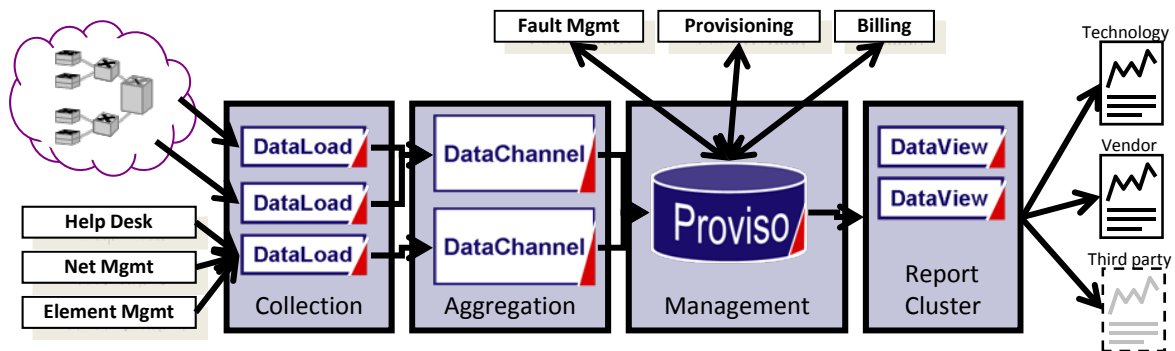


## IBM Tivoli Netcool Performance Manager

Competitive situations in a lean market call for the rapid deployment of new services and technologies and with that comes the requirement to proactively and efficiently manage the performance, utilization and capacity of resources. The ability to manage diverse elements in the environment and consolidate end-to-end performance data across silos and locations using a single platform has become a prerequisite rather than an afterthought.

IBM Tivoli Netcool Performance Manager's third-generation architecture for network data management, centered on a stable data mart, provides clear advantages that go beyond scalability. By shifting complexity from the widely deployed collectors at the edge to a robust database at the center, the solution reduces the overall system cost while increasing the system manageability and ease of access for all performance information.



Multiple pollers strategically placed collect raw data from resources via both standard protocols such as SNMP, UMTS, MPLS, VoIP and more and unique customized collection routines developed for specific environments. The data is then aggregated and stored in complex metric formats. The web-based dashboards display user-friendly reports designed with optimum graphic and functional content.

Where older products rely on SQL based reports, Performance Manager leverages the latest XML technologies to ensure faster report generation and support for highly flexible scheduling, including exporting KPI values to third party tools, databases or simple comma-separated value (CSV) documents that in-house developers can leverage.

Performance Manager answers the following questions:

- How is each managed resource performing *now*?
- How is each resource *forecasted* to perform?
- How has each resource performed *historically*?
- How are my resources affecting my *business*?

Softential has the foundation skill set and experience with prior installations that enable us to build out Performance Manager into a robust solution that exceeds out of the box functionality. Customizing Performance Manager allows clients to fully realize the benefits of true performance monitoring and management.



We **partner** with customers and prime integrators throughout engagements, **architect** best-of-breed turnkey solutions during the initial phase, **deploy** using best-in-class products based on a flexible cost pricing model and **maintain and enhance accounts over time** by providing superior care.

Tivoli/Netcool partners since 2000

Headquartered in Herndon, VA (DC Metro)  
Offices in New York City  
Philadelphia PA  
Atlanta GA  
Greenville, SC

40+ US-based engineers and consultants

Proven architect and delivery teams

Business Service Management and  
IT Infrastructure Management solution experts,  
with 155+ deployments

Unparalleled Tivoli Product knowledge

Premiere AAA Accredited IBM partner

Authorized IBM Support Partner : Tier 1 and Tier 2

24x7 Helpdesk with Tier 1 and Tier 2 support

Over 55 current Netcool customers

Depth of expertise

Breadth of experience

Critical Mass of resources

Ability to scale for projects

Responsiveness and sense of urgency

**GSA Contract**

GS-35F-0202V

**CAGE CODE**

1VU45

**SIC Codes**

7371, 7373,  
7376, 7379

**DUNS**

059632153

**TIN**

54-2009032

**NAICS Codes**

541511, 541512,  
541513, 541519

**Contact**

Luke Hindman, General Sales

[Luke.Hindman@softential.com](mailto:Luke.Hindman@softential.com)

864-420-9755

