

## Product Capabilities



### Easy To Use Dashboard

NetGain Enterprise Manager can easily build customized dashboard with data capture from NetFlow. You can customize the dashboard to provide an alternative single view of vital traffic information that matters to you the most.



### Discover IT Devices Automatically

IT teams only need to enter the range of IP addresses to discover devices in the network. The NetGain Enterprise Manager will automatically build an accurate presentation of the devices in the network within seconds.



### Pin Devices On Maps

Upload maps, floor plans or use Google maps to pin wired or wireless devices to allow viewing of their status at a single glance. Automatically generate layer 2/3 topology map of network in seconds.



### Monitor IT Devices Effortlessly

View the entire health of your IT environment in a single dashboard with an easy to use graphic user interface. Access the status of your devices with simple clicks.



### Be Alerted Of Issues Before It Reaches End-Users

Receive alerts via SMS, email, audio alarms or popup windows when devices reach critical levels or threshold levels determined by IT teams.



### Generate Reports With A Click Of A Button

Generate management reports of tables and graphs on demand. Use reports for IT audits or capacity planning.



### Customise According To Your Monitoring Needs

Get deeper insights into your IT health with customise monitoring. Use scripts, Unix Shell, VB Script or Java Script, to be alerted on specific monitors or be alerted when there are any changes.

## Which Edition of NetGain Enterprise Is Right for You

#### Network

Bundled with 20 NE node licenses - Comprehensive fault and performance management across multi-vendor networks of any size, allowing you to proactively monitor and resolve network performance and outage issues. SNMP-based support only.

#### Infrastructure

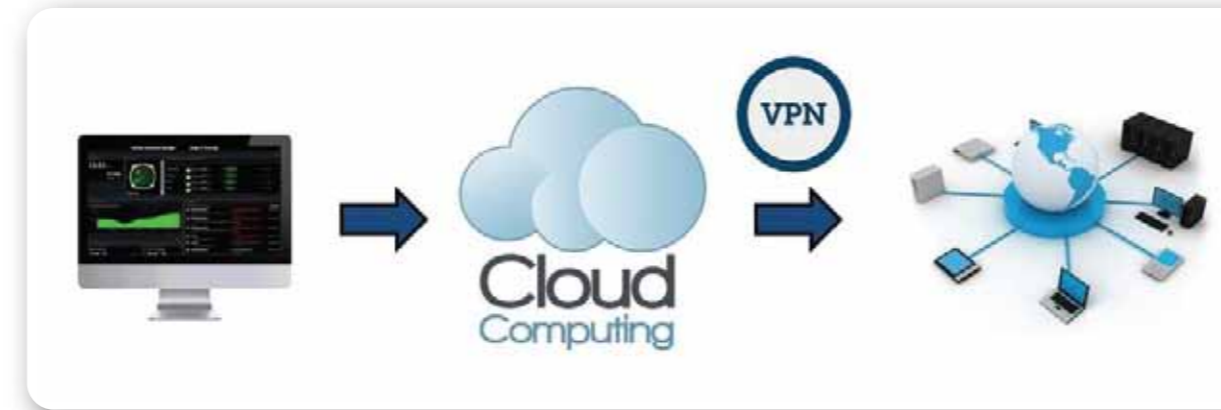
Bundled with 20 IE node licenses - Agent and agentless performance and availability monitoring, alerting, and reporting for many types of servers, storage systems, databases and applications, and includes all capabilities of Network Essentials.

#### Premium

Bundled with 20 IE node licenses, unlimited monitoring capabilities for Storage, Database and Applications add-ons, unlimited ping monitoring and NetFlow base software with 20 port license.

## Monitor Your IT Infrastructure Via The Cloud

Protect your networks with NetGain Systems agent-based and agentless monitoring via the Cloud. No more worries about hardware or software upfront investments or worries about electrical bills. Only pay for the IPs you need to monitor.



### How It Works

NetGain Enterprise Manager can be easily uploaded onto any cloud platform and can be connected to the network infrastructure via IP address. For enhance security, a VPN connection is recommended for connection between your IP infrastructure and the cloud platform.

Set up and installation only take minutes and the IT team can monitor their IT infrastructure 24/7/365.

## What Are The Benefits

#### No Software Needed

No need to purchase software or hardware. Upgrades and patches will be made automatically so you only need to focus on monitoring.

#### Instant Alert

Take full control of your alerts. Set your threshold settings and get instant alerts via email, SMS, whenever something is wrong.

