



Top Three Reasons for using ARM

Lower Cost | Reduces remote IT support costs by 25-50%: less troubleshooting, fewer truck rolls, more up-time

Reduce Risk | Ensures that management security policies are always enforced and audited, even during an outage

Decrease Complexity | Combines access and control of a console server with the functionality of network management software to automate the actions of an IT administrator

Analysts quantify the remote management problem



IT spends 75% of resources to maintain "status quo"



US companies spend >\$25B on network support personnel



In-band (software) tools cannot address 40% of problems

Why ARM is different

Going beyond the traditional software-only network & systems management that relies on the network it monitors, requires multiple tools, and remains labor intensive, Uplogix manages and recovers remote sites. Automated Remote Management (ARM) appliances from Uplogix combine the access and control of a console server with the functionality of network management software to automate the actions of an IT administrator.

About Uplogix

Uplogix reduces cost, risk, and complexity in managing distributed IT infrastructure, for the first time giving the ability and confidence to automate the management and recovery of remote sites.

Customer Support

With Uplogix' focus on mission-critical infrastructure and emphasis on service, maintenance includes:

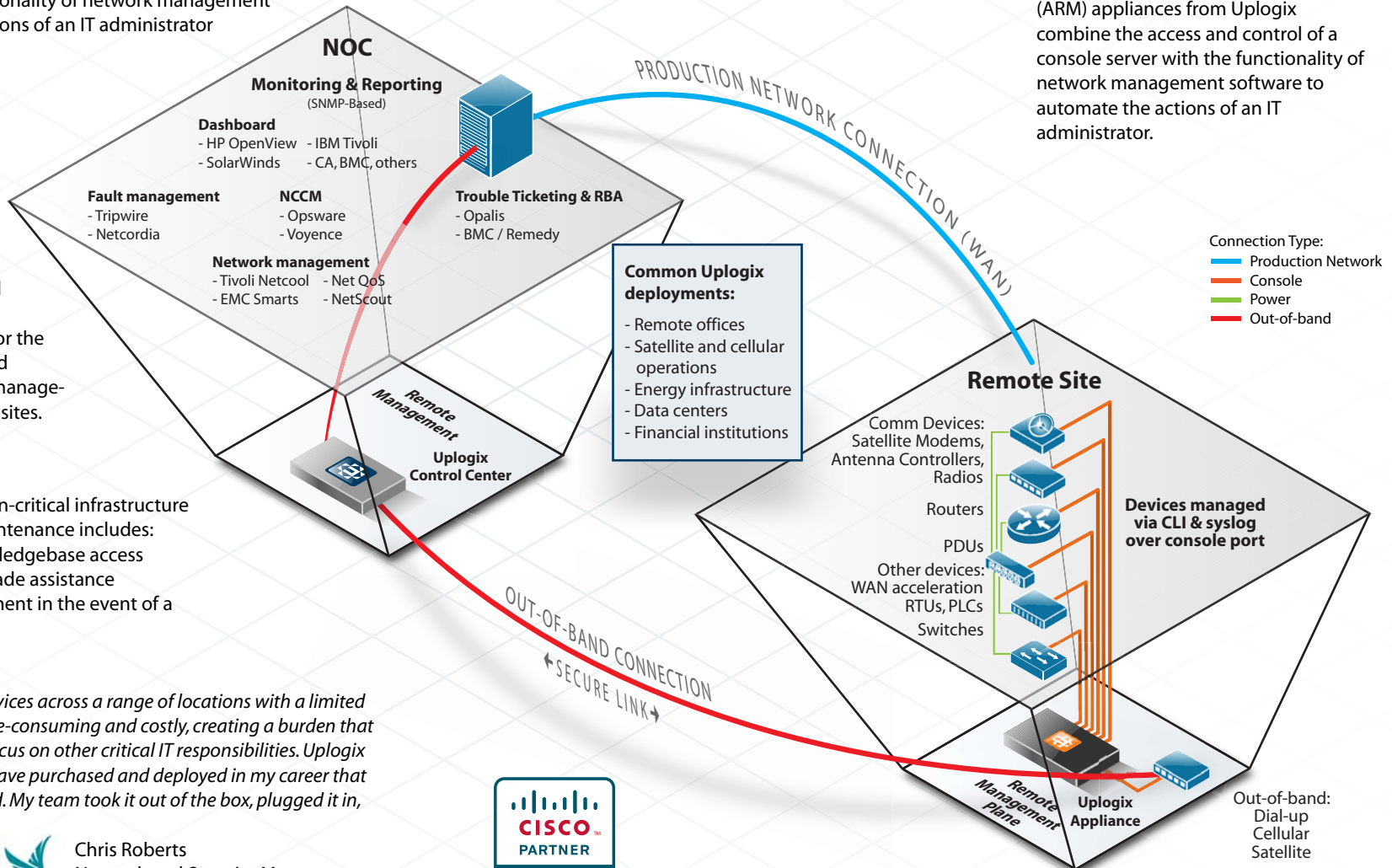
- 24x7 phone support / knowledgebase access
- Software updates and upgrade assistance
- Hardware repair or replacement in the event of a hardware failure

"Remotely managing our IT devices across a range of locations with a limited support staff was painfully time-consuming and costly, creating a burden that made it more challenging to focus on other critical IT responsibilities. Uplogix has one of the few solutions I have purchased and deployed in my career that actually performs as advertised. My team took it out of the box, plugged it in, and it just worked."

