



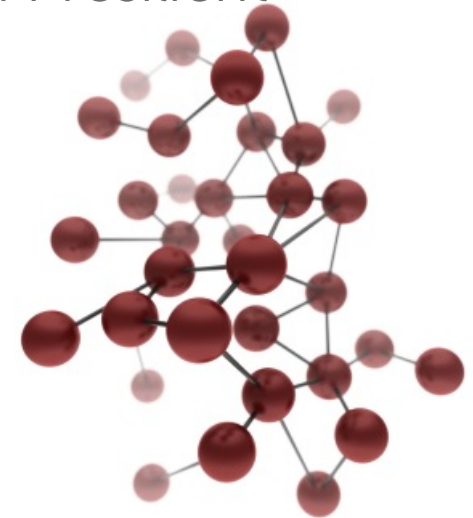
GridWorks™ “Service Operations Support” System (SOS)



“Service Operations Support” Platform



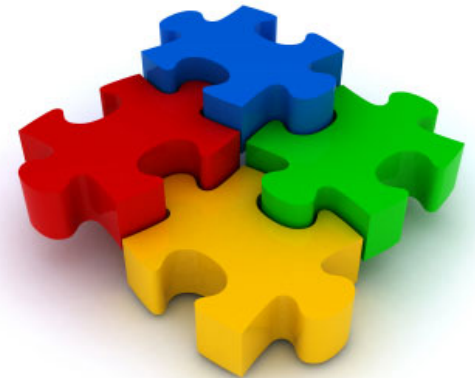
- Presilient’s integrated IT Operations Toolset
 - Enables remote delivery of IT Managed Services
- GridWorks collects data from your existing IT Infrastructure
 - Network, Servers, Applications, Storage and Backup
- GridWorks facilitates all your interactions with Presilient
 - Request administrative services
 - See health and performance information
 - Receive alerts, reports and status updates
 - Track configuration information
 - Check service statistics
 - Manage 3rd-party maintenance activities



Your GridWorks Advantage



- We integrate our intellectual property with industry leading tools and proven operational processes to deliver you real value!
- Presilient...
 - Optimizes the tool configurations based on years of experience
 - Integrates them together as a common platform to share data
 - Interrelates the data to transform it into useful information
 - Applies process rules to correlate that information to your business needs and goals
 - Provides a framework to generate consistent actions and results based on those rules
 - Wraps the platform in a multi-tenant security module so it's affordable



Comprehensive Framework



INFORMATION

PROCESS

MODULES

FUNCTIONS



Knowledge Database

Data is the foundation to all the functions...

Comprehensive Framework



INFORMATION

PROCESS

MODULES

FUNCTIONS



Customer Portal	<i>Service Requests Infrastructure Health & Performance Service Statistics</i>
Call Handling	<i>Incident/Problem Management Notifications</i>
Configuration	<i>Patch Management Asset Management Access Management</i>
Reporting	<i>Performance Reporting System Optimization</i>
Monitoring	<i>Event Detection & Categorization Event Filtering & Correlation</i>
Billing	<i>Time Accounting Billing Rules Invoicing Feeds</i>
IT Operations	<i>Data Archive Management Contract Management Supplier Management</i>

...Modules provide the required ITIL functionality...

