



### KEY BENEFITS OF NNT CHANGE TRACKER ENTERPRISE™

- ▶ **Change and Configuration Management** - Track all changes to Servers, Routers, Switches, Firewalls and PC's, databases and key applications - back up the configuration of your entire infrastructure
- ▶ **Compliance Auditing** - Audit your systems for compliance with key legislated corporate governance policies, as well as the ability to define your own
- ▶ **PC, Server and VM Management** - Discrete management of process and changes for physical and virtual environments
- ▶ **Application Performance and End User Experience Monitoring** - Check the performance of key applications from the user's perspective
- ▶ **Network and Datacenter Discovery** - Complete discovery including hardware dependencies
- ▶ **Home User Provision and Management** - A unique solution for the provisioning and management of home users
- ▶ **Web Access, Real Time Reports** - Online Dashboard displays health, availability, change, and configuration and compliance status for your IT Infrastructure

NNT Change Tracker Enterprise™ is an enterprise change and performance monitoring system designed to assure service delivery across your entire network, server and PC infrastructure.

For all the tools and technology that can be deployed in pursuit of infrastructure fault and performance monitoring, the principal troubleshooting philosophy is the same - the process of elimination.

Quite simply, if a problem occurs then something has changed - if you can identify what changed, then resolving the problem is straightforward.

The fact is, that diagnosing the cause of problems is the most difficult and time-consuming part of the process. More often than not it is a case of *'Where do you start?'*

Prevention being better than cure means the promise of a truly pre-emptive, early warning system that stamps out potential problems before they affect service delivery has been promised repeatedly by tools vendors for years. However, as the number of tools increases, the cost of ownership rises proportionately and in the worst case, you swap wondering where to start looking for a problem for wondering which *tool* to consult in order to find the problem!

*NNT Change Tracker Enterprise™ is different - a unique combination of 'Performance Monitoring' with 'Change and Configuration Management' means it is quick to deploy, easy to use, and always effective at pinpointing the causes of service delivery issues - fast*

Change Tracker Enterprise™ manages internal and external compliance by auditing configuration and comparing it to a defined and agreed compliant configuration.

The principal is simple - decide what 'good service' looks like for your network, servers and workstations - what does the business consider to be 'good service' in terms of application and network response times?

*Gartner Group research suggests up to 80% of unplanned workload is due to unauthorized changes to IT Infrastructure*

Change Tracker Enterprise™ allows you to define a Service Delivery Policy, encompassing all characteristics of service delivery performance, together with IT infrastructure configuration settings that are relevant. Any deviation from compliance with your defined policy thereafter is highlighted as a change, and a potential problem.

Change Tracker Enterprise™ fully supports your move towards ITIL™ Service Delivery Management processes, allowing you to implement and audit 'Change Management Policy', and is easily integrated with workflow systems embedded within your Servicedesk highlighting 'Authorized' versus 'Unauthorized' changes.

- ▶ *Define policy*
- ▶ *Monitor internal and external compliance*
- ▶ *Audit all changes*
- ▶ *Clearly identify any breach of compliance*

*"If a problem occurs on the network something has changed. Identify what has changed and you have identified the root cause of the problem!"*

**CHANGE TRACKER ENTERPRISE™** delivers a comprehensive solution to today's pressures on ensuring service delivery of the highest quality whilst guaranteeing compliance with corporate governance policies.

Using a unique combination of performance and configuration monitoring, Change Tracker Enterprise™ automates the IT Service Delivery tasks demanded by today's ITIL™-oriented IT Departments.

- ▶ **CHANGE AND CONFIGURATION MANAGEMENT** - Track all changes to Routers, Switches, PC's, Firewalls, Servers, databases and other key applications, as well as backing up the entire configuration of your infrastructure.
- ▶ **AUDIT AND COMPLIANCE POLICIES** - whether you need to audit your IT estate against industry or corporate governance policies such as PCI DSS, ISO 27001, Code of Connection, ITIL, SOX or HIPAA, or you want to define your own internal quality standards to guarantee consistent IT, Change Tracker Enterprise will automatically audit and report on compliance status, clearly identifying policy breaches and discrepancies

- ▶ **VIRTUALISE SERVERS AND DESKTOPS, RISK-FREE** - Regardless of where you are now, or where you are heading in terms of virtualization, Change Tracker Enterprise™ will remove the risk and uncertainty involved, helping you identify where to start and supporting your virtualization migration through clear governance of performance and configuration settings at every step. Once virtualized, all the help you need to maintain desktops and servers at their optimum state is available, ensuring your systems remain 'provably secure' and compliant
- ▶ **AUTOMATICALLY RECTIFY POINTS OF NON-COMPLIANCE IN MINUTES** - once Change Tracker Enterprise™ has identified any deviations from your compliance policy, you can easily schedule automatic configuration changes to be implemented across your entire estate, either modifying or replacing non-compliant configurations
- ▶ **REMOTE USER SUPPORT COSTS HALVED** - Change Tracker Enterprise™ integrates directly with NNT Remote Angel™, a unique solution to Remote User provisioning and support. By monitoring the remote PC against a baseline of configuration and performance levels, Remote Angel reassures the user when a problem arises and reduces associated support costs by up to 50% through automation of the servicedesk incident and problem handling processes

