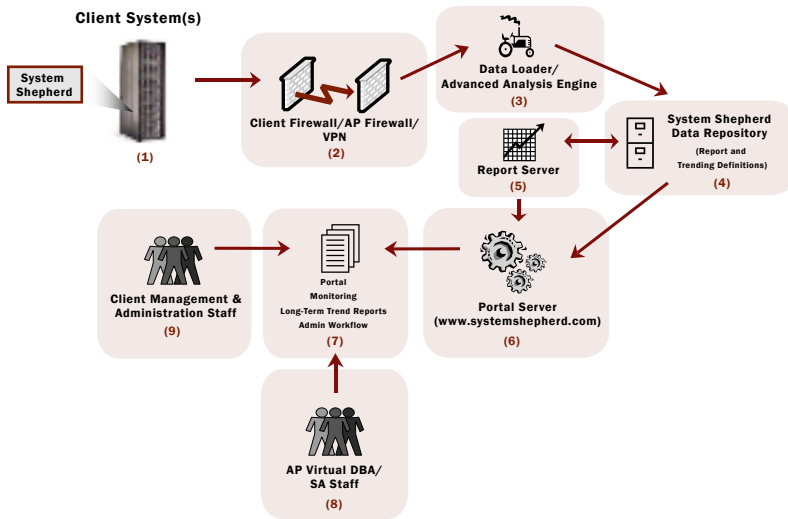


System Shepherd Data Flow



- (1) **System Shepherd Client.** The client component is a daemon process that gathers performance and availability metrics from the system being monitored, produces short-term trends, applies rules to those trends and takes appropriate action. Alerts, performance data and systems availability data are sent from the client system.
- (2) **Secure Data Transfer.** The client system sends encoded performance data and alerts across a VPN or through other secure channels from the client network to the Absolute Performance network. Additionally, alerts are paged to the Absolute Performance virtual systems staff.
- (3) **Data Loader/Advanced Analysis Engine.** This component runs on dedicated servers in the Absolute Performance data center. It consists of two daemon processes. One daemon loads data from client systems and the other daemon runs long-term trends and applies appropriate rule sets to them.
- (4) **System Shepherd Data Repository.** The System Shepherd warehouse stores short and long-term performance and availability data, client system documentation, trend definitions, monitoring rule sets and report definitions.
- (5) **Report Server.** The report server produces weekly and monthly system performance and availability trend reports and uploads them to the portal server.
- (6) **System Shepherd Portal Server.** The portal server is a web server running the programs that produce the end user interface the System Shepherd monitoring system.
- (7) **System Shepherd Portal.** The portal provides a secure view into the health of client systems. Client management, administration staff and Absolute Performance virtual services staff can view real time monitoring information, long-term trend reports and administrative workflow and issue resolution.
- (8) **Absolute Performance Virtual Administration Staff.** The Absolute Performance team of expert consultants. We fix it before it's broken. Remote administration.
- (9) **Client Management and Admin Staff.** Secure access to the monitoring information.

Cyber Management for the Real World™

Absolute Performance utilizes the System Shepherd Cyber Management package to provide state-of-the-art proactive monitoring and virtual DBA/SA services to our clients. With our own cutting-edge artificial intelligence based software and expert consulting services, we ensure that our customers' mission critical systems will remain up and running 24 hours a day. *Absolute Performance provides Cyber Management for the Real World™, regardless of where your market resides.*

The System Shepherd software has a low impact on your system resources, allowing you to maximize your output. It will proactively alert you when your OS, RDBMS and/or applications are operating at levels that are detrimental to your productivity.

Absolute Performance will identify potential problems and resolve them before they cause expensive downtime of your mission critical systems. We will work closely with you to establish definitive criteria to meet your expectations and needs in maintaining consistent systems reliability and top-level performance.

Value Add:

- Higher System Availability
- Your staff focuses on high value-add projects
- Cross-system performance correlation
- Web-based system trend reporting
- Access to a team of experts
- Protection from staff turnover

What's Monitored:

- Operating Systems (HP-UX, Solaris, Windows NT, Linux, AIX)
- Databases (Oracle, MS SQL Server, Informix, Sybase, MySQL)
- Applications (Lawson, Baan, Cold Fusion, Netscape, Suitespot, Apache, Oracle)
- Custom Applications

"We evaluated its (System Shepherd) technical capabilities and quickly decided that System Shepherd would save us from hiring one or two production DBAs, and give us monitoring, notification, and system planning information that an in-house DBA wouldn't."

- Matt McAdams, CTO Active.com

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