Luminate™

ANSWERS AND SIMPLICITY
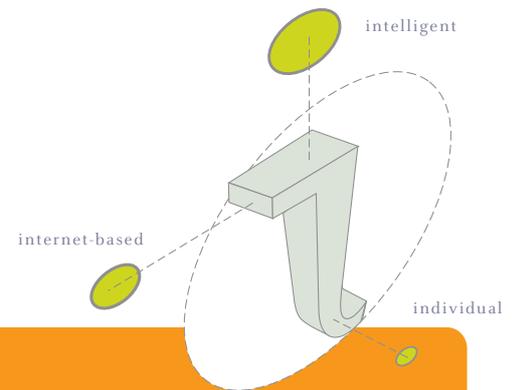## FOR e-applications management

in·tel·li·gence (n-tl-jns) *n*. Ab br. int., 1. The capacity to acquire and apply knowledge. The faculty of thought and reason. Superior powers of mind. sim·ple (smpl) *adj*. sim·pler, sim·plest. Not involved or complicated easy. an·a·lyze (n-lz) *v*. tr. an·a·lyzed, an·a·lyz·ing, an·a·lyz·es. To separate into parts or basic principles so as to determine the nature of the whole; examine methodically. smart (smärt) *adj*. smarter, smart·est. Characterized by sharp, quick thought; bright. Amusingly clever. Energetic or quick in movement. Fashionable; elegant. knowl·edge (nlj) *n*. The state or fact of knowing. Familiarity, awareness, or understanding gained through experience or study. The sum or range of what has been perceived, discovered, or learned. Specific information about something. an·swer (nsr) *n*. Abbr. ans., a., A. A spoken or written reply, as to a question. A solution, as to a problem. in·tel·li·gence (n-tl-jns) *n*. Ab br. int., 1. The capacity to acquire and apply knowledge. The faculty of thought and reason. Superior powers of mind. smart (smärt) *adj*. smart·er, smart·est. Characterized by sharp, quick thought; bright. Amusingly clever. Energetic or quick in movement. an·a·lyze (n-lz) *v*. tr. an·a·lyzed, an·a·lyzes to separate into parts or basic principles so as to determine the nature of the whole; examine methodically. Familiarity, awareness, or understanding gained through experience or study. A solution. As a question A written reply, as to a question. A problem.

intelligent

WHO IS **LUMINATE?**

internet-based

individual

Luminate is the leading provider of Internet infrastructure management solutions for e-applications. Luminate provides the individualized expertise and intelligence your business needs to improve the availability and performance of your most critical e-applications.

Unlike other Internet infrastructure management solutions providers, we are the first to offer a simple MSP (Management Service Provider) model. Free yourself of hardware, software, installation, and maintenance costs—we'll take care of it for you. Already, thousands of organizations are tapping the power of Luminate solutions to improve their e-applications availability and performance to gain a competitive edge. Will you be next?

The leader in e-applications management intelligence

With e-business applications and Internet infrastructure growing in size and complexity each day, it's no wonder IT departments are finding it nearly impossible to keep up. Not enough staff, expertise, time, or budget—yet never has IT been more strategic. Sound familiar?

Luminate helps you keep pace with this tornado of growth and complexity. Leveraging our unmatched e-applications management expertise, your organization can proactively identify and solve problems faster, improve service levels with less cost, and make more informed decisions to keep your applications running in top form today, tomorrow, and far into the future.

WHAT MAKES LUMINATE UNIQUE?

Intelligent, individualized answers

E-business applications and infrastructure components generate thousands of management metrics per hour. But when it comes to sifting through that mountain of data, you're often left to fend for yourself. Not with Luminate. By adding a layer of intelligence to reams of data, we make a complex process simple. We sort through thousands of data points per hour, correlate them in a meaningful way, and lead you straight to issues *before* they impact users and customers—and help you solve them fast.

No up-front costs

With Luminate's MSP services-based approach, you don't have to buy any hardware or software or pay any special set-up fees to get started. It's simple: You pay a monthly subscription fee; we deliver intelligent, individualized analyses of your e-applications environment to your electronic In Box.

Always up-to-date

As new knowledge about applications and solutions becomes available—within Luminate, through our customers, or from other vendors—we immediately update our knowledge base, giving you continuous access to the latest intelligence without any software to fiddle with on your site.

FREE real-time monitoring and alerting

For absolutely free, we invite you to download our award-winning MAMBA™ software from www.luminate.com today, install it in minutes on your Microsoft Windows® system, and begin enjoying free real-time monitoring and alerts—no obligation, no cost, no risk. By offering this crucial component of every e-applications management solution free, we make it easy for you to prevent real-time problems and experience the value of our proactive intelligence firsthand.

WHAT IS AN MSP?—*LUMINATE IS THE FIRST*
Management Service Provider *(MSP) for e-application management. According to Meta Group, an MSP is an external service, engaged on a subscription basis by organizations to manage infrastructure resources and/or applications. Solutions are externally hosted, with the MSP shouldering implementation.*

Instant installation

First, install MAMBA (it will only take seconds), then expand your intelligence to include historical data—from a few minutes to a few months ago—by subscribing to our hosted service: Luminate.Net. We'll set you up in under an hour, begin delivery of your systems "report cards," and give you instant access to our powerful online help system for suggested solutions to any problem conditions, plus a wealth of statistics for further analysis and planning.

Broad system coverage

From Windows NT to the web, Exchange, Oracle, SAP R/3 and beyond, we are constantly expanding the range of applications, operating systems, databases, and other infrastructure components we analyze. For the latest coverage, visit us at www.luminate.com.