Comprehensive Framework

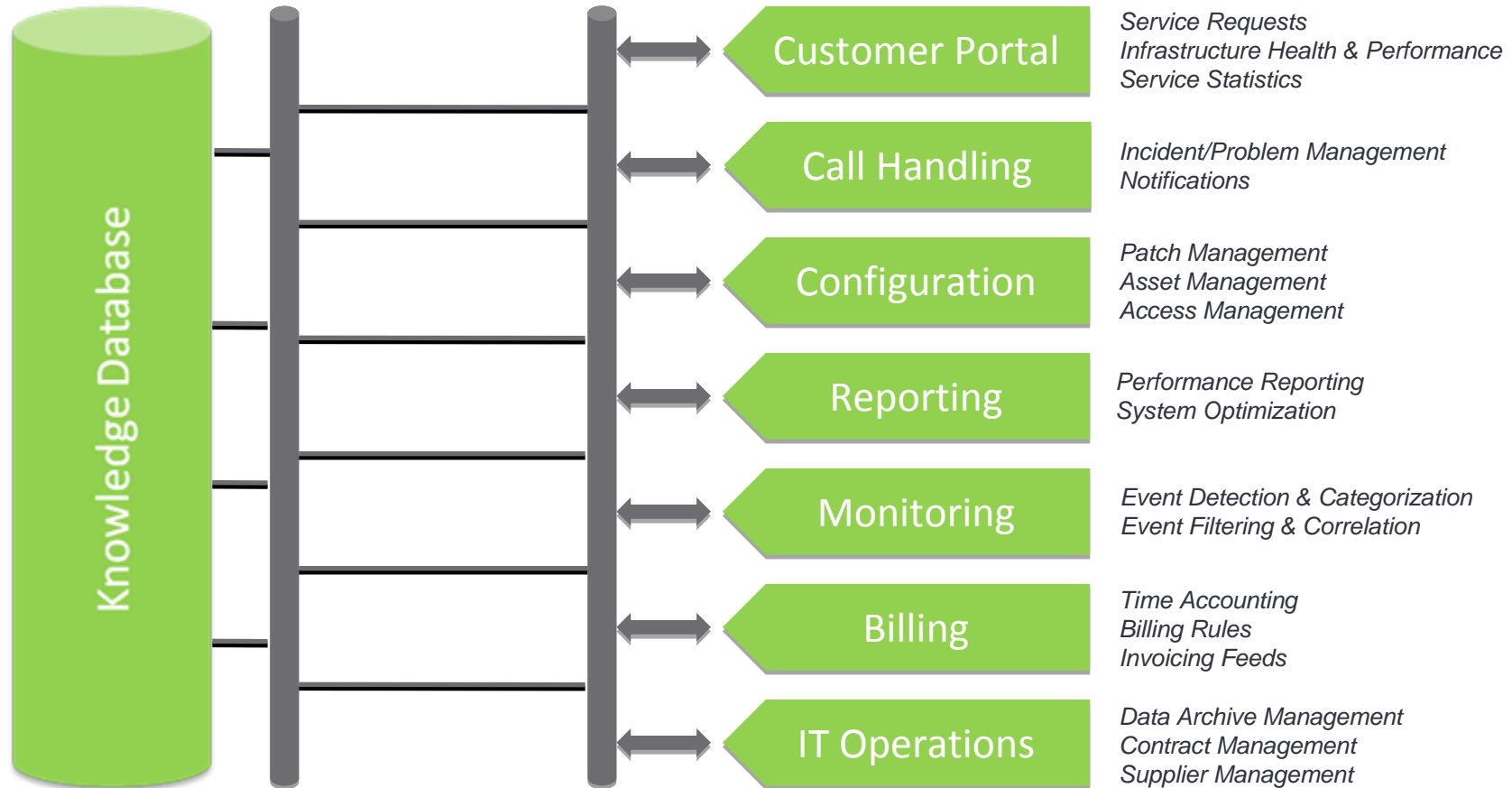


INFORMATION

PROCESS

MODULES

FUNCTIONS



...the Enterprise Data Bus creates a comprehensive Management Platform...

