



OVERVIEW OF SERVICE OFFERINGS & SOLUTIONS

INTRODUCTION

OpenWater is focused on helping organizations to deliver dependable and reliable IT Services to their companies. Applying industry proven IT service management methodologies aimed at people, process and technology enables organizations to deliver business aligned services, reduced costs and improved manageability.

OpenWater's solutions and services are intended for organizations that desire to improve service delivery, reduce service disruptions and measure service level objectives. The resulting effect is better alignment with the business leaders of the organization allowing them to be viewed as a strategic asset to the organization versus a cost center.

Our solutions address a variety of different client needs:

- Regulatory requirements
- Business process optimization initiatives such as ITIL
- Management of discrete technology domains (e.g. networks, servers, security, applications, storage)
- Management of complex services and all of their underlying components (e.g. SAP, IP Telephony, eCommerce application)

OpenWater delivers solutions to our clients by:

- Partnering with best-of-breed software vendors
- Supplying our own software products
- Shark Suite
- Leveraging available open source tool sets
- Custom development where no existing products apply

Our key focus will never waiver. With OpenWater our clients' needs are always our first priority.

"Management for the Masses"

IT management solutions are not just the domain of large companies. We specialize in delivering the right solution to clients whether big or small - one size does not fit all.

Our knowledge and proficiency with everything from open source solutions to high end COTS (commercial off the shelf) solutions guarantees an OpenWater solution that will not only meet your needs but also your budget.

Many consultants walk through your door with pre-packaged solutions they aim to sell and try to convince you that you have the problem they are trying to solve. We believe that the solution design follows the customers' requirements. We

listen to your needs in order to formulate a solution to meet your specific objectives. We don't try to fix something that isn't broken.

Solutions Breadth

OpenWater offers a variety of solutions aimed at meeting the IT Management needs of our clients. In our combined 40 years of experience in this market we have yet to see a customer that could not use some fine tuning in a particular area of IT Management.

For the organization that is more mature in their management capabilities OpenWater can fine-tune or augment the existing solution set. This may entail:

- adding Netflow or SAA capabilities to the environment
- addressing security log management to achieve Sarbanes-Oxley compliance
- implementing a configuration management database for proper release management
- retiring an older tool that is expensive to maintain with a solution providing better value/\$\$\$

Surprisingly many large organizations still have no solutions in place to reactively – yet alone proactively – manage their environments. Many organizations find out about a problem when the telephone rings and a complaint is launched. OpenWater has also run into many large organizations who have spent millions of dollars on large scale management frameworks that were never implemented properly. IT Management is unable or unwilling to request additional funding to replace an already failed implementation, so they find themselves going without or cobbling together inexpensive solutions to do the best they can.

No matter what the state of your organization OpenWater can help. We can evaluate the current tools that you own to determine what is worth salvaging. We can review the financial model of your current solutions to determine if further funding and maintenance upkeep is rational. Or better yet, we can work with your organization to determine the actual needs of the business in order to prepare a recommended IT Management Roadmap & Strategy.

Your Requirements Drive our Solutions

Clear requirements are the foundation of a successful project. Well articulated requirements give everyone on the team a common framework to build upon, criteria for product comparison and selection, and a baseline for measuring project success. Understanding how technical requirements, functional requirements and business requirements can be both satisfied and unified takes practice and discipline. OpenWater works directly with clients to understand the

many factors affecting requirements for infrastructure management.

Solutions Breadth

- IT/EMS/ETM Management Assessments
- Network Management Assessments
- Current State Reviews
- Requirements Analysis
- Gap Analysis
- EMS Design Services
- ETM Roadmap Development
- EMM Outsourcing
- Operational Workflow Consulting
- Technology Staffing
- Custom Development
- Open Source Quick Start Solutions
- Training Solutions

Solutions We Provide

- IT/EMS/ETM Management Solutions
- Service Level Management / SLA Management / Executive Dashboards / IT Dashboards
- Network Management
 - Manager of Mangers Solutions
 - Fault Management
 - Auto-Discovery & RCA
 - Network Mapping Tools
 - CDP Discovery Tool
- Availability Management
 - Up/Down Device Management
 - Service Management (e.g. DNS, DHCP, HTTP, SMTP, FTP)
 - Application Management
 - End User Response Time Management
- Server Management
 - CPU/Disk/Processor
 - Up/Down
 - Process Management
- Security
 - Event Management
 - Firewall logs
 - Server logs (unix/linux/MS NTevenLog & NTsecurityLog)
 - IDS/IPSf
 - Authentication logs
- Configuration Management
 - Network based
 - Server based
 - Desktop based
- Performance Management
 - SNMP Solutions
 - Netflow Solutions
 - SAA Solutions
 - WMI Poller/Aggregator
 - RMON Solutions
- End-to-End Services Management
 - Application Management (e.g. SAP, eCommerce)
 - IP Telephony Management
- IP Address Management (e.g. DNS/DHCP Solutions)
 - DNS
 - DHCP
 - Prevent Unauthorized Network Access
- Network/Application Diagnostics
 - Protocol Analysis
 - Application Connectivity Problems
 - Wireless Troubleshooting

- Network Based Anomaly Detection
- Escalation & Notification
 - Intelligent Escalations
 - Rotation based Notifications
 - Notification via Event/SMS/Pager/Email/IM
- Historical Event Reporting
 - By Time
 - By Technology
 - By Assigned Engineer
- Management Solutions by
 - Open Source Management Solutions
 - Available Source Management Solutions
 - Commercial Management Solutions

Complete Infrastructure Coverage

- LAN
- WAN
- Wireless
- Telephony
- Security
- Servers
- Applications
- Databases
- Traffic Analysis

About OpenWater Solutions

OpenWater was founded in 2002 by seasoned professionals from the technology industry. Our principals have a combined experience base of over 35 years working for top tier organizations such as Cisco, Siemens, Motorola, Terasys, Windward Consulting, ITC Deltacom, Netigy and Burwood Group. Our founders have held regional and national positions for these major companies in many capacities including but not limited to sales management, business development and project management.

More relevant than who we worked for is the experience we possess and the organizations that we have helped. Our rich history in providing IT Management solutions reads like a Who's Who list of the nations top service provider and enterprise customers.

When you work with OpenWater you are aligning yourself with top caliber industry professionals who have the experience base to design and deliver impactful solutions. IT Management is our focus and objective is to be recognized industry leaders in the markets we serve.
