

EMC Ionix Report Manager

Part of the Ionix IT Operations
Intelligence Family

The Big Picture

- Streamlines operations, enabling you to refine processes and maximize business efficiency
- Automates the reporting process, from data capture to report generation, delivering reports automatically at defined intervals
- Delivers the information you need to implement changes to address recurring problems
- Maximizes performance by tracking critical event metrics to help you identify the actions to improve service levels

Reporting results of EMC Ionix (formerly Smarts) intelligent analysis

Your organization depends on real-time infrastructure information to ensure proactive service assurance. At the same time, you also need a historical perspective to support business planning, process evaluation, and preemptive upgrades and maintenance.

Taking report management to the next level

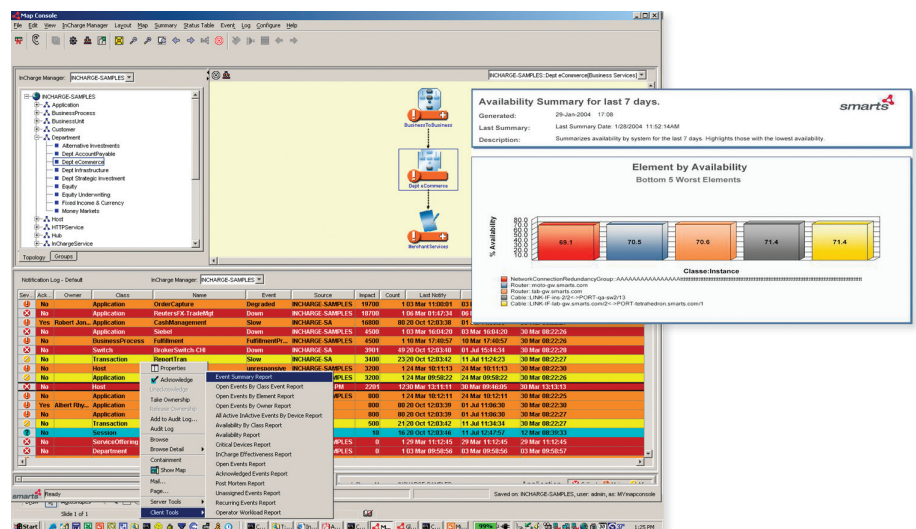
EMC[®] Ionix[™] Report Manager (formerly EMC Smarts[®] Report Manager) captures, organizes, and presents historical data about events and the results of EMC Ionix root-cause and impact analysis in an easy-to-understand, concise format. You can choose from a complete library of standard reports or create customized reports that meet the unique needs of your organization.

With Report Manager, you have the information you need to:

- Identify chronic bottlenecks and problem patterns and plan corrective action
- Schedule preventive maintenance and plan hardware and software upgrades and replacements
- Study critical metrics such as mean-time-to-repair and refine processes to meet performance targets

Report Manager generates reports by mining the event data that resides in EMC Service Assurance Manager and tracking the results of EMC root-cause and impact analysis. Drill-down capabilities give you direct access to detailed reports from within summary reports, and point-and-click navigation allows you to find the specific reports you need quickly and easily. With Report Manager, the entire reporting process is automatic, so reports are generated at the intervals you establish.

EMC Ionix Report Manager retrieves, organizes, and presents historical event information monitored by EMC applications.

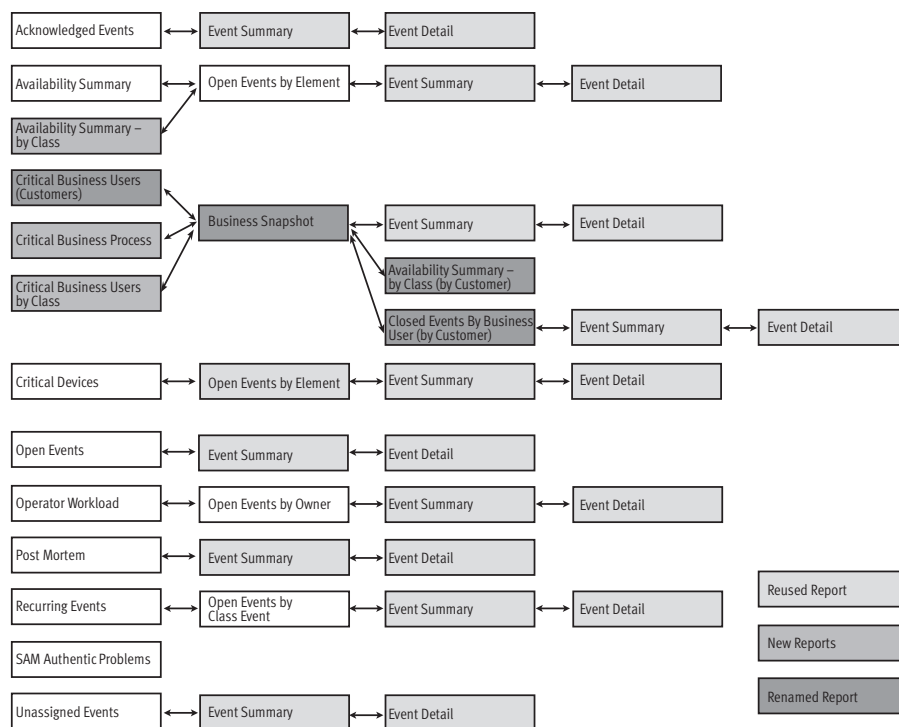


Business features

- Offers an enhanced library of reports that addresses essential business requirements
- Enables you to create customized reports to meet the unique needs of your organization
- Integrates with the latest versions of third-party products, including Oracle Database Server, Data Direct ODBC, Microsoft SQL Database, and Crystal Enterprise/Reports
- Provides easy, secure access from the Global Console, Business Dashboard, or any Web browser

Reports include:

- Acknowledged Events
- Availability Summary by Class
- Critical Business Users
- Critical Business Users by Class
- Critical Business Processes
- Critical Devices
- Open Events
- Operator Workload
- Post Mortem
- Recurring Events
- Service Assurance Manager
- Authentic Problems™
- Unassigned Events



Technical specifications

System requirements: EMC Ionix 6.2 (formerly Smarts 6.2)

Operating systems supported: Solaris 8 and 9; HP-UX 11.00 and 11.11; and Windows 2000 Server and 2003 Server

About EMC

EMC Corporation is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



EMC Corporation
 Hopkinton
 Massachusetts
 01748-9103
 1-508-435-1000
 In North America 1-866-362-2700
 In Europe +44 (0) 20 8758 6750
www.EMC.com

Take the next step

To learn more about how EMC Ionix solutions can positively impact your business and IT operations, contact your local EMC or EMC resource management sales representative, or visit our website at www.EMC.com.