Comprehensive Framework

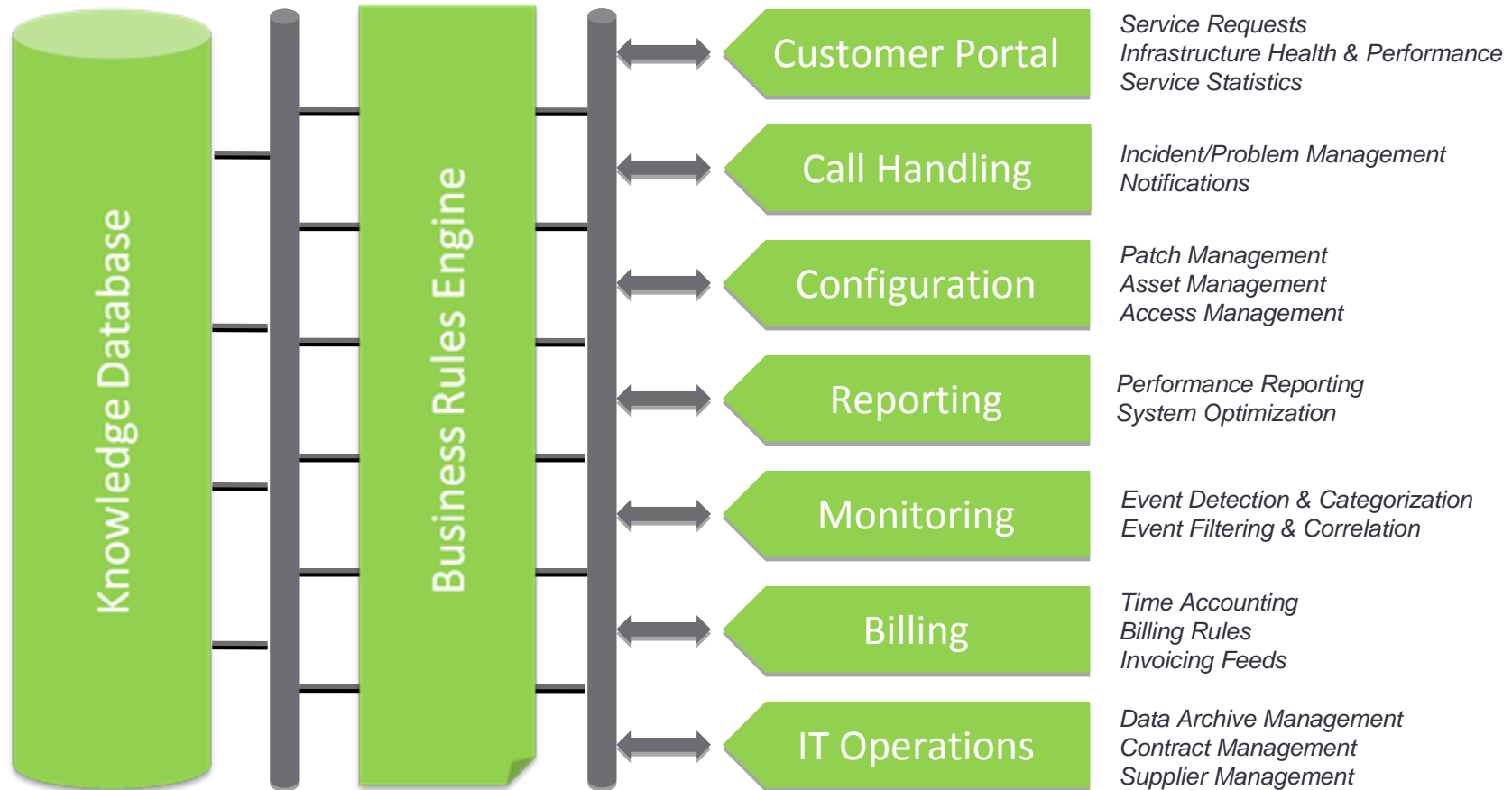


INFORMATION

PROCESS

MODULES

FUNCTIONS

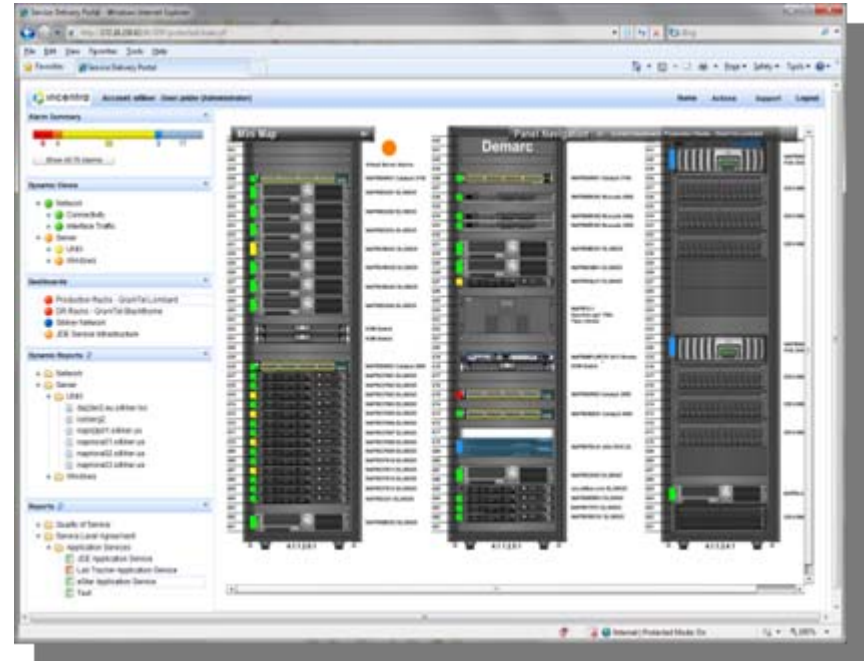


...and the Rules Engine relates the information to YOUR business needs!

