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(IT EDITION)

PILOTCenterSM

The New Approach to Enterprise Management



THE FUTURE OF MANAGEMENT

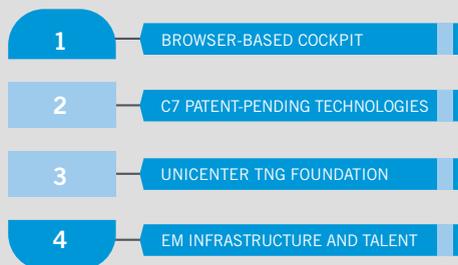
NOW THERE'S A BETTER WAY TO MANAGE YOUR INCREASINGLY COMPLEX INFRASTRUCTURE. INTRODUCING PILOTCENTERSM FROM CENTER 7. THIS TURNKEY SOLUTION DELIVERS THE MOST COMPREHENSIVE, PROACTIVE, AND ACCURATE VIEW OF YOUR ENVIRONMENT, FREEING YOU TO MANAGE YOUR ENTERPRISE, NOT YOUR ENTERPRISE MANAGEMENT.

PilotCenter is pre-engineered, ready-to-run enterprise management with a cockpit that's accessed through your Web browser. A turnkey solution, PilotCenter requires minimal resources on your part. It's the first to feature patent-pending enterprise management embedding technologies integrated on a foundation of Computer Associates' market-leading UnicenterTNGTM.

Delivered on a patent-pending appliance and hosting combination, PilotCenter capitalizes on Center 7 development talent and prepackaged policies. PilotCenter is a superior method of bringing enterprise management to businesses, dramatically reducing the cost, time, and talent required with traditional implementations.

PILOTCENTER—THE TOTAL EM SOLUTION

(EXHIBIT #1)



ENTERPRISE MANAGEMENT IS A MUST

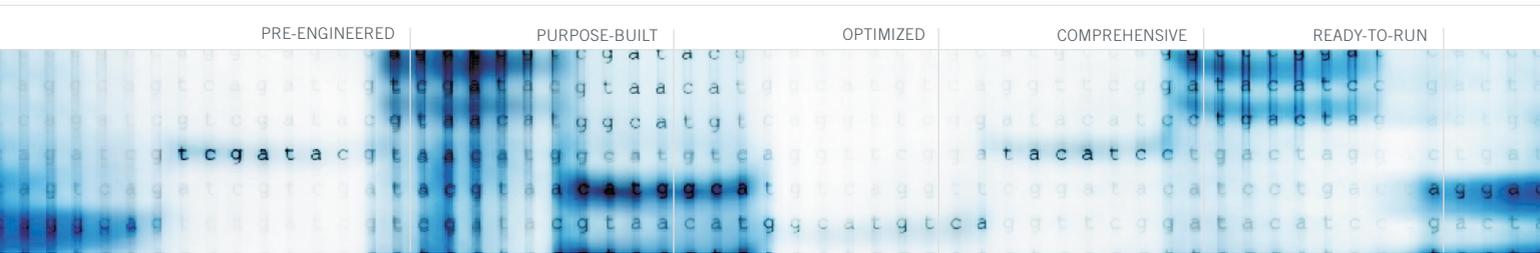
Growing organizations with diverse, distributed infrastructures can't survive without enterprise management. The myriad applications, servers, databases, printers, desktop systems, networking components, and non-IT devices have increased exponentially, and they're more diverse and complex than ever. A continually expanding set of point solutions and the constant stream of new technologies are not your management answer. You need a holistic, proactive approach.

Enterprise management correlates the performance of multiple disparate systems into a single, unified view. At any given moment, you can know what's happening in your environment and manage all your critical resources from multiple business perspectives.

When done right, enterprise management predicts and prevents problems and optimizes the performance of today's complex environments. It protects your investments in infrastructure, assets, and information, and it enables you to increase the value of your technologists.

At issue is how to implement enterprise management most effectively. The traditional approach takes months to benefit from powerful features, while the plug-and-play tools of PilotCenter deliver results almost immediately.

PilotCenter from Center 7 is full-featured enterprise management without the traditionally hefty up-front costs, sprawling implementation process, complex maintenance, and hard-to-come-by head count.



