

## GroundWork Open Source Solutions

### THE COMPANY

#### Leading provider of open source IT operations management solutions

GroundWork is a recognized leader in the fast-growth market for enterprise-class open source-based IT management software and services. GroundWork Monitor, the company's flagship product, provides customers with a pre-integrated, open source solution for monitoring IT assets—enabling companies to significantly lower costs while gaining better visibility and control over their network infrastructure. GroundWork also offers value-added deployment, consulting and support services, leveraging the company's deep expertise in open source and IT management best practices.

By providing companies with an enterprise-ready open source monitoring solution backed by expert services, GroundWork is playing a key role in accelerating the march toward mainstream adoption of open source-based IT management solutions.

### THE MARKET

The \$6 billion market for IT management software is undergoing dramatic change, driven by two primary forces: First, basic monitoring functionality has become commoditized to the point where numerous products now reliably perform the same basic functions. At the same time, a thriving ecosystem of open source products and vendors specializing in monitoring and other IT management applications has matured rapidly. The net result is that Global 2000 and mid-sized companies now have a low-cost, open source alternative to expensive traditional software.

"We partnered with GroundWork to build an enterprise-class monitoring system and it has transformed IT's reputation within the company."

**Cliff Bell, CIO,  
Phoenix Technologies**

"GroundWork delivered on its promise of comprehensive functionality at a low cost. And unlike commercial tools, the solution was designed, delivered, implemented, calibrated and documented within days."

**Jorge Borbolla, CIO,  
AutoTradeCenter**

"Bottom line, [with GroundWork] we are no longer getting stopped in the halls about systems that aren't working. We are the first to know when anything fails, and we are up and running before the first call comes in."

**Sam Lamonica, IS Executive,  
Rudolph and Sletten**

Savvy IT teams recognize that the true performance and value of IT management systems is determined by their design and configuration. This explains the rapid adoption of GroundWork Monitor, which features flexible design and configuration options built directly into the product. For companies seeking a turnkey solution, GroundWork Services helps IT teams make the most of GroundWork Monitor and other powerful open source tools.

### GROUNDWORK APPROACH

GroundWork combines the value and flexibility of open source software with the business-process mindset of IT service management best practices. Grounded in practicality and applied consistently, GroundWork's approach produces better, more cost-effective results over competing options.

While GroundWork does the heavy lifting to integrate best-of-breed open source components into a cohesive solution, the company goes far beyond that—giving customers added functionality they cannot find anywhere else. This built-in functionality includes the following:

- Configuration tools to improve design and accelerate deployment
- Middleware that integrates data from multiple open source tools and third-party monitoring systems
- Robust reports, dashboards and consoles that transform raw monitoring and other systems management data into useful operational and management-level information and insight

## PRODUCTS

### GroundWork Monitor

GroundWork Monitor is an open source-based solution for accurately monitoring and managing an organization's IT infrastructure. GroundWork Monitor queries applications, network equipment, servers and other components to measure availability and performance, and communicates these system metrics via a browser-based interface. GroundWork Monitor is available as an affordable, annual subscription that includes configuration assistance, updates and support.

### GroundWork Monitor Architect

GroundWork Monitor Architect (Monarch) is a free, open source, GUI-based configuration system for use with Nagios. Monarch consists of a set of tools that allow a user to easily configure and maintain Nagios without editing the Nagios configuration files directly. Using Monarch, Nagios users can cut configuration and maintenance time by more than 75 percent.

### GroundWork Status Viewer

GroundWork Status Viewer is a free, open source replacement for the Nagios interface. Status Viewer provides Nagios users with detailed, configurable views of Nagios monitoring data, speeding troubleshooting and problem resolution. Built to accommodate enterprise environments, Status Viewer enables Nagios to manage large networks and integrate with other monitoring tools.

## DEPLOYMENT SERVICES

GroundWork Deployment Services provide expert installation and configuration of GroundWork software products, including GroundWork Monitor. The GroundWork Monitor Deployment Service is a packaged, four-phase deployment project resulting in a working GroundWork Monitor system. The service is offered as a turnkey, fixed-price project that includes system design, onsite installation and configuration, system calibration, and IT staff training.

## CUSTOMER BENEFITS

- Improved IT availability and performance
- More satisfied end-users and customers
- Fast problem resolution
- More productive IT staff
- Improved capacity planning

Current users of GroundWork Monitor report that by gaining access to higher quality information and insight, they are able to run IT more effectively with fewer resources, so IT staff are freed up to focus on forward-looking projects rather than fire fighting.

## CUSTOMERS

GroundWork currently has more than 60 customers across a range of industries. The following is a partial list of current GroundWork customers: Ariba, Assurant, Contra Costa Water District, LSI Logic Corp., Nuasis Corp., Phoenix Technologies, Rudolf & Sletten and StubHub, Inc.

## MANAGEMENT

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## COMPANY HEADQUARTERS

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