

SuperVision[™]

U.S. Patent #s 5,592,657; 5,689,637; 6,275,855; and Others Pending

Product Overview

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SuperVision is protected by United States Patents 5,592,657; 5,689,637; 6,275,855 and by others pending.

The IDG 9074[®] Secure Communications Controller[®] is protected by United States Patent number 6,578,146.

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Reduce Downtime, Increase Efficiency, and Cut Costs with SuperVision™

An Enterprise Management Suite

SuperVision is a data center management suite used in the data processing centers of companies worldwide—including many in the Fortune 500—that place a high priority on increasing efficiency and cutting costs. It can do the same for you. (A partial list of companies using SuperVision appears on page 6.)

SuperVision provides total control of your system's data center functions from a central location. With its powerful set of tools, SuperVision gives you the ability to identify, evaluate, resolve, and automate any task, event, or response on virtually every platform in your data center.

In brief, you can monitor and respond to every system in your enterprise, while having the flexibility to create and employ customized, intelligent automation scripts—enabling precise and reliable automation of any task or event.

Based on the Windows NT®/2000/XP operating system, SuperVision offers point-and-click, multi-tasking functionality in one software platform. With SuperVision, you can:

Decrease staffing needs. Technical personnel are in high demand, and SuperVision lets you operate your data center with fewer staff, saving money on salaries.

Increase system “up” time. SuperVision allows problems to be resolved rapidly, reducing system “down” time and ensuring maximum availability.

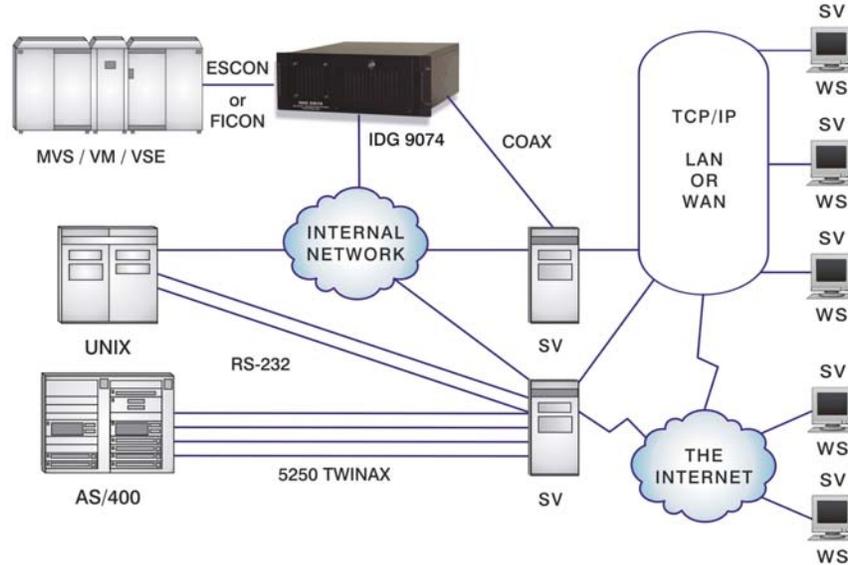
Gain secure remote access to your enterprise. SuperVision lets an operator securely manage any machine in the enterprise from his or her office desk, home computer or remote laptop. Personnel who are away from the office can use the remote access feature to telecommute, allowing them to complete their work even if they aren't locally networked to the system. It not only gives technical support people the ability to reach a system quickly, but also allows them to download history files with the most current history loaded first—allowing them to spot and resolve problems quickly.

Achieve quick, non-disruptive installation. SuperVision installs quickly and allows the enterprise systems to stay “up” during installation. Most software programs require that the systems be shut down during time-consuming installation.

Control multiple operating systems. SuperVision provides you control of multiple platforms, including z/VM®, OS/390®, z/OS®, z/VSE™, UNIX®, AS/400®, VAX/VMS, TPF, Linux®, and NT environments.

