

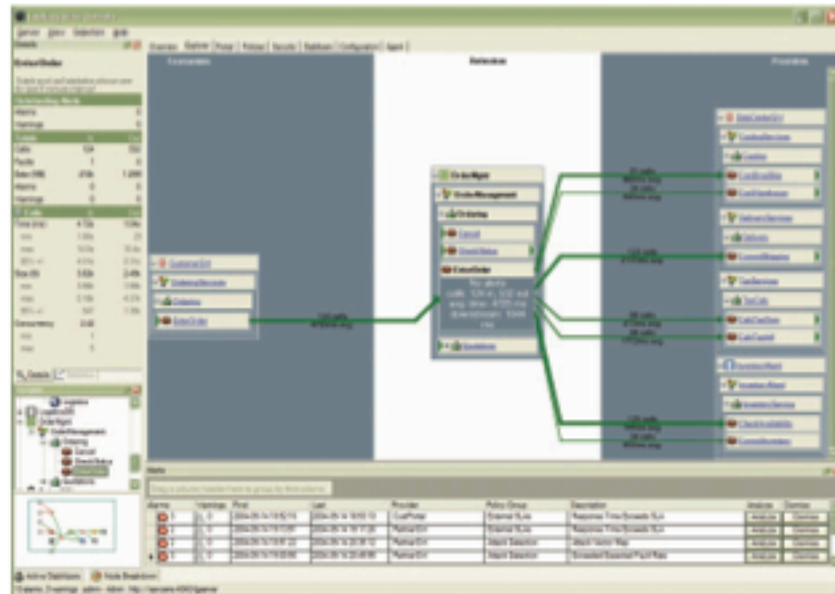


Synchronize IT with Business



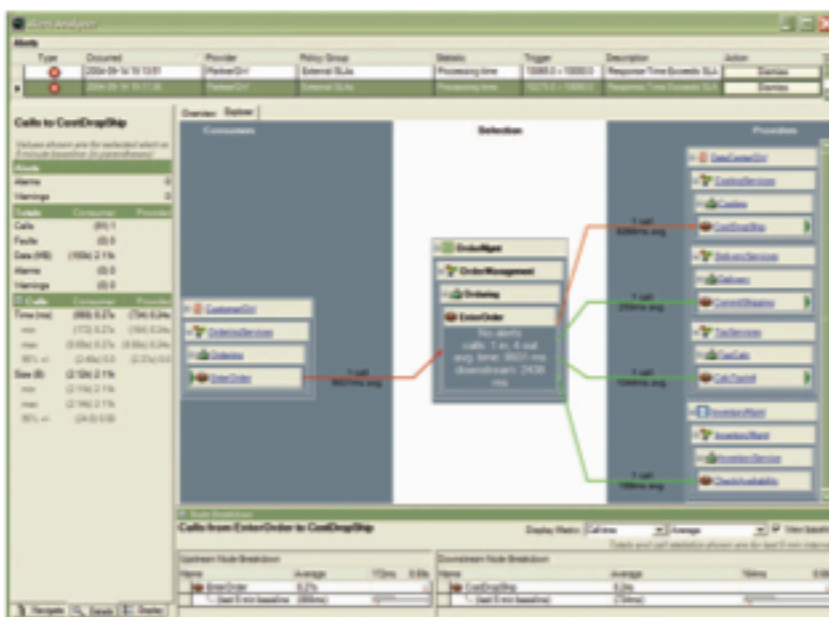
Network Overview Dashboard

The Looking Glass Network Overview provides unprecedented end-to-end visibility and enables network administrators to quickly and intuitively manage their entire SOA.



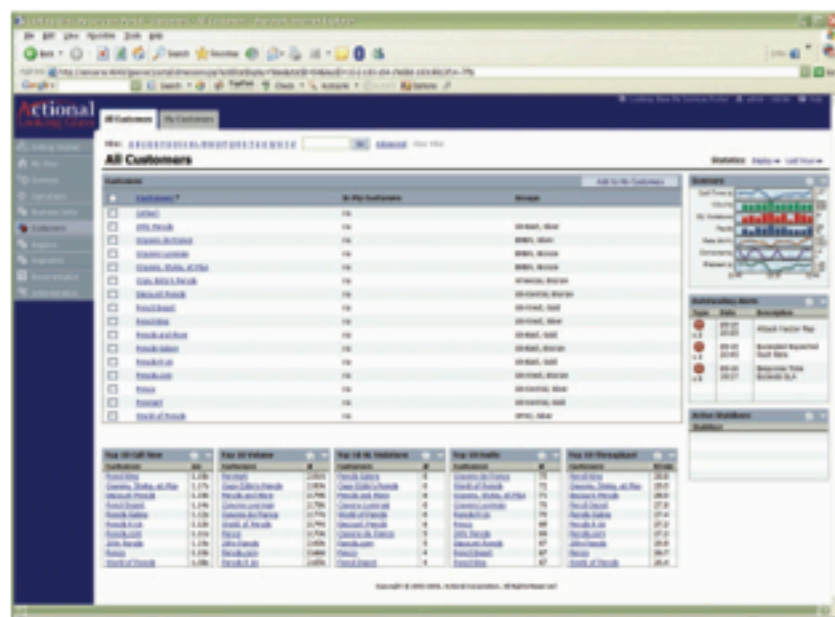
Business Process Explorer

The BP Explorer provides the ability to understand service level and operation level linkages, interdependencies, performance and status down to the specific operation level across the entire service network.



Alert Analyzer

The Alert Analyzer enables root cause isolation and rapid triage by constructing the exact path of each and every transaction or process that triggered an alert.



Management Reports

Looking Glass provides numerous tools to support performance analysis, network health and planning including the ability to sort data and create reports by a variety of metrics including:

- Customer/Customer class – easily monitor and report on SLA's for a specific customer or class of customer such as gold, silver, etc.
- Service – monitor the usage and behavior of a service over time and anticipate the impact of versioning or other changes on service network