



## InterAct ES

### Experience Client Service Intelligence from Serden

Measure the performance and quality of service of applications and other computing resources from the *end user perspective*.

#### HIGHLIGHTS

- Reduce calls to the help desk and the cost of end user support
- Elevate technical issues to determine the business impact and cost
- Set and negotiate realistic service level agreements
- Conduct trend analysis for groups of users or applications
- Understand the performance impact of infrastructure changes, workload growth, and application evolution
- Maintain and prove compliancy with software licenses

See [www.Serden.com](http://www.Serden.com)

#### END USERS: A KEY ENTRY POINT FOR BUSINESS PROCESSES

The newest discipline within IT Service Management is End User Service Management. EUSM analyzes the performance of applications and other computing resources from the perspective of the people who use those resources daily – the individual end users.

At the enterprise level, getting an accurate picture of your information technology's quality of service (QoS) right down to each end user is impossible unless you have the right tool to slice and dice data and turn it into *client service intelligence*.

With its patented analytic technology, InterAct ES is the preferred EUSM solution for Lenovo customers. InterAct ES works with all ThinkPad notebook and ThinkCentre desktop computers to deliver a cost-effective analysis of your business environment to find ways to decrease cost, increase performance, and improve the end user experience.

#### A NEW VIEW OF PRODUCTIVITY

InterAct ES delivers advanced PC performance reporting and analysis to IT managers for improved system management, end user productivity and business efficiency. InterAct ES was developed in collaboration with Serden Technologies, the leading provider of EUSM solutions, to identify root PC performance issues, project how applications and PCs will perform under specific conditions, and provide insight on how to improve end user computing satisfaction. The solution complements Lenovo's suite of ThinkVantage Technologies – software tools that are pre-loaded on every ThinkPad notebook and ThinkCentre desktop – to provide users and IT staff with improved manageability and reliability.

InterAct ES collects, analyzes and correlates user-centric performance data from each user's Windows configuration, client hardware and software/web applications. Data points such as resource usage, response time, application availability, CPU utilization, network flow and many others tell the story of how well a specific user's workstation and applications support his or her business needs – i.e., the end user computing experience. InterAct ES makes sense of the complexity that is typical of today's computing environment.

Data from all users' workstations is aggregated in a central Knowledge Database that provides immediate visualization of trends and investment priorities according to usage measurement and QoS actually provided to the workers on a specific business activity.

No desktop or systems management tool can detect and report on this level of detail about what is affecting the user experience. Forrester Research reports 74 percent of computing problems are reported by the end users through the service desk and are not detected by infrastructure management tools. InterAct ES reveals the root causes of these otherwise undetected issues.

Used together, InterAct ES and desktop management tools work in a complementary fashion to provide the IT organization with the broadest possible view of the health and productivity value of the end user computing environment.

### WHAT YOU CAN MEASURE / WHAT YOU CAN DO

InterAct ES measures hundreds of data points that yield highly meaningful reports about your workers' end user computing experience. There are numerous canned reports, and you can customize or create your own. Here are some examples of what you can measure and learn through InterAct ES, and what you can do with the business intelligence derived from this solution.

“Serden Technologies is a young company with a solid enterprise-scalable passive agent end user monitoring offering. The company’s Interact ES solution scored highly in our evaluation, with especially strong data repository and OLAP-based statistical manipulative and export abilities.”

Jean-Pierre Garbani  
Vice President, Forrester Research

*The Forrester Wave™: Passive Agent End User Experience Monitoring, Q3 2007, Vendor Summary*

#### Application Utilization and Availability Measurement

- Tracking run time and utilization of all launched applications
- Application resource usage
- Application unavailability, crash
- Application response time
- License management including installed applications, unused applications, non-license applications or unreferenced applications

#### Resource Utilization and Usage Measurement

- Measure the CPU utilization, memory, paging, disk space and I/O disk, network flow, bandwidth...
- Detect stress statement for CPU, memory, etc.
- Identify and recommend hardware replacement based on actual end-user usage, CPU, and availability trend analysis

#### WEB Applications (Usage, Performance, Availability....)

- Measure Internet Explorer utilization
- Specific application tracking (hits, response time)
- Process Unit tracking: sequence of actions executed by a user in his business activity
- Intranet application response time
- Tracking of the slowest URL

#### Alert Management

- Sending Alert (100 bytes) in case of predetermined threshold crossing (unavailability, response time, stress, etc.)
- Instantaneous alert and average time alert
- Understand concept of double threshold on sliding time windows
- The alerts can be routed to an external product, on the Web Console, or by e-mail, beeper, ...