#### Unified Dashboard

IT uptime, response time, server health, network performance, SLA compliance. Fast, easy and intuitive.

### 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 solutions. 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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## Delete Expensive IT Downtime

In today's business, IT has evolved into a mission-critical asset and has become the heartbeat and lifeblood of organisations throughout the world.

As such, regardless of the turnover or the size of your business, having an effective IT infrastructure monitoring solution today is neither an option nor a luxury – it is a prerequisite.

At NetGain Systems, we believe in being proactive by taking preventive and preemptive steps in mitigating IT outages that may turn into an IT crisis of scale.

Using NetGain Enterprise Manager, IT managers and administrators will be forewarned of any potential system failures within their infrastructure, and as a result, they will be able to react, mitigate and correct potential failures in a timely fashion before a potential IT crisis develops into a full blown IT disaster.

NetGain Systems offer stand-alone solutions that you can purchase and deploy, or you can opt for a Fully Managed Service solution provided by our experienced service team.

"NetGain Systems IT monitoring solution required minimal installation effort, which is both lightweight and flexible to meet our needs of monitoring 300 hotspots across 50 locations. One competitor required us to install SQL servers for each hotspot and would have made our monitoring operational and price challenging for our clients to accept."

## Enterprise Ready Features

<ul style="list-style-type: none"> <li>Hot standby operation with real time replication and automatic failover options.</li> <li>Scale up to 3000 devices from a single console.</li> <li>Monitor geographically distributed network resources.</li> <li>Passive and agent based monitoring.</li> <li>Captures real user interaction with the applications they access.</li> <li>Measures and reports on user activities in terms of time spend, lag, error messages, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Monitor applications responses, error messages, latency, availability, etc.</li> <li>Over 20 inbuilt availability and performance reports.</li> <li>Reports on a daily, weekly, monthly and custom period basis.</li> <li>Reports exportable to PDF and XLS formats.</li> <li>Reports schedule with automatic emails to IT managers and team.</li> </ul>
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## Comprehensive Monitoring

<ul style="list-style-type: none"> <li>Discover SNMP and IP based devices automatically and instantly.</li> <li>Monitor availability and performance of network devices.</li> <li>Intelligent alarm correlation and color coded alarms.</li> <li>Email / SMS Notification.</li> <li>Option to acknowledge alarms and add details to knowledge base for future references.</li> <li>Downtime Scheduler.</li> <li>Manager's Service Level Agreement.</li> </ul>	<ul style="list-style-type: none"> <li>Customizable dashboard, business view, Google map view and web alerts.</li> <li>Windows Event Log, Syslog and SNMP Trap Processing.</li> <li>Hot standby operation with real time replication and automatic failover options.</li> <li>Scale up to 3000 devices from a single console.</li> <li>Monitor geographically distributed network.</li> <li>Alarm suppression and automatic alarm escalation for unacknowledged/unresolved events.</li> </ul>
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## Supported Vendors

Routers/Switches	Security (Firewalls/IDS/IPS/VPN)	Load Balancers/Cache, CCTV	Servers	Wireless
<ul style="list-style-type: none"> <li>Cisco</li> <li>Juniper</li> <li>H3C</li> <li>Huawei</li> <li>Harbour</li> <li>HP</li> <li>Ruijie</li> <li>Avaya</li> <li>NEC</li> <li>Overture</li> </ul>	<ul style="list-style-type: none"> <li>Foundry</li> <li>Dlink</li> <li>Enterasys</li> <li>Packeteer</li> <li>Maipu</li> <li>AscenLink</li> <li>Force10</li> <li>Peplink</li> <li>StoneGate</li> <li>Nortel</li> </ul>	<ul style="list-style-type: none"> <li>Cisco</li> <li>Juniper</li> <li>Checkpoint</li> <li>DPTech</li> <li>Nokia</li> <li>SecWorld</li> </ul>	<ul style="list-style-type: none"> <li>Sangfor</li> <li>Hillstone</li> <li>Barrucuda</li> <li>Fortinet</li> <li>Cyberoam</li> <li>Ironport</li> <li>WatchGuard</li> </ul>	<ul style="list-style-type: none"> <li>F5</li> <li>Radware</li> <li>Bluecoat</li> <li>A10</li> <li>Array</li> <li>Cisco</li> </ul>
<ul style="list-style-type: none"> <li>HP</li> <li>IBM</li> <li>Dell</li> <li>AS400</li> <li>Windows</li> <li>AIX</li> <li>Sun Solaris</li> <li>Linux</li> </ul>	<ul style="list-style-type: none"> <li>Cisco</li> <li>Ruckus</li> <li>Mikrotik</li> </ul>			
Storage	Apps	Database	UPS/Environment	
<ul style="list-style-type: none"> <li>EMC</li> <li>NetApp</li> <li>Hitachi</li> <li>IBM</li> <li>Brocade</li> <li>McData</li> <li>Atempo</li> </ul>	<ul style="list-style-type: none"> <li>IBM</li> <li>Microsoft</li> <li>Oracle</li> <li>Citrix</li> <li>Veritas</li> <li>BEA</li> <li>Vmware</li> <li>OpenSource</li> </ul>	<ul style="list-style-type: none"> <li>DB2</li> <li>Informix</li> <li>MS-SQL</li> <li>Oracle</li> <li>Sybase</li> </ul>	<ul style="list-style-type: none"> <li>APC</li> <li>Liebert</li> <li>Emerson</li> <li>AKCP</li> <li>Carel</li> <li>GE</li> </ul>	

