

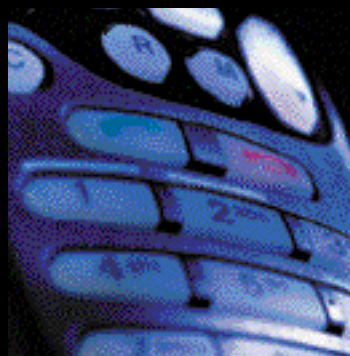
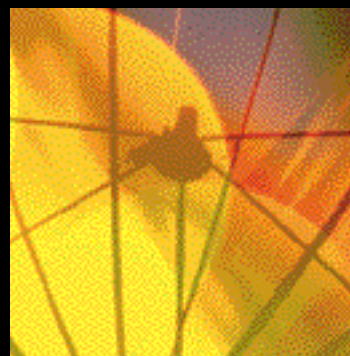
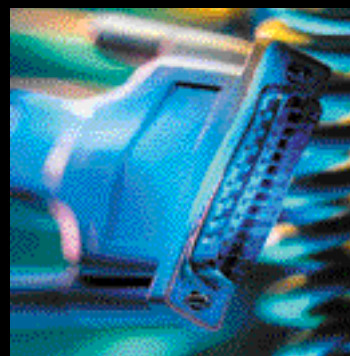
INTEGRITY

EQUIPPING YOUR
NETWORK FOR THE
DEMANDS OF CONTINUOUS
SERVICE AVAILABILITY

in·teg·ri·ty (in-teg-**ə**-tē):
n. an unimpaired condition;
the quality or state of being
complete; unbroken condition;
wholeness; entirety.

DOES YOUR NETWORK
NEED INTEGRITY?

gensym





TODAY'S NETWORKS ENCOMPASS THOUSANDS OF RESOURCES SPANNING VARIOUS PROTOCOLS, MANY USERS, AND EQUIPMENT FROM COUNTLESS VENDORS. THERE IS UNRELENTING PRESSURE ON NETWORKS AND NETWORK OPERATORS TO DELIVER RELIABLE SERVICE LEVELS. PROBLEM RESOLUTION IS AN OVERWHELMING TASK. STUDIES INDICATE THAT 80 PERCENT OF PROBLEM-RESOLUTION TIME IS SPENT JUST TRYING TO PINPOINT THE SOURCE OF THE PROBLEM.

THE ANSWER IS INTEGRITY

THE INTEGRITY ADVANTAGE

- **Expertly manage faults and service levels**
- **Rapidly diagnose root causes of problems**
- **Accurately assess business impacts**
- **Correct problems before they affect your business**

To survive in today's e-business world, your network infrastructure must do all of these things and more. You must be able to rely on your network and have confidence that when interruptions occur, they will be resolved quickly, with minimal repercussions. When every second of a service outage is costly, Integrity is the right solution.

Integrity is Gensym's industry-leading software platform for continuous service availability. Integrity applications expertly manage faults and service levels and help maintain continuous network availability by detecting, diagnosing and correcting problems before they adversely affect services.

For more than 15 years, Gensym has been providing real-time, automated, event and fault management solutions to companies in many different industries. Gensym software has been used successfully by enterprises, network carriers, network management companies and equipment manufacturers to manage their demanding business processes.

FEATURES

An integrated suite of powerful applications within a scalable, open architecture, Integrity coordinates and adds value to traditional network management systems. Integrity also:

- **Acts as an intelligent enterprise "manager of managers," providing a single console view of network operations**
- **Analyzes, filters and correlates alarms and other events**
- **Isolates the root cause of the problem**
- **Measures current and projected service impacts**
- **Guides operators through recovery**
- **Automatically takes corrective action**
- **Performs these functions in real time**

With Integrity, organizations can address their most complex application problems and successfully meet the operations challenges of the future.

BENEFITS

Integrity enables organizations to truly manage services, and turn data into information to effectively identify, isolate and solve network problems that affect service levels. With Integrity you can:

- **Avoid or minimize service disruption**
- **Lower operating costs by suppressing repetitive alarms**
- **Improve service quality**
- **Increase system availability by pinpointing the cause of alarms**
- **Improve time to market of new products and services**
- **Reduce cost and technical risk associated with accelerated implementation of your systems for managing service levels**

INTEGRITY COMPONENTS

Powered by Gensym's leading G2 real-time expert system technology, Integrity encompasses software components that together provide a comprehensive platform for building continuous service availability solutions. These components offer a powerful solution platform for OEMs, value-added-resellers, system integrators, consultants and end users. Integrity's components include:

Integrity Core is the backbone of the Integrity platform. It offers object-oriented domain representation including the "map" of connectivity and containment (topology), and map import/export facilities. It also includes message/event representation and management, user interface development facilities, and numerous utilities. It provides the central developer interface, and can be used as the operator interface.