CHALLENGES OF THE TRADITIONAL PATH

Enterprise management promises such significant ROI that you feel compelled to budget for and purchase complex software; design and plan sophisticated systems; provide dedicated hardware; find, train, and retain scarce, specialized IT talent; complete complex installations; implement enterprise functionality; and fund ongoing maintenance. (See Exhibit 2 below.)

As you grow, you invest in more systems, disks, and memory. Plus, you handle all the upgrades, bear all the costs, and commit your limited IT staff to managing the management system.

EM IMPLEMENTATION

1. BUDGETING AND PURCHASING
2. DESIGNING AND PLANNING
3. HARDWARE PROVISIONING
4. TRAINING
5. INSTALLING
6. IMPLEMENTING FUNCTIONALITY
7. AUTHORIZING POLICY
8. SYSTEM ADMINISTRATION

After many months (or years) and significant expense, you realize substantial benefit but still face a chasm between the features you use and what you envisioned in the first place. So you invest even more resources to eke more functionality out of it. Rest assured, there is a better way.

UNLEASH THE SOLUTION

Unlike traditional enterprise management implementation, PilotCenter unleashes genuine enterprise management functionality and policies now. You bypass the crawl-walk-run syndrome by using the Internet and a live, preconfigured Center 7 Cyberstack™ appliance in your data center that delivers our patent-pending solutions on a foundation of full-featured UnicenterTNG. Without question, PilotCenter is genuinely plug-and-play. About two weeks of implementation, the Cyberstack at your site, and a Web browser are all the tools you need to tap into broader enterprise management capabilities and concrete results.

TRADITIONAL EM IMPLEMENTATION 18 MONTHS +

(EXHIBIT #2)



CENTER 7 EM IMPLEMENTATION 1 MONTH



ENTERPRISE MANAGEMENT YOU CAN HAVE NOW

1
Your Infrastructure
PilotCenter lets you house and manage your own infrastructure, help desk, and executive information system.

2
Management Agents, Improved Control
Center 7 connectors, devices, and middleware embed enterprise management, improving your control dramatically. All these technologies sit on a foundation of Unicenter TNG, which runs on a Center 7 Cyberstack appliance installed in your data center and managed by us.

3
Correlation, Notification
Our Cyberstack at your site communicates back to the Center 7 Masterstack™, which handles correlation, policies, system notification, and predictive technologies.

4
Delivered Information
The Masterstack delivers all system management information to you in multiple forms through a Java interface, available through any Web browser.

Center 7 is not a professional services organization. Nor do we merely host enterprise management software. Instead, we've created a multi-tiered, patent-pending delivery method to resolve latency. With just a few days of work by our expert technicians, the preconfigured Cyberstack appliance is set up in your data center and management connections and security are enabled. The management agents, specified services, and prepackaged policies are activated, and the system starts delivering value immediately. (See Exhibit 3 below.)

All your enterprise management events are monitored by the local appliance and forwarded to Center 7. Depending on your event-response policy, help desk tickets are created that enable you to track and resolve problems on your end. Notifications are forwarded to your team and escalated as needed, and automated actions can be executed, all under the watchful eye of the Center 7 network operations center we call our Proactive Client Center (PCC).

Thanks to Center 7 provisioning technologies, we deliver enterprise management faster than any other hosted or internally developed system. You simply access the PilotCenter functionality you need for a monthly service fee. Center 7 handles the rest, freeing your technologists to focus on your core business concerns. Other benefits include:

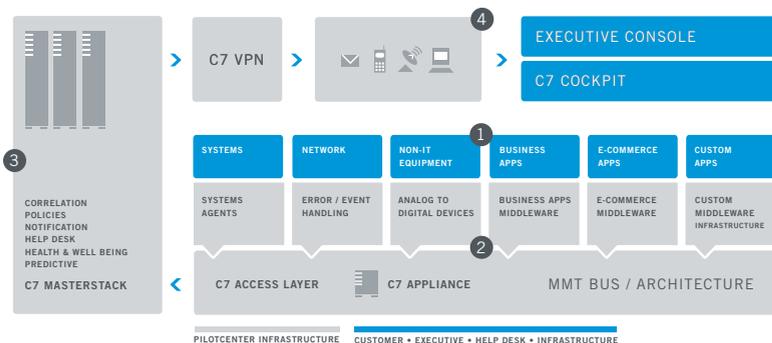
Optimized Hardware Environment—From a hardware standpoint, few organizations have the luxury to invest in new servers and networking simply to house an enterprise management solution. Our Cyberstack is a hardened, purpose-built, totally redundant appliance optimized to work with our enterprise management infrastructure. There's no purchasing, hardware testing, or management required on your part. The hardware and other costs are all included in your monthly service fee.