NetGain EM monitors a wide spectrum of IT environment spanning from OSI layer 2-7 technologies. As our supported monitor scope is expanding constantly, you may refer to "NetGain EM Monitoring Specifications" for a detailed comprehensive listing of the metrics.

Below are samples of some categories and metrics that can be currently monitored out-of-the-box.

## Network & System Monitoring

Networking & Security	Virtual Environment	OS	Health
<ul style="list-style-type: none"> <li>Reachability, port status, network traffic utilization, CPU, memory, fans, temperature, sensors, power supplies, sessions, connections</li> </ul>	<ul style="list-style-type: none"> <li>Host CPU, memory, Datastores, VM status, HostBusAdapters</li> <li>Physical/Virtual NIC and Disk status</li> </ul>	<ul style="list-style-type: none"> <li>Windows (2000, 2003, 2008, 2012), Linux, HP-UX, AIX, Sun Solaris, OpenVMS, AS400</li> </ul>	<ul style="list-style-type: none"> <li>CPU, memory, disk space, I/O, paging, file system, processes, services, syslogs, events</li> </ul>

## Database Monitoring

MSSQL			
<ul style="list-style-type: none"> <li>Full scans</li> <li>Range scans</li> <li>Probe scans</li> <li>Scan point revalidations</li> <li>Workfiles created</li> <li>Worktables created</li> <li>Worktables from Cache Ratio</li> <li>Worktables from Cache Base</li> <li>Forwarded records</li> <li>Skipped ghosted records</li> <li>Index searches</li> <li>Buffer Manager page reads, page writes, lazy writes</li> <li>Readahead pages</li> <li>Checkpoint pages</li> </ul>	<ul style="list-style-type: none"> <li>AWE lookup maps, stolen maps, write maps, unmap calls, unmap pages</li> <li>Page life expectancy, buffer node free pages, total pages, foreign pages, database pages, stolen pages, target pages, page life expectancy, pages utilization</li> <li>Cache Manager</li> <li>Cache metadata</li> <li>CPU</li> <li>Cursor Manager</li> <li>Database file size</li> <li>Max size</li> <li>Utilization</li> </ul>	<ul style="list-style-type: none"> <li>State</li> <li>Autogrow status</li> <li>Database Status</li> <li>Database log</li> <li>Exec statistics</li> <li>Logins</li> <li>Logouts</li> <li>User connections</li> <li>Logical connections</li> <li>Transactions</li> <li>Active Temp Tables</li> <li>Temp Tables Creation Rate</li> <li>SOAP Empty requests</li> <li>SQL requests</li> <li>Method invocations</li> <li>WSDL requests</li> </ul>	<ul style="list-style-type: none"> <li>Session Initiate Requests</li> <li>Session Terminate Requests</li> <li>Processes blocked</li> <li>Temp tables for destruction</li> <li>IO Errors</li> <li>Jobs</li> <li>Latches</li> <li>Locks</li> <li>Memory Manager</li> <li>Plan Cache</li> <li>SQL Errors</li> <li>SQL Statistics</li> <li>Wait Statistics</li> </ul>

