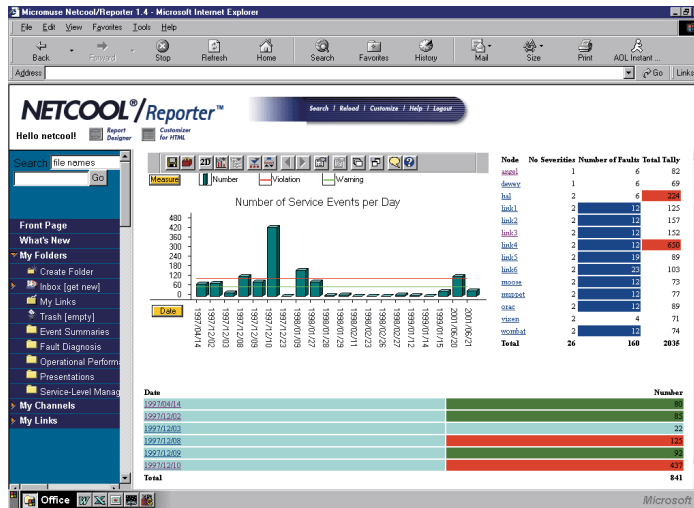


# NETCOOL®/Reporter™

## ADVANCED HISTORICAL, TREND & SERVICE LEVEL REPORTING

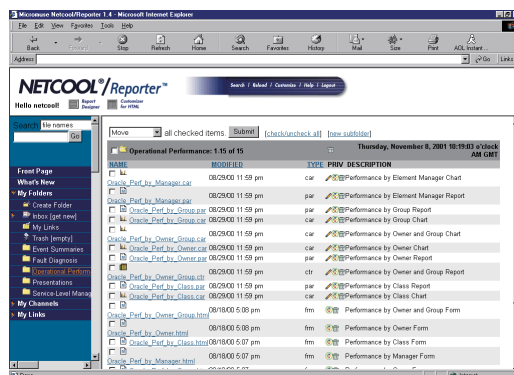


Netcool/Reporter is completely Web-based, allowing users to access reports, charts and relevant Web links from a Web browser.

### WEB-BASED REPORTING FOR NETCOOL SOLUTIONS

Enterprise, service provider and government organizations worldwide use Netcool Solutions to monitor, manage and gain realtime visibility into business operations. Netcool/OMNIBus™ is uniquely designed to capture, deduplicate and correlate event data of virtually any type, including application, system, network, mainframe, security, performance, VoIP, storage, business and environmental events. Netcool/Webtop, part of the Netcool/Dashboards™ family of products, can be used to display this real-time data in customized dashboards that meet the specific the needs of senior management, operations, lines of business and customers.

However, most organizations also need to understand not only what's happening in real-time, but also behavior of people, process and technology, over varying time frames. Business and IT management must view and analyze long-term trends to make strategic business decisions, set operational objectives and make ongoing investment decisions.



The Netcool/Reporter application produces sophisticated, visually impactful charts through an intuitive GUI.

Netcool/Reporter™ delivers this critical functionality. It represents the logical supplement to Netcool/OMNIBus for viewing historical and trend information. After event data has been cleared from the Netcool ObjectServer's™, a real-time in-memory database, it is then leveraged by Netcool/Reporter for advanced aggregated analysis. The Netcool/Reporter application efficiently captures, stores, and analyzes this event data, and then presents actionable informa-

tion that can be used to make valuable business and operational decisions.

### BUSINESS BENEFITS

Netcool/Reporter extends the overall benefits of the Netcool investment, helping service providers, enterprises and government:

- > **PLAN CAPITAL INVESTMENTS.** The Netcool/Reporter application helps organizations proactively pinpoint where and when investments need to be made in business infrastructure and personnel.
- > **AVOID COSTLY BROWNOUTS & FAILURES.** The Netcool/Reporter application provides an intelligent perspective on developing trends, revealing potential "hot spots" so management can intervene before larger problems occur.
- > **EXPEDITE PROBLEM DIAGNOSIS.** Drill-down features, access to journals and details, and dynamic access to event histories covering how events were resolved, allow for faster troubleshooting of problems and implementation of proactive policies and automations.
- > **IMPROVE OPERATIONAL EFFICIENCIES.** The Netcool/Reporter application captures event data according to personnel dimensions which assists IT managers to efficiently hire, schedule and deploy personnel.
- > **ENSURE SLA COMPLIANCE.** Device availability reports, personnel response time measures, and other event measures contribute to internal and external communication of service levels.