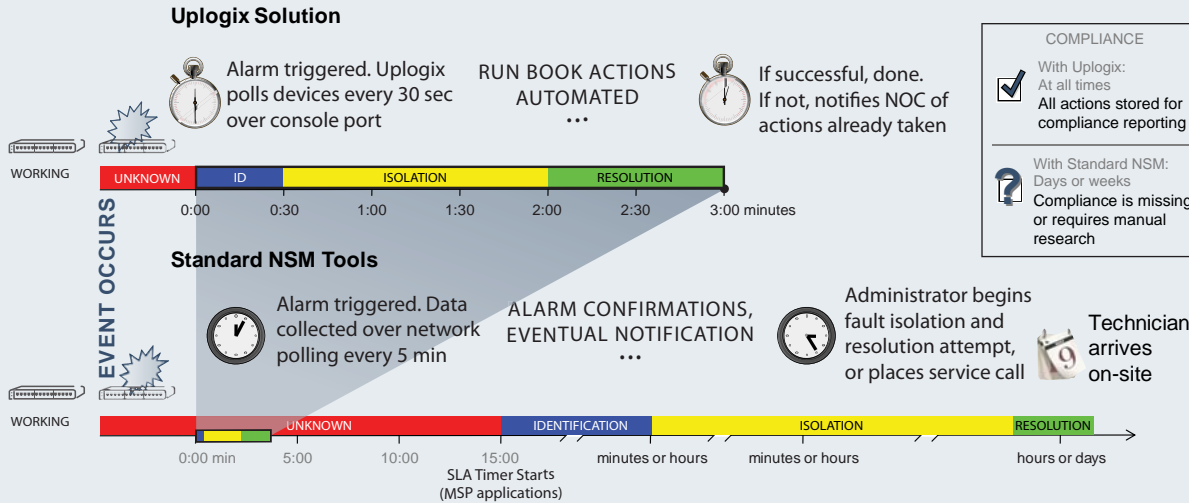


Chris Roberts
Network and Security Manager

ADESA



How Uplogix Works



Uplogix collects data through serial connections to managed devices. This rich diagnostic data feeds a rules-based policy engine to determine if a parameter is in or out of specification. Uplogix can then either automatically resolve the incident based on pre-approved automated operations, or communicate information back to centralized IT staff for resolution management tools. All of this in less time than most standard management tools take to find the problem, and often before users even knew there was an issue.

The Economic Benefits of ARM

- ▼ **LOWER COSTS Eliminate Costly Onsite Repair Trips and Support Costs**
Reduce your remote IT support costs by 25%-50% by automating a majority of the tasks that an on-site technician would do, but faster, error-free and at a fraction of the cost.
- ▼ **REDUCE RISK Put Your Most Trusted IT Admin Everywhere, All the Time**
Ensure that management security policies are always enforced and audited, even during an outage.
- ▲ **IMPROVE PERFORMANCE Improve Service Levels**
Ensure productivity and reduce downtime by improving IT service levels. The local appliance monitors, measures and manages the performance of critical IT services and applications from the end-user's perspective.
- ▼ **DECREASE COMPLEXITY Discover Automated Remote Management**
Combine the local access and control of a console server, the in-depth monitoring and diagnostics of systems management software, and the intelligence of an on-site technician into one integrated remote management appliance.

For more information on Uplogix solutions, go to uplogix.com/solutions

For more information and an online ROI calculator, go to uplogix.com/ROI

ROI Example

Rapid ROI with payback based on a reduction in hard and soft costs that can usually be realized in under a year.

Network Infrastructure	Remote Sites	Data Centers
Number of Sites:	100	4
Average Devices / Site:	x10	x1000
Total Devices	1000	4000
Infrastructure Management		
Monthly Touches per Device	2.25	1
Requiring Onsite Visits	10%	5%
Cost per Onsite Visit	\$500	\$50
Annual Cost of Onsite Visits	\$1.65M	\$132k
Scheduled Downtime	6,000 hrs	9,600 hrs
Cost per hour - Scheduled	\$50	\$50
Annual Maintenance Cost	\$300k	\$300k
Total Annual Maintenance	\$1.95M	\$432k
Opportunity Cost		
Unscheduled Downtime	4,500 hrs	36,000 hrs
Cost per hour - Unscheduled	\$500	\$500
Annual Downtime Cost	\$2.25M	\$9.48M
One-Time Cost	\$798k	\$1.26M
3-Year Savings	\$2.04M	\$5.81M
Payback Period	6.9 months	4.4 months

Components of the Uplogix ARM Platform

The Intelligence Behind ARM

RMOS | The Remote Management Operating System powers ARM appliances, automating hundreds of routine system maintenance, configuration, diagnosis and recovery operations

Managing ARM Across the Enterprise

Uplogix Control Center | The web-based, centralized point of control for all Uplogix ARM appliances and managed devices throughout your environment

Enterprise Scalability and Performance

Uplogix 3200 | Our flagship ARM appliance, available in 4-, 8-, 16-, 24-, or 32-port models, delivers advanced remote management capabilities for data centers, branch offices and remote locations on a robust and flexible platform

Compact and Affordable

Uplogix 430 | Comprehensive functionality in a fixed 4-port ARM appliance designed for enterprises needing to monitor, manage and control four or fewer devices and their power supply at any distributed location



For more information on the Uplogix platform, go to uplogix.com/products



© 2009 Uplogix, Inc. All rights reserved. Uplogix, the Uplogix logo, and SurgicalRollback are trademarks of Uplogix, Inc. All other marks referenced are those of their respective owners. 072909