

Remote Operations Service For HP OpenView Solutions



“With power comes complexity. How can I reap the benefits of power and avoid the pitfalls associated with managing the complexity?”

PerVigil has a solution that DOES enable you to reap the benefits of power without being consumed by the task of managing the complexity. We allow you to leverage the power while we manage the complexity!

All you really want to do is take advantage of the power of OpenView. PerVigil will help you avoid getting buried in the task of managing the applications.

PerVigil Remote Operations Service for OpenView enables you to deliver high-impact Service Management solutions to your users with minimal total cost of delivery while you continue to focus on your core business activities. By taking advantage of PerVigil's in-depth experience and capabilities, the effectiveness of the solution is optimized while implementation costs, operational overhead, and time-to-market are minimized. As a result, you will realize maximum Return on Investment (ROI).

PerVigil has extensive in-depth experience in the delivery and operation of large-scale solutions to the world's largest companies. Our clear understanding of our client's service delivery issues, business issues, and technology issues enables us to quickly deliver turnkey solutions to address their unique requirements and efficiently operate those solutions for the client to further enhance ROI. PerVigil has developed an extensive toolkit of automation tools, reporting modules, APIs, and monitoring tools. These modules are leveraged to the benefit of each of our clients in the delivery of solutions and the on-going operation of those solutions.

PerVigil Remote Operations Center

The PerVigil Remote Operations Center (ROC) in Dallas, represents an investment in the facilities, equipment, and infrastructure necessary to deliver remote operations services and remote consulting services of the highest quality to PerVigil clients. PerVigil's Dallas office houses a comprehensive network of servers including systems of all supported platforms. Our consultants use this environment to create custom modules for clients, reproduce/resolve issues, stage patches/updates, and continually

expand their knowledge through self-directed research as well as structured training sessions.

From the PerVigil ROC, using VPN access capabilities provided by the client, our consultants are able to monitor and operate applications that reside within our client's data centers. Our advanced monitoring tools and in-depth expertise enable us to proactively optimize the accuracy, performance, availability, and stability of the applications that we operate.

To assist you in reaching your objectives, PerVigil ROC clients also receive discounted rates for consulting services whether delivered remotely or on-site. This enables you to more easily justify, budget, and execute on strategic expansion of your Service Management environment. PerVigil training is also discounted for ROC clients.

Benefits to Client:

- **Highly experienced staff able to proactively optimize the accuracy, performance, availability, and stability of applications.**
- **Rapid issue resolution as a result of expertise and deep knowledge base.**
- **Reduction in costs associated with hiring, training, and retaining employees.**
- **Impact of client staff turnover is minimized.**
- **Simplified learning curve. Application experts immediately available to client.**
- **Comprehensive monitoring applications provided and installed by PerVigil.**
- **Non-stop monitoring and problem resolution (24 X 7 X 365).**
- **Expert usage assistance to trained users during normal business hours.**

Remote Operations Service Description

On-going Operation

Monitor included applications with PVLmon, a PerVigil application that performs comprehensive application monitoring and problem notification functions.

Resolve OpenView issues discovered by PVLmon:

- Polling and Data Collection
- Data Aggregation
- Connectivity and Data Replication to Servers
- Failed Processes
- License Manager Issues
- Database Backup Issues

Escalate issues outside of PerVigil's control to client's internal operations staff.

Application and User Support

Provide trained users with usage assistance on PerVigil modules and monitored applications.

Perform troubleshooting and fault isolation for supported modules.

Resolve faults within supported modules when possible.

Escalate to application vendors when necessary.

Manage open trouble tickets with application vendors and work with application vendors to resolve cases in a timely manner.

Work with application vendors to proactively identify potential product bugs, workarounds, and patches that can be addressed to minimize operational risk.

Install minor software upgrades/patches to PerVigil modules and monitored applications. Major upgrades will be reviewed and scoped as a separate project.

Application and Database Maintenance

Monitor and tune scheduled processes and Server to Server communications.

Make recommendations for optimizing servers, databases, and processes.

Operate and tune database index maintenance tasks for maximum database performance and efficiency.

Operate and tune data aging process.

Backup and Restore

Monitor and administer existing backup processes.

Make recommendations for optimizing processes.

Reduced Rates on Consulting & Training Services

During the term of the ROC contract, the client will receive discounts on PerVigil's normal consulting rates and discounts on PerVigil provided training. Consulting rates vary based on the type of consultant provided, the scope of the engagement, and whether services are delivered from the ROC or on-site.

Talk to a PerVigil Representative for information on client responsibilities and detailed terms and conditions for PerVigil's Remote Operations Services.



About PerVigil:

PerVigil is a privately held company that delivers highly integrated and automated IT Service Management solutions to Service Providers and Large Enterprise companies. PerVigil products are integrated with OpenView products from Hewlett-Packard to leverage and augment the unique capabilities of each product.

For more information please contact:

PerVigil Inc.
17000 Dallas Parkway, Suite 125
Dallas, TX 75248

972-267-0333 or info@pervigil.com
www.pervigil.com

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