### NETCOOL/REPORTER OVERVIEW

**TIGHTLY INTEGRATED WITH NETCOOL SOLUTIONS.** Netcool/Reporter complements the real-time focus of Netcool/OMNIBus by capturing, analyzing, and presenting event data generated over various timeframes. Increasingly, organizations want long-term, retrospective actionable information about the behavior of devices, links, transactions, processes, services and a variety of other areas of focus. Netcool/Reporter receives event data from Netcool/OMNIBus and translates it into numerous meaningful reports.

These reports start at the ground level, where data inputs are gathered from myriad sources throughout a large, distributed business infrastructure. The breath of the collection areas provided by Netcool/OMNIBus, including hardware, point management and enterprise management systems,

operational support systems (OSS), ERP, workflow applications, systems (NT, UNIX, and mainframe), legacy voice hardware, databases (i.e. Oracle, Remedy), and flat files, enables Netcool/Reporter to provide reports on virtually any type of business data, including Key Performance Indicators (KPIs). The Netcool/Reporter application also allows operators to analyze and display service-level reports on any combination of event data.

**ENHANCED NETCOOL GATEWAY.** The Netcool/Reporter Gateway™ reads events from the Netcool Object-Server and writes them into a customer-supplied RDBMS, immediately capturing and forwarding every new event. The Netcool/Reporter Gateway minimizes database administration by writing the schema that will hold event data and store it efficiently. The Gateway reverts to store-and-forward mode if a connection loss occurs between the Gateway and database, ensuring that critical data is not lost.

**WEB BASED REPORT DESIGN AND CREATION.** The Netcool/Reporter application provides the capability for users to design reports. The Easy Reporter allows the design, preview and saving of reports by users who do not need to have in depth SQL knowledge, via a drag and drop interface. Power users are also supported where greater control is required.

**PORTAL-BASED INFRASTRUCTURE FOR EASY REPORT STORING AND VIEWING.** The Netcool/Reporter application is completely Web and Java-based, which simplifies the deployment and use of client-server reporting throughout a distributed business infrastructure. To launch Netcool/Reporter, users simply enter the appropriate URL, log into the application and enter all reporting functions through an intuitive HTML interface. Users can navigate quickly and easily to the appropriate task whether administering, building, or viewing reports.

**SCHEDULING, PUBLISHING, AND DISTRIBUTION OPTIONS.** The Netcool/Reporter application makes it easy to schedule, publish, and distribute reports to a large, distributed audience. Management and operators who either build reports or run them against existing definitions have several distribution options. Reports can be run on either a scheduled or ad hoc basis and published automatically to any number of user "channels." Finally, reports can be distributed to individual users and groups, for more finite control over report access.

**PRE-DEFINED REPORTS AND REPORTING DEFINITIONS.** The Netcool/Reporter application anticipates users' reporting requirements through four distinct reporting categories. Each contains a comprehensive suite of pre-defined reports:

> **EVENT SUMMARIES** - provide rapid, executive-level snap shots of events and alarms throughout a distributed network. Many managers are interested in viewing the quantity, frequency, and severity of events from various angles. By aggregating and summarizing event data along key dimensions, including Location, Node, Class, Manager, AlertKey, or any event field that has been collected, these reports let managers pinpoint "hot spots" and high-event areas throughout the business operation.

> **EVENT DIAGNOSIS** - reports facilitate deeper diagnostic and problem solving. When certain alarms occur too frequently or prove difficult to resolve, these reports help users understand alarm trends and patterns by providing them with detailed alarm and response information so they can address and more effectively address potential customer concerns. The reports also let viewers focus on a specific applications, network segments, or by queries on specified events, nodes, etc.