By offering console consolidation, automation, and secure remote access capabilities in one software package, it's easy to see why SuperVision is the leading choice for meeting information processing and remote access needs.

A Typical SuperVision Installation



SV = SuperVision Server

SV WS = SuperVision Workstation

IDG 9074 = IDG 9074[®] Secure Communications Controller[®]

Console Consolidation

One key to SuperVision's success is its ability to bring console screens from mainframes running different operating systems together onto one PC screen, from which, a single operator can monitor all systems simultaneously, sending commands and responding to particular messages with only one software package. This reduces the labor and technology costs needed to operate multiple computer systems. Also, console consolidation reduces floor space requirements for hardware allowing you to use space more effectively.

You can use SuperVision to streamline operations and cut costs by reducing the overall number of terminals. You'll make better use of personnel by allowing them to manage message traffic on multiple systems, simultaneously. Also, you can reduce downtime with a management tool that offers both emulated screen and scrolling message history. SuperVision generates extensive, searchable, history logs – even during an IPL.

SuperVision uses one industry standard platform—Microsoft[®] Windows NT—to successfully consolidate systems. Data from the consolidated mainframes can also be distributed to multiple operators using one operating system and one software package.

Consolidation Benefits Summary

- Consolidates multiple screens simultaneously onto one workstation
- Provides a central point of control.
- Provides cross-platform support for UNIX, z/OS, VM, NT, AS/400, OS/390, Linux, TPF, and VSE.
- Gives operators access to multiple terminals from one location.
- Reduces labor costs as fewer technical personnel are needed to operate your systems

Automation

SuperVision's automation package streamlines data center managers' daily activities resulting in labor and technology savings, while increasing worker productivity. It gives you the tools to know that your system is running efficiently, while guaranteeing your jobs are initiated error free and on time.

One SuperVision feature lets you automatically respond to any message received from the host system, using designated response-sensitive words and phrases. You can also control the color and suppression of messages, and initiate your own REXX or Visual Basic® programs. In brief, you get more control over daily operation.

You can create keywords that trigger Shutdown-Restart-IPL sequences, launch applications (such as payroll) at a scheduled time, Power-On-Reset, message coloring, immediate paging of personnel, and automatic tape changes...to name a few. SuperVision is even capable of capturing system error messages during an IPL, since it resides "outboard" from the host operating system.

SuperVision automates cross-system and cross-platform scheduling and message handling. For example, SuperVision can automatically start a task on an z/OS system once a task completes on a UNIX or VM system. This guarantees prompt and accurate job initiation while freeing operators to carry out other duties

Since SuperVision resides on a PC apart from the host machine, it can easily be incorporated into your processing system, running hand-in-hand with existing automation and providing supplemental message capture and response.

Automation Benefits Summary

- Automates operation of cross-system/cross-platform scheduling and message handling.
- Significant reduction of labor burden due to automation process.
- Improved systems operation due to message suppression and highlighting techniques.

Secure Remote Access

In addition to consolidating system control and automating both scheduled tasks and event responses, SuperVision allows you to do so remotely. You can access a SuperVision PC and the systems connected to it from anywhere that you can connect to a TCP/IP network (i.e., the Internet, leased phone lines, organizational intranets). SuperVision lets you tightly control remote user access, while extensively encrypting data transfer. This means any task that you can perform from your local terminal you can also perform securely from home, another office, an airport, or anywhere in the world!

With this feature, SuperVision increases staff mobility without jeopardizing system security. It also provides a secure, cost-effective alternative to expensive leased phone lines and non-encrypted dial-up/dial-back procedures with costly long distance charges.

The Secure Remote Access feature allows traveling sales staff to work more effectively with distribution centers. Likewise, branch offices can be in contact with corporate headquarters and employees can telecommute to ensure coverage while they are out of the office.

All of this helps to significantly reduce the time required to evaluate and implement solutions for system slowdown and failure. Regardless of location, your support staff can conference over history files and screens to get your mainframe system back up and running quickly.

