



**FOR IMMEDIATE RELEASE**

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**ZYRION INTRODUCES AFFORDABLE BUSINESS SERVICE MONITORING  
TO THE MID-MARKET WITH NEW TRAVERSE SOLUTION**

*Unique Business Container Approach and Service Level Monitoring Provide the  
Mid-Market with Real-Time View of Complex Services*

**SUNNYVALE, Calif., November 10, 2008** – Zyrion Inc., a provider of BSM and IT infrastructure monitoring software for mid-market enterprises, today announced the Zyrion Traverse™ business service management (BSM) solution for mid-market enterprises. Zyrion Traverse is powered by the company’s unique Business Container and Service Level Management (SLM) technologies, enabling mid-market enterprises to manage increasingly complex business services to gain end-to-end correlated monitoring capabilities.

“Zyrion’s mission is to deliver a mid-market BSM solution which offers network and application monitoring and relates it to the impact on IT services,” said Vikas Aggarwal, founder and chief executive officer of Zyrion, Inc. “Our innovative Business Container and Service Level Manager modules enable organizations to align IT with the needs of the business by providing IT information that is relevant to managing the day-to-day operations of the business. Zyrion allows the IT team to go beyond just identifying which router or server is down, since our solution also identifies the affected IT services and the impact on the business.”

Zyrion Traverse is a key component of the company’s strategy to fill the critical gap in business service management (BSM) for mid-market enterprises. Business processes and services are increasingly reliant upon the IT infrastructure, even within medium sized companies, yet to date there are only a few network management solutions that can correlate IT infrastructure to end-to-end service delivery. Zyrion Traverse provides the full-featured capabilities for BSM that these enterprises require, providing business oriented views of their IT infrastructure with a much lower Total Cost of Ownership (TCO) compared to legacy solution alternatives. For more information about Zyrion’s

strategy, see today's press release, "*Zyrion Delivers Affordable Business Service Monitoring to the Mid-Market.*"

### **About Zyrion Traverse**

Traverse's Business Service Containers and the real-time Service Level Manager provide the core foundational pieces for a comprehensive BSM solution for mid-market enterprises. Traverse's Business Containers allow different departments and users to create views of the network that align with their roles within the organization. Users can create service containers that include tests and/or devices from multiple departments, generate reports on service containers and get uptime information and real time status for services. Enterprises can also be alerted if services fail or exceed defined thresholds.

Traverse Service Level Manager can leverage Business Containers to manage Service Level Agreements (SLAs) for business services that are supported by the underlying infrastructure. Traverse's flexible Service Level Manager solution is used for tracking compliance against user defined SLA metrics. Service Level Manager monitors and measures SLAs from a business service perspective, enabling mid-market enterprises to identify trends and avoiding failures using proactive reporting and measuring business impact of infrastructure issues. SLA compliance for service level metrics is calculated and displayed in a real-time dashboard. While traditional SLA reporting tools can give the status of an individual metric, Traverse can measure SLA compliance of end-to-end IT services while keeping time of day and weekend schedules as part of its calculation. Additionally, multiple SLA reports can be generated on demand using Traverse's flexible reporting framework.

Traverse's Service Level Manager has been designed to accommodate complex, distributed IT services in today's enterprise. Service Level Manager allows IT personnel to create complex SLA metrics to reflect end-to-end IT or business services combining values consisting of one or more device tests. With Service Level Manager, IT personnel can also specify the hour of day and day of week during which the SLA should be calculated, for example avoiding weekends and non-business hours in the calculations.

"Traverse not only provides us with real-time information through an easy-to-use interface that can be utilized by both operations personnel and senior managers, but is also easily and efficiently administered, allowing us to monitor our infrastructure with much lower ongoing operational costs compared to traditional enterprise solutions," said Carl Taylor, Director of Operations, Alexander Open Systems. "Zyrion Traverse provides us with end-to-end correlated monitoring, enabling us to quickly identify impacted services, trouble areas, and problem sources by using a variety of real-time dashboards for IT services monitoring."

### **Pricing and Availability**

Zyrion Traverse, including the Business Container and Service Level Manager modules is available now. Pricing for Traverse starts at \$50,000 with an average price of \$90,000. For a free 30 day trial or to view a demo, please visit: <http://www.zyrion.com>.

### **About Zyrion, Inc.**

Zyrion is a provider of BSM and IT infrastructure monitoring software for mid-market enterprises. The company's business service container technology allows mid-level enterprises to more easily and effectively manage IT-enabled business processes and services. Zyrion's flagship Traverse solution, provides correlated, end-to-end monitoring capabilities that link underlying applications and the IT infrastructure to business services. Pricing for Traverse starts at \$50,000 with an average price of \$90,000. Zyrion has its corporate offices in Sunnyvale, California. For more information, go to [www.zyrion.com](http://www.zyrion.com) or call +1-877-7-ZYRION.

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