Tools: Monitoring



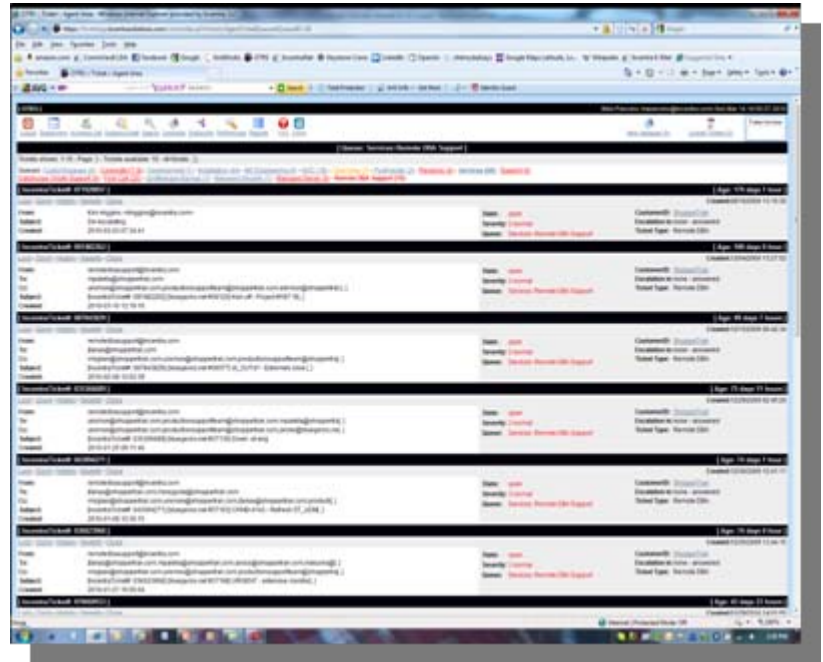
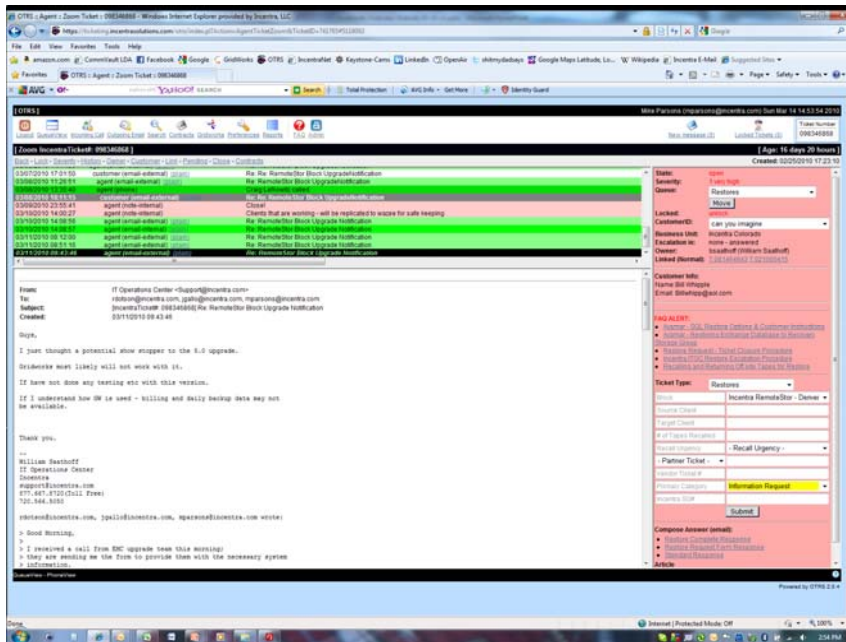
- Event Detection & Filtering
- Prioritization & Alerting