Oracle	MySQL	Informix	Sybase	DB2		
<ul style="list-style-type: none"> <li>Data file size</li> <li>Status</li> <li>Physical reads</li> <li>Physical read rate</li> <li>Physical writes</li> <li>Physical write rate</li> <li>Read time</li> <li>Write time</li> <li>Library cache</li> </ul>	<ul style="list-style-type: none"> <li>Locks</li> <li>Rollback segment</li> <li>Session summary</li> <li>Session waits</li> <li>SGA Hit</li> <li>Ratios</li> <li>Status</li> <li>Tablespace performance</li> <li>Tablespace utilization</li> </ul>	<ul style="list-style-type: none"> <li>Uptime</li> <li>Threads</li> <li>Questions</li> <li>Slow queries</li> <li>Slow launch threads</li> <li>Sort merge passes</li> <li>Sort range</li> <li>Sort rows</li> <li>Sort scan</li> <li>Opens</li> <li>Open tables</li> <li>Flush commands</li> <li>Flush tables</li> </ul>	<ul style="list-style-type: none"> <li>DbSpace used, total and free</li> <li>GP reads, writes, rewrites, deletes, allocs, frees, currents</li> <li>Informix server</li> <li>IO</li> <li>Operation opens, starts, reads, writes, rewrites, deletes, commits, rollbacks</li> <li>Pre-Read</li> <li>Request buffer waits, lock waits, lock request, deadlocks, dtouts, compress, checkpoint waits</li> </ul>	<ul style="list-style-type: none"> <li>Seqcans</li> <li>Resource over lock</li> <li>Over user thread</li> <li>Over buffer</li> <li>User CPU</li> <li>System CPU Number</li> <li>checkpoint</li> <li>Flushes</li> <li>Sessions</li> <li>Memory Info</li> </ul>	<ul style="list-style-type: none"> <li>ASE Disk read rate</li> <li>Write rate</li> <li>Receive rate</li> <li>Sent rate</li> <li>Transaction rate</li> <li>Cache runsize</li> <li>Connections</li> <li>CPU</li> <li>Databases</li> <li>Status</li> <li>Deadlocks</li> <li>IO Errors</li> <li>Locks</li> <li>Logs utilization</li> </ul>	<ul style="list-style-type: none"> <li>Bufferpools</li> <li>Cache</li> <li>Performance</li> <li>Connections</li> <li>DB Status</li> <li>Locks</li> <li>Log</li> <li>Sort heap</li> <li>Sort performance</li> <li>Tablespace</li> </ul>

## Middleware & Application Monitoring

Middleware	Applications
<ul style="list-style-type: none"> <li>Websphere</li> <li>WebLogic</li> <li>Tuxedo</li> <li>MQ</li> <li>Jboss</li> <li>Resin</li> <li>EAServer</li> </ul>	<ul style="list-style-type: none"> <li>MS-Exchange</li> <li>MS-IIS</li> <li>Tomcat</li> <li>Apache</li> <li>LotusNotes</li> <li>SunOne</li> <li>Squid</li> <li>.NET</li> </ul>

## Netflow Module

NetGain Enterprise Manager enables users to you to capture data from devices on network traffic and display the data recorded into easy-to-use graphs and table. This allows IT teams to measure exactly the bandwidth used by the corporate network, by whom and for what activity.

- Analyse flow based traffic of NetFlow v5, v9, sFlow, jflow enabled devices IP Fix, Cisco NBAR, CBQoS, IPSLA devices.
- Identify IP addresses of top listener, top talkers, top conversations, etc.

## Benefits

NetGain Enterprise Manager is an end to end IT infrastructure monitoring platform that is meant to be a comprehensive operation support solution for IT administrators. It offers advanced fault and performance monitoring across critical IT resources such as network devices, WAN, VoIP links, virtual devices (VMware and Hyper-V), Domain controllers, MS Exchange, MS SQL and other IT infrastructure components.

As the world's first intelligent, plug and play solution, NetGain Enterprise Manager can be deployed in less than 1 hour and allows seamless integration due to its component based, highly scalable architecture, thus dispelling any fear of disruption to future expansion plans. With its web-based interactive GUI, IT administrators can monitor up to 3000 device nodes from a single point.



## Quick To Deploy, Use & Maintain

Start monitoring over 1000+ devices with deployment in less than one hour of plugging and running the solution without having to make new training investments or staffing. 100% browser based intuitive GUI with bundled database makes it an easy job to manage your network.

## Versatile Product Architecture

Built from a bottom-up approach with support for industry standard protocols (SNMP WMI, Telnet, SSH & more) allowing seamless integration. With a high degree of scalability, you can deploy now and scale as your business requirement changes.



## Automated Reporting

NetGain Enterprise Manager provides over 20 inbuilt availability and performance reports which can be delivered on a daily, weekly, monthly and on custom period basis. Reports can be scheduled with automatic emails to IT managers and team. All reports are exportable to PDF and XLS formats.