Multimillion-Dollar Nerve Center—Catastrophic system problems will also impact your enterprise management network unless it's part of a separate system. Few companies can afford to build the type of redundant, physical infrastructure Center 7 has to support their enterprise management systems.

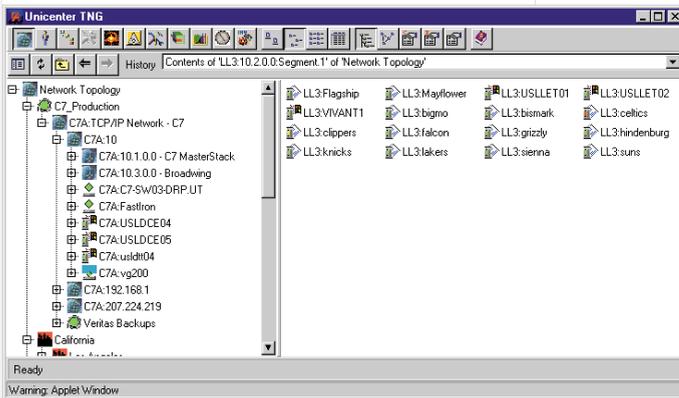
Enterprise Management Technologists—Finding, training, and keeping qualified talent is another obstacle we remove for you. Center 7 has hired and trained many of the best enterprise management professionals available anywhere. Because systems and network management is our forte, we can afford to overinvest in the caliber of our engineers.

Guaranteed Service—We back PilotCenter with a guaranteed service-level agreement, which means you can deliver information about your system performance to your internal and external clients with integrity.

(EXHIBIT #3)



PILOTCENTER COCKPIT CONSOLE



The PilotCenter cockpit console delivers a technical management view of your environment as well as varying business views.

PILOTCENTER OPTIONAL 3D VIEW



PilotCenter offers the option of 3D management for large, geographically dispersed systems.

AN OVERVIEW OF PILOTCENTER SOLUTIONS

> COCKPIT CONSOLE

Comprehensive View

The Java-based PilotCenter Cockpit™ console provides a comprehensive view of the enterprise from anywhere with a Web browser. Problem notification is also provided via e-mail, cell phone, satellite, and other means wherever you are.

> NETWORK

Network Management

PilotCenter uses auto-discovery technology to reveal all of your network's elements and map their topology. PilotCenter manages your entire network using SNMP agents, system policies, and UnicenterTNG.

> PLATFORM

Server Management

SNMP agents communicate to the Unicenter TNG foundation such items as state-of-disk capacity, memory size, CPU utilization, process monitoring, and other critical functions, resolving related problems automatically.

Database Management

PilotCenter can manage popular databases, including Oracle®, IBM® DB2®, IBM UDB, Microsoft® SQL Server™, Informix®, Sybase®, and others. Center 7 has also created technologies that extend Oracle's database monitoring and notification. Database agents monitor critical RDBMS status events, including table and log space, fragmentation, and I/O workloads. PilotCenter anticipates problems before they become critical and can take corrective action.

> APPLICATIONS

Enterprise Applications

PilotCenter lets you monitor and manage the status of your entire application environment, including your Web presence, and even predict future events.

e-Business Applications

Center 7 offers embedded enterprise management for custom and e-business applications. PilotCenter enables you to do more than just

receive notification when an application stops functioning. Patent-pending awareness capabilities are embedded into critical functions.

> OPERATIONS

Operations Management

PilotCenter includes integrated event and console management, performance management, output management, and correlation. What's more, it works across—and unifies—all major platforms.

Help Desk Management

PilotCenter automates key processes, the delivery of system and network management services, the health monitoring of IT resources, receiving trouble alerts, and taking corrective action. It provides a complete view of your environment.

Policy Repository

We continue to expand our Policy Repository, which provides customers with reusable management policy. These policies automate problem resolution, increasing uptime. Our repository saves you months of policy authoring when

implementing enterprise management for your systems, and in many cases provides hands-free problem resolution.