Tools: Call Handling



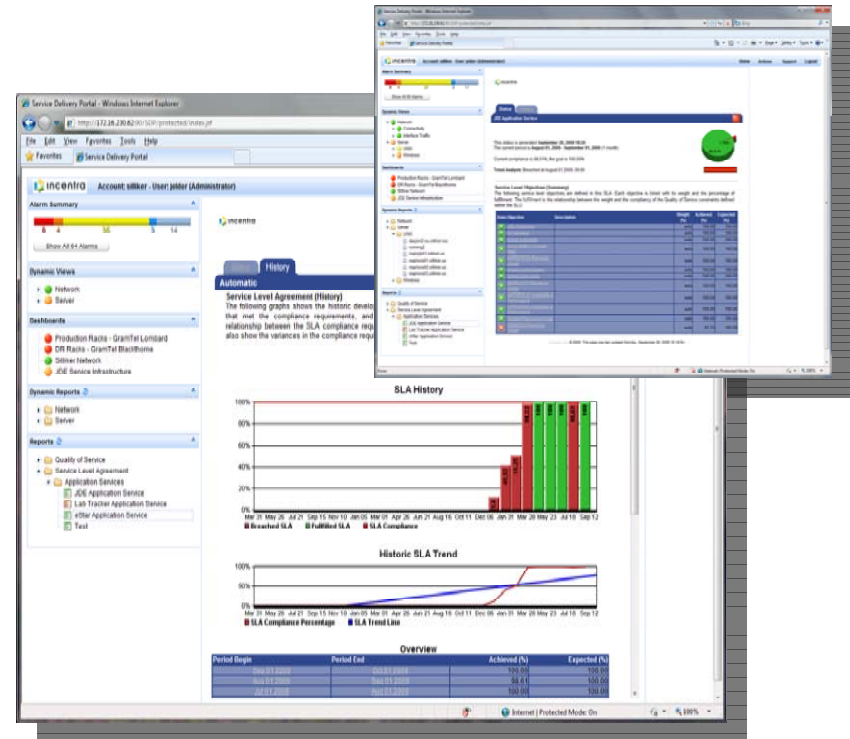
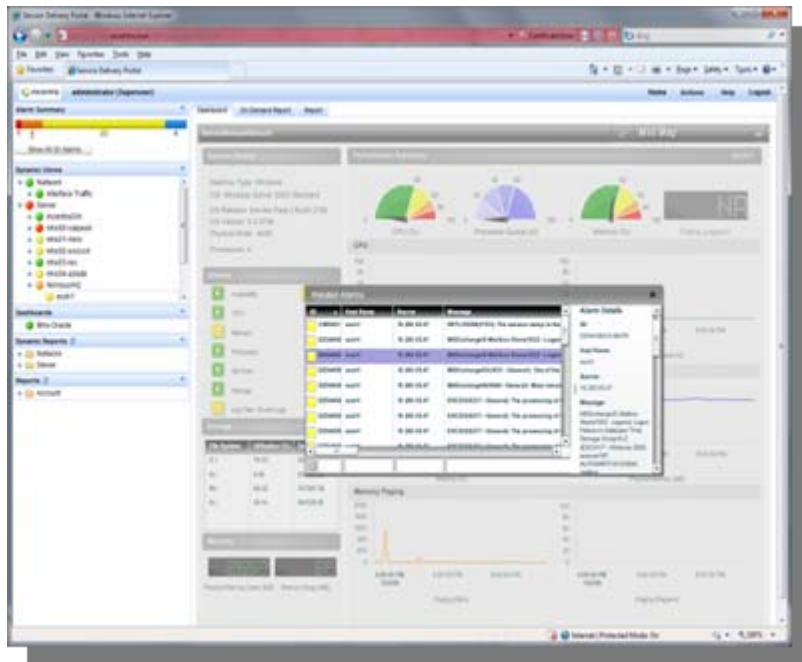
- Incident Management
- E-mail Notifications
- Technical Escalations
- 3rd-Party Maintenance