#### Service Level (SLA/SLM)

- Tracking of the service level agreement (availability, response time, utilization, and display of the threshold crossing...)
- Provide comparison with an historical review, trend curve, visibility, ...

#### Business Cost Analysis

- Provided by user group or application
- Provide cost measurement of unavailability according to business activities

“In such **difficult economic times**, thanks to InterAct ES, we have been able to improve our IT service to our business, in lowering the IT budget... that is why I am happy to share our experience....Talking strong dollars savings and improvement, InterAct ES allowed us to:

- Control the investment in hardware and software renewal, in extending their lifecycle. This has represented around 15% of the overall capex budget.
- Monitor and control printers for switching into network printers with a real understanding of the workload and usage by the end user. This allowed us to reallocate the right machine to the people who really need it. We saved 25% on our leasing plan (opex budget).”

Serge POINAS, Volvo France

#### Capacity Planning

- Provide Impact Analysis before a new deployment
- Provide comparison between two application versions as well as comparison between two user groups or two different hardware configurations

#### Instant Status of Workstations and User conditions

- Software and Hardware status

#### Printer and USB Management

- Measure printer utilization
- Printer queue measurement
- Collect printing incidents
- Measure printing costs
- USB peripheral detections

#### Migration Readiness Analysis

- Provide a rapid, cost-effective analysis that helps determine the impact of migration and eases the decision making process
- Get a business view of the current Windows client environment
- Minimize the challenges and complexity of transitioning PC fleets to application upgrades (i.e.; Windows 2007, Office 2007, etc...)

#### System Boot Management

- Count and keep track of the involuntary or unattended "reboots" (not initiated by users)

#### Green Power Analyzer (NEW)

- ✔ Workstation Level Power Consumption and Savings based on Actual USAGE
- ✔ Daily and Yearly Average Power Consumption/Costs
- ✔ Provide intelligent power usage data to facilitate effective input to Power Management profiles
- ✔ Life cycle management of the workstation (PC/Printer Life Cycle)
- ✔ Laptop Battery Centralized Health Monitor/Reporting (Exclusive Lenovo)

## MINIMUM SYSTEM REQUIREMENTS

### For Database, Server, Web Server and InterAct ES Console

#### **Hardware**

Dedicated workstation

Processor: 1.8 GHz

RAM: 512 MB

Minimum available storage on disk: 5 GB

Network connection, CD-ROM (Interconnection between all client workstations and the server)

#### **Software**

Windows 2000 (Professional or Server); Windows XP Professional; or Windows Server 2003

Internet Information Server version 5.0 (Internet Services), installed and operational (for InterAct ES Web Server)

For OLAP functionality (optional): Analysis Services 2000 SP3, installed and operational on the station

Adobe Reader version 5.0 or more, for the visualization of the reports and InterAct ES documentation.

### For an InterAct ES Client

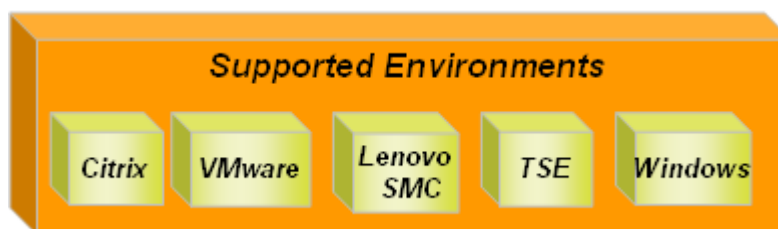
#### **Hardware**

Minimum available storage on disk: 50 MB

Network connection

#### **Software**

Windows 2000; Windows XP (Home or Professional); or Window Vista (Basic, Home Premium, Business or Ultimate)



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