Real-time and Historical Data Warehousing

Center 7 continues to develop predictive and adaptive intelligence, which constantly improves as it learns. Since the ability to accurately predict conditions is only as good as the historical data stored, we're developing the most extensive historical data functionality available. You can then leverage this information to help you before a crisis occurs.

Problem Prediction

We can extend Computer Associates' Neugent™ (neural agent) technology to meet common needs and to alert you to potential problems before they happen. This predictive and adaptive intelligence constantly improves as it learns, so problems can be solved prior to business impact.

Non-IT Management

PilotCenter also lets you integrate non-IT assets such as HVAC, security, environmental control systems, plant and other facilities equipment, etc. It can extend the benefits of enterprise management to include virtually every mission-critical element of your business.

FLEXIBLE OPTIONS TO FIT YOUR NEEDS

PilotCenter can be tailored to fit your situation, from basic monitoring through the full use of predictive and preemptive capabilities using the latest in artificial intelligence technology. You can choose from among the following:

- **Monitoring**
 - Operating Systems—Windows NT®, AIX, HP-UX, Solaris™, Linux, and Netware®
 - Databases—Oracle, Microsoft SQL Server
 - Network Devices—routers, switches, intelligent hubs
 - Non-IT Devices
- **Notification**
 - Voice, Page, e-Mail
- **Automated Event Triggering**
 - From simple notification to remediation, such as automatic restart, etc.
- **Reporting**
 - Warning events detected within the environment
 - Critical events detected within the environment
 - Critical call requests currently open
 - Disposition report of all closed critical call requests
- **Overall Business Process View (BPV) of Monitored Infrastructure**
- **Service Level Reporting on the Overall BPV**
- **Automatic Center7 Call Request (Help Desk Ticket) Generation for Monitored Events**
- **Escalation of Critical Events**
- **Full Help Desk Services, including Integration with Client's Current Help Desk**
- **Web Site Monitoring**
- **Policy Subscription**



PILOTCENTER SERVICE MODEL COST SAVINGS

Not only does PilotCenter deliver your organization a superior method of enterprise management over the traditional approach, it also offers significant cost savings. And it's up, running, and working in weeks instead of months. The chart below compares the loaded cost of traditional enterprise management vs. the PilotCenter approach:

PILOTCENTER PRICE COMPARISON (See Exhibit #4)
 (Prices are for example only and are subject to change without notice.)

Traditional EM Project

>Approx. # of Power Units deployed (based on 15 NT servers and 25 Sun servers with accompanying applications, cabling, storage, etc.)	5000
COSTS	
Software License Fees	\$375,000
Software Maintenance Fees (ongoing)	\$299,250
Professional Implementation Services Fees	\$150,000
SQL Server License Fees	\$4,000
Client enterprise management hardware costs (hardware to host Unicenter)	\$40,000
Expert EM Operations & Admin Labor (ongoing)	\$900,000
Operations Facilities (ongoing)	\$75,000
Loaded Price per Power Unit per Month	\$10.24

Total Three-Year Cost	\$1,843,250
Comparable Amortized Monthly Expense	\$51,000

Center 7 PilotCenter

COSTS	
Software License Fees	-included
Software Maintenance Fees (3 yrs)	-included
Professional Implementation Services Fees	\$20,000
SQL Server License Fees	-included
Client enterprise management (EM) hardware costs (hardware to host Unicenter)	-included
Expert EM Operations & Admin Labor (3 yrs)	-included
Operations Facilities	-included
Loaded Price per Power Unit per Month	\$5.00

Total Three-Year Cost	\$25,000x36
PilotCenter Monthly Service Fee (36 mos)	\$25,000

Three-Year Savings to Client \$943,250

PILOTCENTER—AN EASIER, MORE COST-EFFECTIVE SOLUTION

Simply put, PilotCenter lets you access enterprise management tools over the Internet that monitor, predict, prevent, and resolve incidents associated with the performance, availability, and capacity of your mission-critical systems components. And that frees you to focus scarce time, talent, and resources on core business objectives.

Whether you're a company with an existing enterprise management system or an organization aspiring to deploy one, Center 7 delivers a service that will accelerate your systems management ROI. PilotCenter far exceeds the functionality, scalability, and reliability of any competing service on the market.

Don't put off realizing the immediate value of PilotCenter from Center 7. For more information on PilotCenter and what Center 7 services can do for you and your business, contact one of our qualified client representatives at 1-800-404-8750. Call today.

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(EXHIBIT #4)

