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For Immediate Release

**ACCELOPS SHIPS INDUSTRY'S FIRST ALL-IN-ONE DATACENTER AND  
IT SERVICE MANAGEMENT VIRTUAL APPLIANCE AND SAAS SOLUTION**

**All-In-One Solution Offers Mid-Tier Enterprises  
Unprecedented Operational Oversight, Service-Level Assurance and Savings**

**SANTA CLARA, CALIF. – June 23, 2009 – [AccelOps](#)**, IT service management innovator, today announced availability of the industry's first all-in-one datacenter and IT service management solution offered as a virtual appliance or SaaS for the mid-tier market. AccelOps raises the IT management innovation and cost-benefit bar to accelerate operational oversight, service intelligence, efficiency and savings demanded by mid-tier enterprises.

AccelOps provides a single pane of glass into datacenter and IT operations from a 360° service perspective to yield higher availability, proactive management, expedited root-cause analysis and continuous IT service improvement. The all-in-one solution uniquely integrates over fifteen core IT management functions and seamlessly combines state-of-the-art discovery, monitoring and alerting, automated service mapping and SLA tracking, identity access and compliance controls, ops data management and reporting capabilities. AccelOps delivers an unparalleled level of integrated functionality, implementation ease, rapid results and value not previously available to this market.

“The San Diego Unified Port District aims to deliver reliable and secure IT services to our computing enterprise, which includes Administrative, Law Enforcement, Maritime, Engineering, Environment and Real Estate services, among others. AccelOps datacenter visibility and service-level controls have proved to be superior in comparison to other platforms we've evaluated,” said Adolfo Segura, director of IT at the [San Diego Unified Port District](#). “For IT management, AccelOps' fast integration, depth of integrated functions and breadth of use across my organization are impressive. With AccelOps, our organization can respond more efficiently to support our business – which equates to uptime, better use of resources and driving down operational costs.”

**All-In-One, Seamlessly Integrated, Operational Oversight**

AccelOps aggregates, cross-correlates, consolidates and manages diverse operational data spanning configurations, network flows, logins, protocols, events, files and other sources

across network devices, security devices, systems, applications, databases, virtualized environments, wireless, locations, users and directories. The all-in-one datacenter and IT service management solution integrates the following core IT functions:

- Discovery, auto-baselining and exception tracking
- Inventory, dynamic CMDB and change management
- Automated application to IT infrastructure service mapping
- Business Service Management and business impact assessment
- Performance management and network behavior analysis
- Availability management with SLA and virtualization monitoring
- Security information event management and log management
- Topology visualization and enterprise search
- Identity, location and insider threat management
- Governance, risk and compliance controls and reporting

AccelOps sports a dynamic, inviting web 2.0 interface that complements out-of-the box and extensible dashboards, reports, analytics and metrics aligned to industry best practices. As AccelOps is exposed to the infrastructure through an auto-discovery feature, users get on-demand insight into component details such as operational status, configurations, changes, location, topology, dependencies, trends, issues, threats and violations. Operational data is continuously cross-correlated in real-time and efficiently stored in an optimized ops data repository that provides high-speed search, long-term analysis and reporting.

“Mid-tier enterprises face similar IT service delivery challenges to larger enterprises, but they must contend with dramatically greater operational constraints. Yet, few IT management products are designed to deliver both the pragmatic effectiveness and the advanced service-oriented management capabilities that organizations are looking for,” said Dennis Drogseth, vice president at [Enterprise Management Associates](#). “AccelOps has effectively converged component- and service-oriented IT management in a platform that offers enterprises significant value. With both on-premise and a cloud offering, AccelOps provides choice, flexibility and scale that should make it attractive to many organizations, all of which distinguishes AccelOps in the marketplace.”

### **Business Service Intelligence**

An automated service-mapping feature facilitates the process of service definition. Users simply define a service and select applications, whereby AccelOps presents the actual supporting infrastructure. All respective monitored functions and policies of each component are inherited by the service along with user-defined service level watermarks. By defining and

AccelOps ships industry's first datacenter and IT service management virtual appliance and SaaS solution for mid-tier market, Page 3 of 3 mapping services, the IT staff and executives gain instant service intelligence presented through a service carousel, drill-through dashboards and a bevy of reports to streamline collaboration trouble-shooting, capacity planning, SLA trending and business impact assessment.

“AccelOps provides a striking level of depth, breadth, and integration for IT management, offering automated business service management capabilities packaged right for mid-tier enterprises,” said Michael Cote, lead industry analyst at [Redmonk Research](#). “With delivery as a software appliance or a SaaS, AccelOps' subscription model is compelling.”

### **Available as Virtual Appliance or SaaS**

AccelOps all-in-one datacenter and IT service management solution is generally available and packaged for the mid-tier enterprise (companies and subsidiaries with revenues of at least \$30M). The solution is delivered as a virtual software appliance or software as a service (SaaS) with a list price starting at \$24,995 depending on model capacity. The annual subscription includes maintenance and support with the means to upgrade capacity at any time. Users can visit [www.accelops.net](http://www.accelops.net) to learn more about our [AccelOps Try and Buy program](#).

“While current IT management tools provide benefit, AccelOps brings all the relevant operational and service information together for greater efficiency and service-oriented insight,” stated [Imin Lee](#), CEO and founder of AccelOps. “We are excited to deliver AccelOps as a virtual appliance or SaaS to the mid-tier and look forward to contributing to our customers' success.”

### **About AccelOps, How IT Accelerates Business**

AccelOps provides innovative datacenter and IT service management software delivered as a virtual appliance or SaaS. Our all-in-one solution empowers organizations to readily monitor, achieve and improve service availability, performance, security and governance objectives. The integrated IT solution aggregates, cross-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 led 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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