Note: SuperVision includes a patent-pending “Instant Replay” feature that allows data center operators to efficiently troubleshoot problems. When a problem occurs, the data center operator needs to view the event logs that led up to the system failure. SuperVision allows the operator to use simple onscreen controls to locate and view the history surrounding a system error. Without SuperVision, the operator must wade through pages and pages of logs trying to find the point of failure. SuperVision simplifies the operator’s search and allows him or her to resolve the problem with greater speed.

Remote Access Benefits Summary

- Securely access your data center from anywhere you can connect to a TCP/IP network.
- Eliminate employee commute time when there is system trouble.
- Ensure coverage when employees are out of the office.
- Obtain remote access to historical data to fix problems quickly.

How SuperVision meets your needs

“I need to know about a problem quickly.”

SuperVision monitors the messages being generated by multiple processors, and can be custom configured to detect and respond to designated events. For example, a failed IPL attempt or any other system error can be predefined to trigger SuperVision’s automatic contact of technical support personnel.

“I need to access the distressed system remotely.”

SuperVision gives you the ability to safely connect to your system from anywhere in the world. It increases mobility without jeopardizing system security, allowing off-site personnel to reach a distressed system more quickly and without substantial cost.

“I need to gather system information and history.”

In addition to enabling access to multiple mainframes that are running multiple platforms, SuperVision also provides supplemental tools that aid in troubleshooting system errors. You can access a complete history of all console activities.

“I may need to conference with other personnel.”

Another factor that contributes to fast, effective problem resolution is good communication between remote engineers and the local operator who is attempting to respond to a system error. SuperVision allows the user to apply multiple resources by enabling other remote users and local operators to simultaneously view the same emulation and log history without conflict.

For example, an engineer can view an emulation of the operator’s console, evaluate the situation, and talk with the operator about corrective actions. A specialist in Atlanta can log on to a system already being remotely evaluated by an engineer in Chicago as well as an engineer in Dallas. Resources are pooled without physically relocating people.

“I need to implement the solution.”

As outlined above in consolidation, SuperVision provides access to multiple system consoles from one PC screen. The information displayed in each connection window is passed as it is generated, and all emulated screens are exact duplicates of the system terminal.

SuperVision connects with mainframe and mid-range computers through a variety of protocols, including 3270, 5250, VTxx, etc. SuperVision’s ability to emulate the dumb terminal of a local coax or twinax connection allows viewing several types of screens, including the master console screen, hardware screens, and application screens.

A field engineer often requires wide access to all aspects of a mainframe computer system in order to resolve problems and reduce downtime. SuperVision provides this access by emulating all types of system screens and making them easily accessible by local or remote use.

SuperVision Summary

From its beginnings as an automator of commercial TPF networks, SuperVision has developed into a sophisticated, functional data management system. It has continually met the needs of a changing industry by:

- * Expanding platform support to include intermixed z/OS, VM, VSE/ESA, UNIX, Linux, Windows, and OS/400 environments, all from a single PC screen;
- * Operating multiple systems from one common platform and controlling all with one common user skill set;
- * Providing access to your system from anywhere in the world, using the highest levels of security available;
- * Reducing downtime and recovery time by allowing off-site technical support to immediately access current history, view screens simultaneously with the operator and troubleshoot a distressed system quickly—even during IPL failure;
- * Automating cross-platform and cross-system tasks, including Shutdown-Restart-IPL sequences and remotely administering automation routines;
- * Enabling thorough automation testing and operator training without jeopardizing live operations or development environments; and,
- * Incorporating proven industry standards, such as the Microsoft Windows® NT operating system and Visual Basic programming language.

With a brief trial, you can discover how SuperVision provides your company's operations team with system consolidation, task automation, secure remote access, and the efficiencies that these features provide.

Partial list of companies using SuperVision: Citigroup, L.L. Bean, Perot Systems, EDS, Union Pacific Railroad, Chicago Board of Options Exchange, Inovant (Visa), AT&T, Wells Fargo, and Verizon.

For more information, please visit our website at www.supervision.com or contact us at:

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