OPAC (Operator Action) is Integrity's general-purpose graphical language for easy graphical representation of operational procedures. Based on simple "clone, connect, and configure" visual programming, OPAC facilitates the rapid deployment of new systems that require minimal customization. It includes tools such as decision trees, state transition diagrams, correlation via event history query, and general real-time procedural reasoning.

Integrity SymCure is the heart of Integrity's root-cause analysis engine. SymCure visually represents relationships between symptoms and their underlying root causes. SymCure applications enable rapid diagnosis of network problems so that operators can resolve problems quickly and minimize impacts on service levels. SymCure also enables prediction of the impacts of problems, such as which services or even service-level agreements might be affected. SymCure represents root-cause models graphically and generically to support fast development of root-cause models.

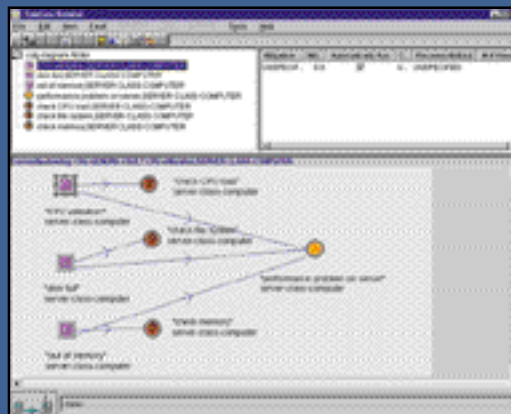
Gateways provide rapid integration to a broad range of standard protocols. These are typically SNMP agents that exchange information with network-management platforms including HP OpenView, NetView. Integrity also includes bridges to relational databases and other operational systems.

Gensym also provides consulting services to assist in user training, installation and customization.

SEEING IS BELIEVING

AT&T uses Integrity to ensure that it delivers the highest level of service availability possible to its hundreds of thousands of customers who use the AT&T network to offer e-mail, fax and Internet services. Integrity provides AT&T with intelligent operations support across the enterprise by filtering diagnostic fault information and automating recovery action. This enables AT&T to use its internal resources more effectively to support the rapid growth of its services as it offers higher levels of service availability to its customers.

Sonera Corporation, a leading mobile communications company in Finland, uses Integrity to ensure high levels of service availability for thousands of cellular-phone users who depend on the Global System for Mobile Communications, the European cellular telephone standard. An Integrity intelligent diagnostic module combines network traffic data with operator experience, resulting in clear, concise alarm information. With Integrity, the fault status and quality level of the network in each zone are clearly identified, which reduces the number of alarms. Network operators can quickly troubleshoot problems and avoid major network interruptions.



SymCure, the heart of Integrity's root-cause analysis engine, visually represents relationships between symptoms and their underlying root causes.

THE COMBINATION OF OBJECT TECHNOLOGY, REASONING TECHNOLOGY, PROVEN RELIABILITY, SCALABILITY AND PERFORMANCE MAKES GENSYM'S INTEGRITY UNIQUE IN ITS ABILITY TO ADDRESS COMPLEX NETWORK, SYSTEMS AND APPLICATION AVAILABILITY PROBLEMS. IF YOU ARE READY TO MEET THE CHALLENGES OF THE FUTURE, THE ANSWER IS INTEGRITY. IT'S THE BUILDING BLOCK FOR CONTINUOUS SERVICE AVAILABILITY.

ABOUT GENSYM

Gensym Corporation is a provider of software products and services that help organizations automate aspects of their operations that have historically required the direct attention of human experts. Gensym's products and services are based on Gensym's flagship product, G2, which emulates the reasoning of human experts as they assess, diagnose, and respond to unusual operating situations or seek to optimize operations. Organizations across a wide range of industries and markets, including manufacturing, communications, transportation, aerospace, and government, utilize G2 to maximize the performance and availability of their operations.

Gensym and its numerous partners deliver a range of services, including training, software support, application consulting and complete solutions. Through partners and through its direct sales force, Gensym serves customers worldwide.

FOR MORE
INFORMATION,
visit Gensym at www.gensym.com or call
1-800-896-3030 (U.S. and Canada) or
+1-781-265-7100 (worldwide).