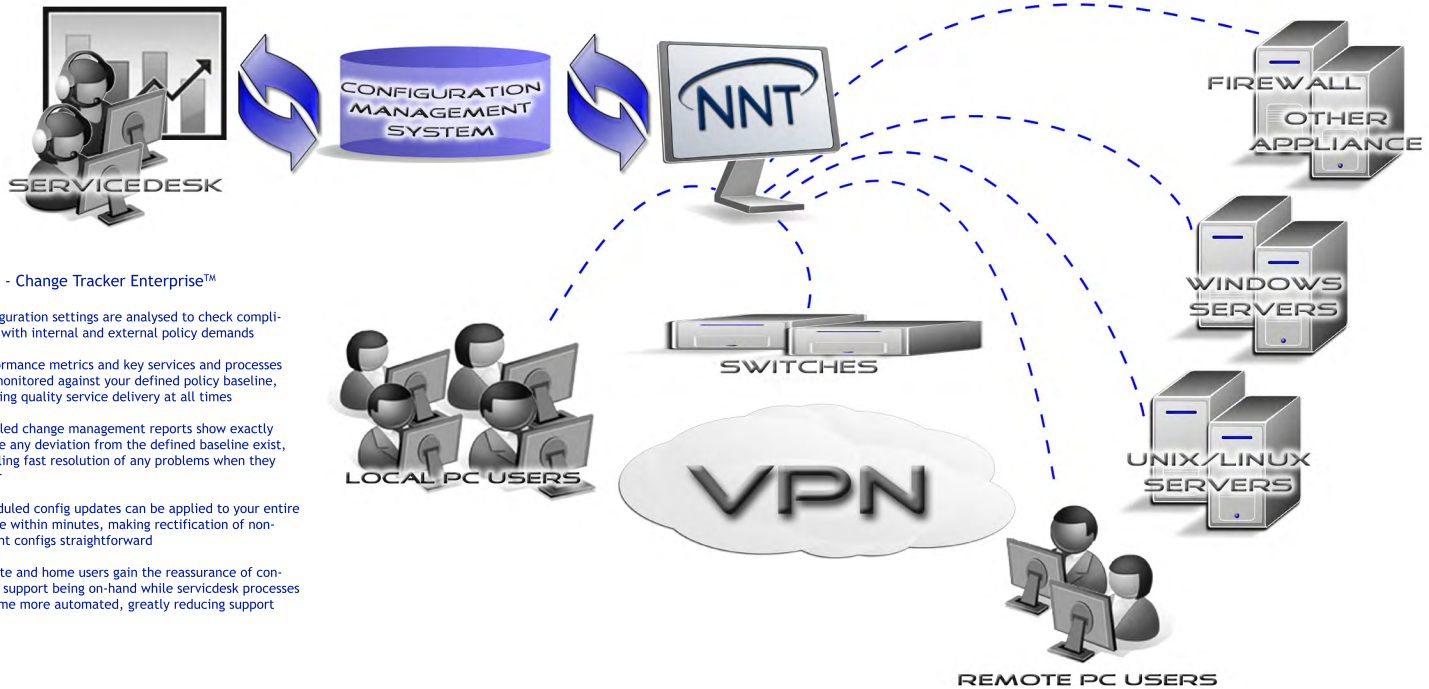


Figure 1 - Change Tracker Enterprise™

configuration settings are analysed to check compliance with internal and external policy demands

performance metrics and key services and processes are monitored against your defined policy baseline, assuring quality service delivery at all times

detailed change management reports show exactly where any deviation from the defined baseline exist, enabling fast resolution of any problems when they occur

Scheduled config updates can be applied to your entire estate within minutes, making rectification of non-compliant configs straightforward

remote and home users gain the reassurance of constant support being on-hand while servicedesk processes become more automated, greatly reducing support costs

## About NNT

NNT builds the worlds best solutions for tracking and managing change, managing and protecting users, maintaining system performance and ensuring availability across the entire enterprise.

Understanding and managing the day to day changes within your environment is critical to establishing and maintaining reliable service. NNT Solutions are affordable and easy to use.

NNT helps you establish and maintain a 'known and compliant' state for your IT systems. Including: PC, Network, Software, Host Machine and Database.



www.newnettechnologies.com

©2008 New Net Technologies Ltd

UK Office - Spectrum House, Dunstable Road, Redbourn, St Albans, AL3 7PR, United Kingdom  
Tel: 08456 585 005 Fax: 0845 122 031

US Office - 15797 De La Sol Lane, Naples Florida 34110  
Tel: 239 404 4550 Fax: 239 404 0320