

## Corporate Overview

### ZENOSS HIGHLIGHTS

- Founded November 2005
- Founding member of the Open Management Consortium
- Winner, IT Management Clear Choice Award - NetworkWorld Magazine
- Best IT Management Tool - Enterprise Open Source Magazine
- 180,000 Installations, Managing over 1.7 million devices, in 179 countries, on all seven continents
- More than 875K Downloads
- Over 40,000 Users
- Headquarters: Annapolis, MD

*“Zenoss looks like a strong competitor for large frameworks”*

FORRESTER®

### CAPABILITIES

- Configuration Management Database (CMDB)
- Inventory and Change Tracking
- Availability and Performance Monitoring
- Event Management
- Rich Reporting Options
- Synthetic Transactions
- Certified Application Monitors
- Enterprise Report Library
- Drag and Drop Global Dashboard
- Role-Based Access Control Levels
- High Availability/Redundant Architecture
- Predictive Thresholds
- Distributed Enterprise Configuration

### Zenoss Company Profile

Zenoss is a commercial open source network and systems management software company that makes comprehensive IT management available to organizations of all sizes. Its solutions enable IT administrators to manage the status and health of their entire infrastructure - networks, servers, applications and databases - through a single web-based console, ultimately maximizing system performance and minimizing downtime.

#### What Makes Zenoss Different?

Zenoss offers the best of open source and commercial software. With the most active user base of any open source IT management vendor, Zenoss leverages the power and expertise of a 40,000+ member community who use the product daily. The resulting enhancements provide the most relevant capabilities that are easier to deploy and use. Ultimately, the customers win with more affordable solutions than conventional IT management vendors. Organizations can also customize the solution to meet their specific needs or take advantage of traditional support.

### Solutions

#### Zenoss Professional

Zenoss Professional provides systems, network, and application management for medium sized IT organizations. Zenoss Professional includes out-of-the-box reports and enhanced monitors such as Microsoft Windows perfmon and Tomcat. Enhanced Access Controls allows more powerful security configuration.

#### Zenoss Enterprise

Zenoss Enterprise provides end-to-end broad management of servers, networks, and applications. Zenoss is an integrated solution that is recognized as the easiest solution to deploy, use, and maintain.

### Benefits

- Quickly detect performance issues and drill down to / resolve root causes from single dashboard
- Quickly detect changes within IT environment and possible adverse effects on production systems
- Effectively manage service level agreements via static and dynamic thresholds
- Enable proactive monitoring and management of IT systems by the help desk
- Quickly locate components in a large heterogeneous IT environment
- Effectively carry out responsibilities to IT organization via customized and role based views
- Share performance and monitoring reports across entire organization using existing e-mail system
- Increase visibility and collaboration among disparate groups
- Define and combine data from multiple components into a single graph for a centralized view of IT
- Aggregate alerting rules for several users into one location
- Easily manage permissions for authorization and access levels (down to specific devices) with a fully editable list

## Services

Zenoss offers three types of consulting services to its customers:  
*Implementation, Training and Support.*

### Implementation

The Zenoss Client Services Team is skilled at getting your Zenoss implementation tailored to meet the unique requirements of your organization. From a structured implementation methodology that includes steps for planning, deploying, customizing, integrating and institutionalizing, Zenoss implementation services will help you get it right the first time.

### Training

Learn how to deploy, use and maintain our award-winning products by attending a 2-day, hands-on training course at Zenoss University in Annapolis, Maryland. Attendees learn how to model their environment, monitor availability & performance, manage events and monitor logs, establish and monitor alerts, create and manage templates and plugins, and properly configure and maintain Zenoss.

### Support

Zenoss offers Gold and Platinum level support for its Commercial Edition solutions (Zenoss Professional and Zenoss Enterprise). All support options include access to experts via phone and email. Platinum even includes a dedicated Account Manager and 24x7 Critical Issue Support.

## Customers

Zenoss currently has an open source community of over 40,000 registered members and over 4,300 active deployments. Its customers range in size and complexity from small start-ups managing a single, local server and network to large global enterprises managing hundreds of servers, thousands of applications, and dozens of networks around the world.

Why choose Zenoss? Hear what others are saying::



"It's all about minimizing performance degradation and downtime, and Zenoss does a great job of that... the [Zenoss] solution works exactly the way we need it to work."  
Marty Meyers, Global Network Operations Manager Rackspace



"With Zenoss, we're able to monitor and manage our entire hosted service offering through a single solution. Because it is commercial open source, it's much more affordable than proprietary solutions and gives us the control to develop specific value-added capabilities for our customers."  
Lila Tretikov, CIO SugarCRM



"Zenoss provided us an affordable IT management solution that was easy to use, open source with rich functionality, and that could effortlessly integrate with other internal applications."  
Ari Bose, CIO UTStarcom



"Keeping our IT systems up and running is a matter of life and death for us. Zenoss Enterprise helps us monitor our IT systems' health, minimizing costly and potentially dangerous downtime."  
Jim Stalder, CIO Mercy Health Systems

**"Our logic for moving to Zenoss has been validated at every turn."**

David Winter  
Manager, Managed Services  
Coleman Technologies

## TOP 5 REASONS COMPANIES CHOOSE ZENOSS

1. Modern, Reliable & Scalable Architecture
2. Functionally Relevant Capabilities
3. Easy to Deploy, Use & Maintain
4. Lowest Total Cost of Ownership
5. Broad Functionality, Complete Solution