> **OPERATIONAL PERFORMANCE** - reports assist management in evaluating and adjusting the performance levels of vendors, device types, NOCs, operational teams, and even individual employees. By displaying key measures such as alarms by vendor, alarms by device type, acknowledge times by group and user, etc, these reports can help pinpoint operational inefficiencies and troublesome performance problems throughout a distributed business operation.

> **SERVICE-LEVEL MANAGEMENT** - reports capture the dimensions of Netcool-generated data that support reporting against internal or external service-level agreements (SLAs) and other service measures. By aggregating and analyzing response time figures across relevant services, processes, nodes, classes, locations, and/or customers, these reports provide crucial availability and performance data to internal and external audiences.

## NETCOOL/REPORTER FEATURE ENHANCEMENTS

Enhanced installation ease-of-use.

- > High quality PDF report output possible
- > Support for Sybase 12, Oracle 9 and SQL 2000
- > Improved GUI
- > Lightweight chart designer, new set of charting widgets

## SYSTEMS SPECS

**VERSION NUMBER:** Netcool/Reporter v2.0

**RELEASE DATE:** June 2003

**PACKAGE DISTRIBUTION:** Downloadable

**UPGRADE DISTRIBUTION:** Downloadable

## SYSTEM REQUIREMENTS:

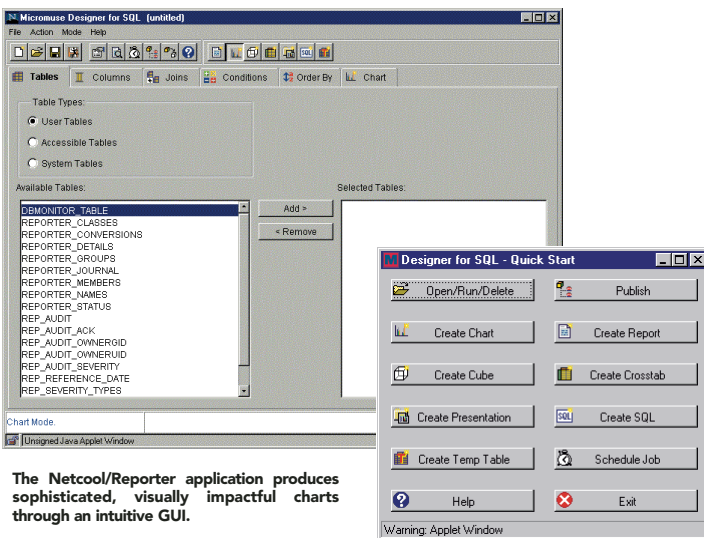
- > Netcool/OMNIbus v3.4 or higher
- > Netscape v6.2 or later, or Microsoft Internet Explorer v5, v5.5 or v6
- > Java 1.3.1 browser plug-in

## UNIX REQUIREMENTS:

- > 256 MB memory on machine running Netcool/Reporter server with 10 concurrent clients
- > 2 to 4 additional MB memory for every incremental client beyond 10 concurrent clients
- > 40-MB free disk space for install (doesn't include RDBMS)
- > Web server software installed
- > Java-enabled Web browser
- > Graphics card (to generate PDF and GIF images)

## NT REQUIREMENTS:

- > 256 MB memory on machine running Netcool/Reporter server with 10 concurrent clients
- > 2 to 4 additional MB memory for every incremental client beyond 10 concurrent clients
- > 30 MB free disk space and 32-MB of memory for install
- > Java-enabled Web browser



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## ABOUT MICROMUSE

Micromuse Inc. (Nasdaq: MUSE) is the leading provider of service and business assurance software. The Netcool® suite is used by Telco, Internet, Broadband, and Wireless service providers, and corporate enterprises worldwide. The company is headquartered in San Francisco, with regional offices across the Americas, Europe, and Asia-Pacific.

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