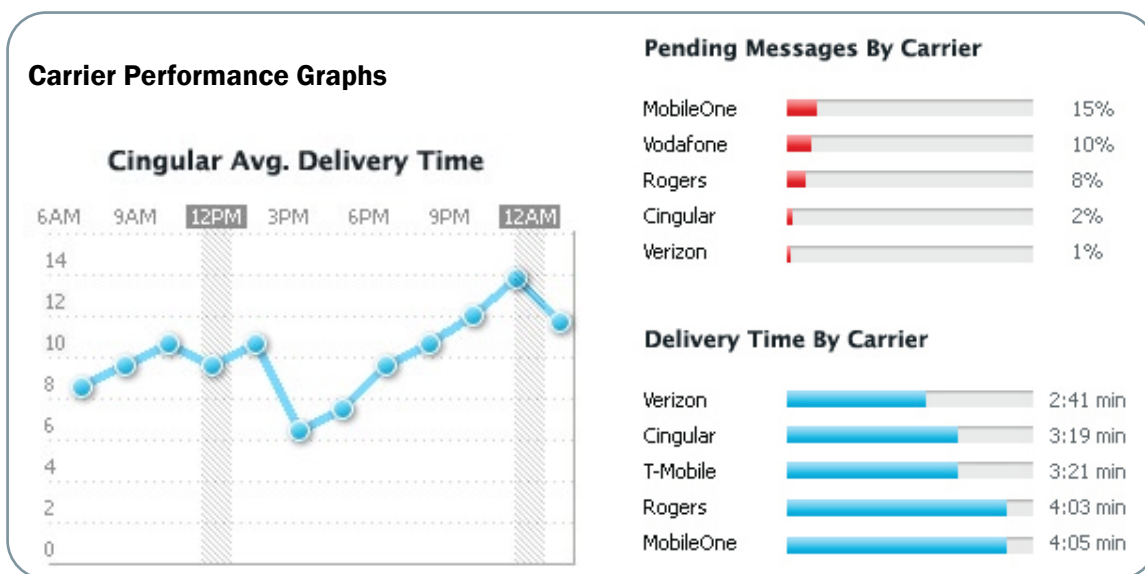




Zenprise MobileManager: Capacity Manager Module

Companies rapidly growing or consolidating their mobile deployments need to effectively plan their infrastructure capacity. The Capacity Manager module has over 50 performance reports critical for infrastructure planning. Reports profile the historical and real time performance of BES, Exchange, Active Directory, and SQL servers. Additionally, reports extensively profile network traffic, including the performance of enterprise LAN/WAN networks and carrier networks. Managers can also receive utilization reports that identify users who no longer use their mobile devices.



Justifying Mobile Investments

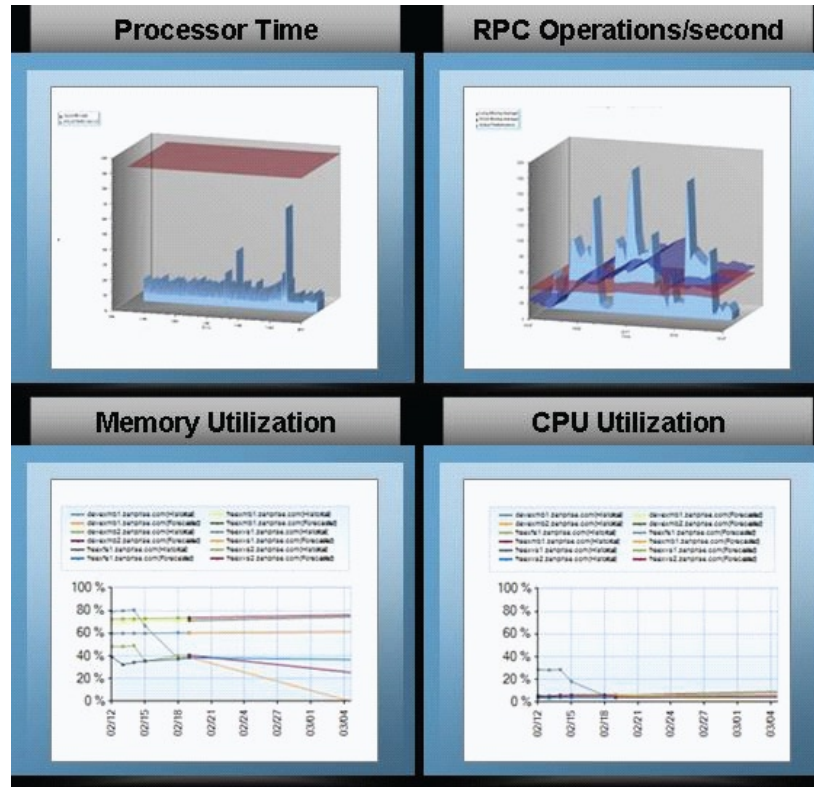
Organizations often have limited visibility into the utilization rates of their mobile infrastructure. Basic management metrics like the number of email messages sent/ received per day, calendar invites sent/received, mobile web traffic, etc. are not collected, nor reported against. The Capacity Manager module allows administrators to collect, baseline, and report against historical utilization rates of their mobile infrastructure. Such reports can help IT justify the need for further investments in the mobile infrastructure.

Utilization rates can also be applied against individual mobile users. Reports detail inactive mobile users, allowing administrators to either terminate or reprovision service plans. These reports ultimately help identify cost savings for management.

Optimizing IT Infrastructure: Virtualization & Consolidation

Determining when to add another BlackBerry Enterprise Server (BES), Exchange server, Domain Controller, etc. can be difficult without a historical understanding of performance. Conversely, informed decisions around server consolidation or virtualization all require analysis of detailed historical performance. Trending & baselining OS performance counters like CPU & memory utilization, disk performance, RPC latency helps an administrator determine the server capacity required to support existing mobile users.

Capacity Planning Reports



Profiling application specific performance can further facilitate consolidation and virtualization decisions. Baselineing MAPI errors, BlackBerry agent performance, average mail delivery, messaging queues, MAPI performance can all be indicators of infrastructure stretched beyond its means.

What Makes Us Different? ZenPro Automation

ZenPro automates IT Support knowledge, creating automated diagnostic tasks & resolutions to common mobile service issues.

How does it work? Traditional IT support documents (e.g., vendor knowledge base articles, internally created support documentation, knowledge from community forums) are translated into detailed step by step process workflows. Each step in the workflow represents a diagnostic task to perform. ZenPro automates each step in the workflow, creating automated diagnostic tasks to investigate mobile user & infrastructure issues.

Zenprise ships with thousands of workflows embedded directly in the product. All of this embedded knowledge is equivalent to having 100 of the smartest mobile experts in a box.



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View Demo: www.zenprise.com/demo
Test Drive: www.zenprise.com/trynow
Contact Us: 1-888-936-7747, info@zenprise.com

