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FOR IMMEDIATE RELEASE

**ACCELOPS INTRODUCES ALL-IN-ONE  
DATACENTER AND IT SERVICE MANAGEMENT SOLUTION**

**Ogren Group Survey Reveals Mid-Tier Market Dissatisfaction with Infrastructure  
Management Tools - Over 80% Lack Confidence to Support IT Service Management**

**SANTA CLARA, CALIF. – March 31, 2009 –** [AccelOps](#), the IT service management innovator, today announced that its all-in-one solution for datacenter and IT service management is available for customers to participate in an exclusive beta program. According to a new survey of data center and IT directors in the mid-tier market, over 80 percent believe they lack the means to effectively monitor, control and improve IT service delivery vital to lower costs, maintain service levels, reduce risk and meet business demands. The AccelOps solution was designed to remedy this market gap.

The research, conducted by The Ogren Group, revealed that 82% of the survey participants are not confident that they have adequate tools in place to monitor and optimize network and application availability, performance, compliance and security. This critical IT shortcoming affects confidence to deliver timely and cost-effective services to the business. Mid-tier organizations have respectively less budget, staff and resources, yet meeting the expectations for delivering IT services to their constituents is perhaps more important to the success of the business than ever before.

Survey results exposed how the current set of disparate IT management tools employed by mid-tier companies fails to deliver necessary oversight and efficiencies, as well as impedes an organization's ability to realize service management advantages of reliability, savings, responsiveness, improvement and collaboration. Additional IT management concerns illustrated in the survey included:

- 40% use at least 6 or more independent tools to manage their infrastructure
- Only 17% felt very confident that their tools support service management requirements
- No network, system, application or security management tool category rated above average with performance, availability and security faring the least satisfaction, and

- More -

- Tools that support critical IT staff activities regarding problem diagnostics, component to service assessment, and operational control fared average or worse

The survey findings are clear – real progress to lower operating costs, maintain uptime and support IT service management are eluding the mid-tier market due the use of disparate management tools. The [Ogren Group report](#), “The Impact of Disparate Tools on the State of IT Service Management in Mid-tier Organizations,” is available at [www.accelops.net/itsmresearch](http://www.accelops.net/itsmresearch).

“Mid-tier IT organizations are largely unsatisfied with the ability of existing tools to deliver the higher level benefits of IT service management,” stated Eric Ogren, principal analyst of The Ogren Group. “Users should critique their IT management processes and tool sets, and explore new approaches that make it significantly easier and less expensive to operate their technical infrastructure with IT service management.”

AccelOps has introduced a pragmatic and fully integrated solution that enables mid-tier organizations to break down IT silos, gain immediate operational savings and accelerate the migration from a component to service-oriented management approach. The founders, who had previously created Cisco’s popular MARS security appliance, have set out to jumpstart IT service management for the broader mid-tier market.

AccelOps all-in-one datacenter and IT service management solution delivers proactive management, intelligent root cause analysis, higher availability and reliability, licensing and maintenance consolidation, optimized ops data management, enhanced collaboration and continuous IT improvement.

All-In-One provides a single pane of glass into IT operations and services by leveraging a company’s existing infrastructure and delivering the following integrated functionality:

- Infrastructure discovery, baselining and topology mapping including virtual systems
- Automated application/business service mapping to infrastructure
- Change tracking, validation and audit with automatic CMDB and inventory management
- Comprehensive event/log consolidation and cross-correlation spanning network, system, application, security, directory, access, identity, location and physical sources
- 360 degree root-cause analysis to assess and resolve complex issues for service availability, performance, security, change and compliance, with location and identity tracking
- Business service proactive monitoring, change detection, prioritization, resolution analysis, trending and impact
- Network behavior, availability, performance and security information management

- User activity monitoring; identity, class, location, access, secondary login, wireless, and mobile device (PDA/iPhone)
- Directory service, service desk/ticketing, inventory and vulnerability management integration, and
- Optimized device coverage, real-time and historic correlation, n-tier dependency detection, search, analytics and data repository

The solution presents business executives, IT management and staff with an inviting, web-based interface that complements out-of-the box and extensible dashboards, reports, analytics and metrics aligned to industry best practices.

“IT organizations are contending with reduced budgets and resources, yet must lower costs and improve IT service levels,” stated [Imin Lee](#), CEO and founder of AccelOps. “We believe AccelOps delivers rapid operational value, as well as the ease of use, automation and analytics needed for companies to realize IT service management benefits.”

### **Beta Availability; Virtual Appliance or SaaS**

AccelOps is pleased to announce the beta availability of its all-in-one datacenter and IT service management solution. The beta solution is available as either a virtual software appliance or software as a service (SaaS). Users are invited to visit [www.accelops.net](http://www.accelops.net) to learn more details about [AccelOps beta](#) test eligibility, which is based on completing a qualification form. There is no purchase obligation to participate in the beta test program.

### **About AccelOps**

AccelOps provides business and operational intelligence for IT. Our all-in-one datacenter and IT service management solution empowers organizations to readily monitor, achieve and improve service availability, performance, security and governance objectives. The integrated IT solution aggregates, correlates and manages diverse operational data to yield unprecedented enterprise visibility, operational efficiencies, service control and resource savings. The Silicon Valley-based company is privately held, venture-backed and lead by experienced technology executives who created the popular Cisco MARS security appliance. Do more, control more and save more by visiting [www.accelops.net](http://www.accelops.net).

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