WHAT DOES LUMINATE
DELIVER?

Intelligent answers critical to your business

Luminate solutions deliver the intelligent, individualized answers your business needs for effective e-applications management. And because all our solutions are Internet-based, it's easy to get your hands on the knowledge you need—anywhere, anytime.

PROACTIVE AUTOMATIC PROBLEM IDENTIFICATION
- Detect problems before they impact users
- Provide suggestions of what to do

REAL-TIME ANALYSIS
- Identify and monitor top real-time problems
- Receive real-time alerts

DEATAILED HISTORICAL TRANSACTIONAL ANALYSIS
- Analyze data from system and end-user perspectives
- Provide different data views to different audiences, such as managers, techs, help desk, etc.

Luminate.Net includes:

MAMBA (FREE)	LUMINATE.NET INTELLIGENCE CENTER	LUMINATE.NET HOTLIST	LUMINATE.NET ONLINE
Free real-time monitoring and alerting software	Dynamic, continuously-updated knowledge base	Systems "report card" delivered via e-mail in graphic format	Powerful, easy-to-use Internet-based analysis and help system
Provides real-time alerts and monitoring via the Internet	Analyzes data for complex problems that can cause downtime or poor response time	Provides results of analysis of your environment	Suggested solutions for any problem conditions highlighted on Luminate.Net Hotlist
Sends data for problem analysis to Luminate.Net Intelligence Center	Constantly expanded and refined to reflect latest intelligence as technology evolves	Summarizes basic health/status of applications and infrastructure	Provides graphical interface to wealth of individualized statistics for further analysis and planning
Encrypts all information via SSL for maximum security		Provides complete list of potential problems with hyperlinks to Luminate.Net Online for further analysis	Data available from a few minutes to a few months ago

*"As a company known for providing intelligent answers to our customers via the web,
we found the Luminate approach of delivering information in a simple, intelligent way utilizing
the Internet is a perfect complement to our core competency."*

< **LUMINATE.NET INTELLIGENCE CENTER**
3.

< **LUMINATE.NET HOTLIST**
2.

Extensive knowledge base performs
detailed web-based analysis,
identifying emerging performance
bottlenecks in web infrastructure.

< **MAMBA**
1.

E-mail-based systems "report card"
highlights problem conditions with
direct links to relevant online help.

< **LUMINATE.NET HELP**
4.

Provides a quick, comprehensive,
browser-based overview of the
health of your entire e-applications
environment.

Easy-to-use online help system
leads you straight to solutions fast
including concise, context-sensitive
explanation of key metrics.

WHY CHOOSE LUMINATE?

Increase revenue

With e-applications extending across the entire supply chain and out to customers,
downtime and slow responsiveness have a direct impact on the bottom line. With
Luminate intelligence and simplicity on your side, you can build stronger, more profitable
relationships by avoiding service problems that cost your company orders and goodwill.

Reduce downtime

Luminate's proactive intelligence reviews thousands of metrics per day to identify
conditions that can lead to downtime or poor performance—and head them off before
they have a chance to affect the bottom line.

Save valuable staff time

Luminate's analysis and intelligence frees your invaluable IT staff to focus on higher-
level problem resolution, proactive planning, and other strategic activities—for maximum
return on your IT investment.

Optimize system performance

Keeping e-applications running strong is a huge challenge as demand for IT professionals
continues to exceed supply. Luminate solutions maximize the effectiveness of your IT
staff as they strive to keep these evolving applications running in top form.

Plan better for growth

Our solutions provide the hard, simple, objective facts you require to proactively and
cost effectively plan for future applications and infrastructure growth.

Luminate™

For more information on how Luminate can bring intelligence and simplicity to your company's e-applications management, or to download MAMBA, our free real-time monitoring and alerting software, visit www.luminate.com.

Benefits of the Luminate MSP Approach

	LUMINATE.NET MSP	SOFTWARE
INTELLIGENCE	**MORE AND SIMPLE** The Luminate.Net Intelligence Center is constantly updated with the latest information; we find the answers for you.	**LESS AND HARD** You try to stay on top of all the latest intelligence yourself, find all the answers, and keep up to date.
IMPLEMENTATION TIME	**TAKES MINUTES** We host the solution and have you up and running in a matter of minutes.	**TAKES MONTHS** You host the solution in-house and are up and running in a matter of months.
UP-FRONT AND MAINTENANCE COSTS	**WE PAY** We bear all the software and hardware costs and handle all the details; you pay a simple monthly fee.	**YOU PAY** You bear all the costs and get all the headaches.
SCALABILITY	**WE INVEST** We invest in infrastructure at the Luminate.Net Intelligence Center and easily scale to meet your needs.	**YOU INVEST** You make the investments in more systems, disks, memory, as your enterprise grows.
RISK	**LOW RISK** If Luminate.Net isn't meeting your needs, you can cancel your subscription and go somewhere else.	**HIGH RISK** Whether your solution is meeting your needs or not, you own it forever.
OPPORTUNITY	**WE DO REPETITIVE WORK** Luminate.Net frees your IT staff to focus its precious time on higher level, value-added programs.	**YOU DO REPETITIVE WORK** Your IT resources are consumed by repetitive work and software maintenance.
UPGRADES	**WE UPGRADE** Luminate.Net is constantly upgraded.	**YOU UPGRADE** You do all the upgrade work—once a year at best—and try to catch up.