

Lotus Domino and Tivoli Monitoring for Messaging and Collaboration software solutions
To support your IT objectives



Proactively monitor your messaging and collaboration environment to maximize use of your resources and help improve customer satisfaction.

Get the most from your investment in messaging and collaboration software

Tivoli Monitoring for Messaging and Collaboration at a glance...

- *Help enhance Domino server performance*
- *Receive proactive alerts to any Domino server issues*
- *Resolve issues instantly with automatic corrective action*
- *Get management reports on Domino service levels*
- *Help increase end-user productivity.*

In IBM Lotus® Domino™, you have one of today's most reliable and scalable tools for business-critical messaging and collaboration. It helps maximize productivity and foster positive relationships with customers, suppliers and partners.

With that in mind, you may want to consider further enhancing your collaborative environment — with IBM Tivoli® Monitoring for Messaging and Collaboration.

Identify issues and instantly resolve them

An on demand business requires that you share data, applications and systems with everyone in your value chain. When you extend your Domino resources to several parties and across multiple locations, systems management can become a challenge for your IT staff.

Tivoli Monitoring for Messaging and Collaboration can help by managing the performance of your Domino resources. It anticipates changing conditions, predicts problems and proactively reconfigures itself to help maintain availability and business process continuity. It's called autonomic computing, and it helps deliver a faster return on IT investments than ever before.

Problem detection, notification and well beyond

Tivoli Monitoring for Messaging and Collaboration detects Domino server issues before they impact your business by:

- ***Monitoring Domino server status***
It tracks key Domino components and gives you realtime updates about the availability and performance of Domino servers so you're kept continually apprised of system status.
- ***Notifying administrators of problems***
Administrators receive proactive, out-of-the-box alerts of a Domino server problem as soon as it happens.
- ***Implementing fixes automatically***
It not only identifies Domino server issues but can immediately and automatically resolve many of them — before they affect end users.
- ***Collecting performance data***
Performance metrics and service level organization data are collected on a continual basis. You can use this valuable information to analyse historical patterns and trends as well as to assess system performance, predict trends and evaluate enterprisewide business impact.



As simple as it is effective

Built on the IBM Tivoli Monitoring engine, Tivoli Monitoring for Messaging and Collaboration offers multiple capabilities that translate to flexibility, efficiency and ease of use:

- **Web-based interface**

Administrators can use a single, intuitive, Web-accessible interface. And end users can view the system environment and perform administrative tasks from remote locations.

- **Resource-level remedies**

Problems and fixes can be addressed at the resource level so you can focus on more serious problems that affect multiple systems and users.

Real-world benefit...

The management reporting capability of Tivoli Monitoring for Messaging and Collaboration makes it the ideal tool to measure the performance of IT maintenance contractors against their service level agreements.

- **Built-in best practices**

The application includes built-in best practices that combine administrators' collective expertise on how to manage Domino server components.

- **Plug and play**

With default thresholds and checks for problem persistence, the best practices require minimal configuration, accelerating time-to-value right out of the box.

- **Management reporting**

It provides a central data warehouse for enterprise systems management metrics so you can analyze historical patterns and trends and proactively manage your Domino environment.

- **A single, central repository**

Whether you need to access data for service level management, capacity planning, charge-back capability or business context-specific management capabilities, all your data reside in one central, easy-to-access location.

Enhance Domino performance

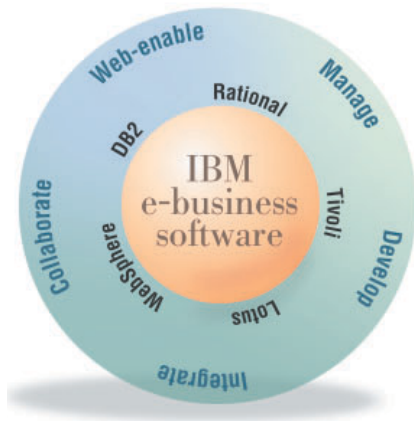
Tivoli Monitoring for Messaging and Collaboration is ideal for organizations that manage complex environments and need reliable, around-the-clock e-business capabilities. It provides a highly secure, highly available e-business infrastructure that helps reduce costs, increase revenue and improve customer satisfaction.

What they're saying...

"We're extremely satisfied with how Tivoli software helps us proactively monitor the technology underpinning our business."

Peter Kempinski, Innovation Architect, United Energy

Tivoli Monitoring for Messaging and Collaboration and e-business on demand



A successful e-business can leverage five capabilities provided by e-business software solutions from IBM which work together to facilitate e-business on demand:

DB2® information management software
Turns data into information on demand

Lotus software
Offers the instant collaboration and communication capabilities for an on demand world

Rational® software
Helps you improve software development capability with tools, services and software engineering best practices

Tivoli software
Helps you intelligently manage the complexity of an integrated, on demand operating environment

WebSphere® software
Provides a leading platform for creating and operating an on demand business.

Today's e-business needs to rapidly address emerging business requirements, changing business models and designs, and evolving relationships with customers, suppliers and partners.

In addition, with the Internet continuing to promote major revolution in business and advances in technology, companies must be mindful of emerging business trends — or risk falling behind the competition. The latest trend is e-business on demand™, which integrates business processes to deliver business agility across an enterprise, as well as with customers, suppliers and key partners.

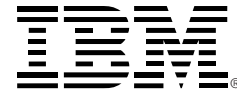
IBM offers powerful software solutions — including Express versions for small and midsized businesses — to help you optimize your current technology investment and move your company to the next phase of e-business.

The portfolio of e-business software solutions from IBM works in concert to provide a total, balanced infrastructure. That can help foster a smooth transition to e-business on demand.

For more information

To learn more about Tivoli Monitoring for Messaging and Collaboration, contact your IBM sales representative or IBM Business Partner or visit ibm.com/software/synergy. Or call:

- In the United States and Canada, 877 426-3774, priority code 103AE023
- In the U.K., 0870 010 1133
- In Australia, 132 426; ask for software sales
- In New Zealand, 0800 801 800; ask for software sales.



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