



ServicePilot Technologies monitors Data Centers' data bases

Houston, Texas (USA) and Paris (France), March 26, 2010 – ServicePilot Technologies, an innovative infrastructure monitoring software company, today announced the integration of a new SQL collector in its ServicePilot ISM solution for the management of all versions and sizes of the major databases (Oracle, Microsoft SQL Server, MySQL and PostgreSQL).

This ServicePilot ISM enhancement enables infrastructure managers, as well as DBAs (data base administrators), to better understand and manage database performance to maximize service availability. ServicePilot ISM provides an overview of all monitored database performance through one single Web interface, and takes on the challenge facing many enterprises: manage increasingly complex environments, and identify, prevent and proactively resolve database disruptions before they affect business.

For each type of database, a "ready-to-use" package is defined with relevant indicators, which helps the DBA's objective and directly exploits available data as a complement to information provided by each data base administration tool.

Executing queries allows for the collection of system indicators and database performance statistics (database server and each database). For example, the collected indicators include: the number of connections per instance; tablespace status; log file size; and the line number of a table, query response time, etc.

ServicePilot ISM enables real-time and historical analysis, as well as the correlation of data related to the complete application map: network; physical or virtual servers; and data bases and applications. ServicePilot ISM provides the whole picture of the infrastructure health status and performance, and measures the end-to-end service level.

"An IT department's key challenge has always been to have a global vision of their data centers in order to identify, localize and resolve production incidents before they disrupt users. The data center evolution – network heterogeneity and convergence, server virtualization, growing data base sizes, etc - makes this problem even more complex." stated Bertrand Mahé, President and CTO of ServicePilot Technologies. *"By integrating the management of the data bases, ServicePilot ISM offers a unified and complete visibility of the infrastructure and end-to-end services, enabling IT managers to plan, justify and ensure profitable investments."*

About ServicePilot Technologies

ServicePilot Technologies is a premier provider of business-focused service management solutions that can be easily installed, deployed and operated.

Service providers and Global 2000 companies are turning to ServicePilot Technologies to manage their network and system infrastructures and business-critical applications.

With its proven and robust software suite, the company serves customers across the spectrum of vertical markets including manufacturing, healthcare, financial services, education and government.

ServicePilot Technologies partners with software and hardware leading companies (Alcatel-Lucent, Aastra, Cisco, Microsoft, etc.) and distributes its solution through direct sales, as well as best-in-class integrators to provide its customers with local services (consulting, delivery, integration and technical support).

For more information about ServicePilot Technologies please visit www.servicepilot.com

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