



Zenprise Complements Microsoft Operations Manager (MOM)

Zenprise and Microsoft®

Zenprise is a Microsoft Certified Partner with a competency in ISV/Software Solutions and is part of the Microsoft Management Alliance (MMA). Together Zenprise and Microsoft deliver a powerful solution to successfully manage and troubleshoot email problems.

Zenprise Complements & Integrates with Microsoft Operations Manager (MOM)

MOM is effective in highlighting issues on individual servers or devices, but it does not analyze the interdependencies between problems. Rather, it is the system administrator who analyzes the MOM data to manually determine the specific cause and effect relationships between impacted devices. For example, an administrator would need to ascertain whether the problems on the Exchange server are related to the problems on the DNS server or the firewall. They then have to deduce which of the components is causing the problems on the other devices. And only then can they determine the problem resolution instructions.

Zenprise automatically identifies these interdependencies by correlating problems, determining their underlying cause, and providing detailed resolution instructions.

What makes Zenprise unique?

Zenprise automates the manual troubleshooting process by correlating problems, determining their underlying cause, and providing detailed resolution instructions.

Zenprise uniquely:

- Self-Configures
 - System automatically configures what data to collect from what servers
 - System automatically sets and dynamically adjusts thresholds
 - System performs hands-free install
- Self-Manages
 - The system automatically updates itself when new versions are available
 - Symptom Database dynamically updates when new email problems are discovered by other customers, by Microsoft, or by Zenprise employees
- Analyzes
 - Determines interdependencies using Correlation Algorithms
 - Identifies cause and effect relationships using patent-pending Causation™ Algorithms
 - Provides detailed resolution instructions using Correction™ Algorithms

The Zenprise Value

The end result is problem resolution in minutes, rather than hours, days, or weeks. Zenprise's value to customers:

- Faster repair times
- Improved service levels and
- Reduced operational costs