way of doing things."

— Manager, Operations and Maintenance Unit 263 Network Communications

Solutions

NetGain Enterprise Manager

An award winning end to end IT infrastructure monitoring platform, the NetGain Enterprise Manager v7 offers advanced fault and performance monitoring across critical IT resources.

NetGain EM v7 monitors IT resources such as network devices, virtual devices (VM ware and Hyper-V), Domain controllers and other IT infrastructure components. It's the world's first plug-and-play solution that pre-emptively monitors IT infrastructure in real-time, delivering a comprehensive, easy to use, customizable, business-ready, fast and accurate solution.

NetGain EM v7 is available at three different levels providing solutions for any size business at very competitive pricing.



NetFlow Add-on Module

NetFlow Add-On Module, integrated and working together with NetGain Enterprise Manager v7 has the ability to characterise IP traffic and account for how and where it flows, which is critical for managing network availability and ensuring peak performance. NetFlow Add-On Module captures network traffic and converts them into meaningful graphs, charts and pies for network managers to understand how their corporate network is being used. This facilitates more accurate capacity planning and ensures that resources are used appropriately in support of organisational goals.



NetGain Enterprise Vista

NetGain Enterprise Vista delivers the entire IT infrastructure monitoring needs that an extended business requires.

Based on our flawless infrastructure monitoring service for customers working across multiple office and geographical locations, this service delivers a layer on top of NetGain Enterprise Manager that means our very large customers can scale to monitor their entire IT infrastructure regionally or globally, no matter how big they get.



Managed Monitoring Service

Our award-winning Managed Monitoring Service allows you to outsource the monitoring of even the most complex IT infrastructure 24x7.

The Managed Monitoring Service sits over NetGain Enterprise Manager or NetGain Enterprise Vista and allows us to become a pro-active part of your IT team, managing the service so you can get on with the important work of delivering real IT value to your business.

Utilising intelligent and lightweight agents to periodically collect and monitor your IT status and performance, we validate the information against pre-defined thresholds and notify your IT managers of potential IT outages.