Tools: Customer Portal



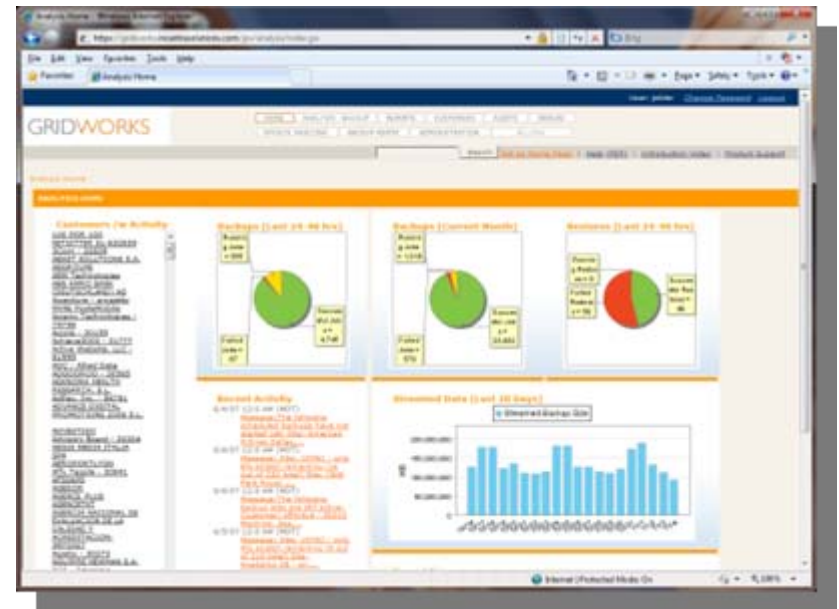
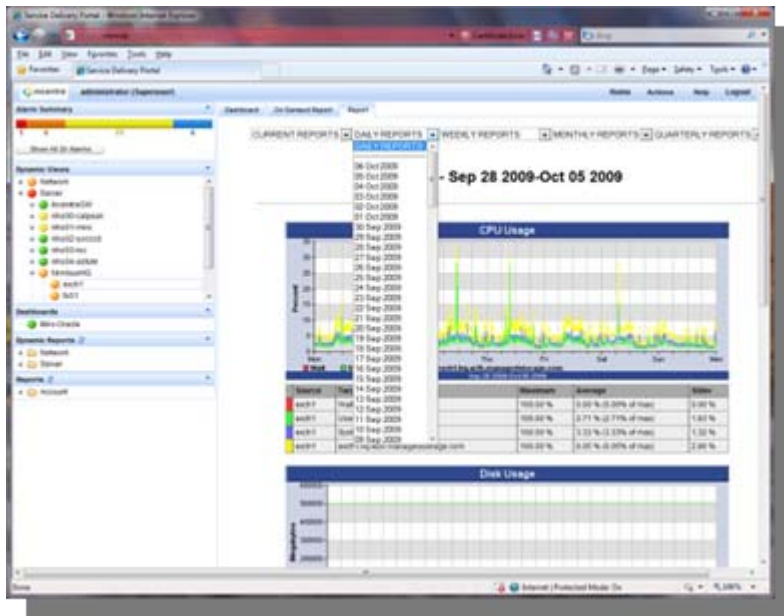
- Health & Performance Statistics
- Service Requests
- Configuration Status



Tools: Performance Reporting



- System Performance
- On-Line Dashboards
- Scheduled Reports delivered by E-Mail



Tools: Configuration Management



- Asset Management
- Patch Management
- License Summary
- Maintenance Contracts

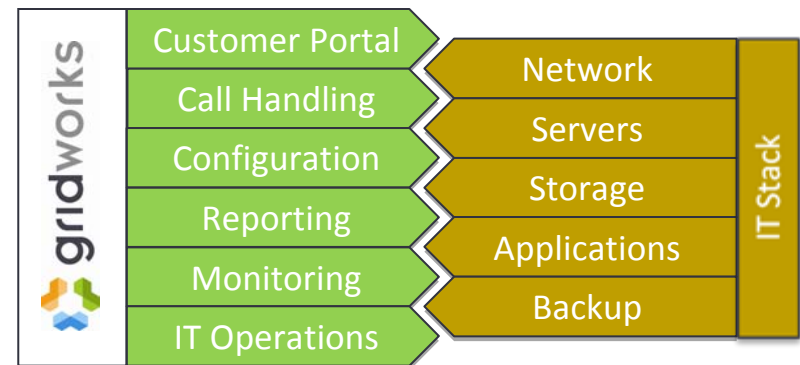


GridWorks

“Service Operations System”



- The integrated tool set that enables you to take full advantage of Presilient’s Managed Services
- GridWorks easily integrates with your existing IT Infrastructure
- GridWorks facilitates all your IT needs
 - Request administrative services
 - See health and performance information
 - Receive alerts, reports and status updates
 - Track configuration information
 - Check service statistics
 - Manage 3rd-party maintenance activities
- GridWorks is included with EVERY Presilient Service Offering!



Contact Presilient to see
how GridWorks can
make IT work for you!

1-800-397-1719
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