

EnterpriseAM
Software
Usage



Software Usage Monitoring Delivers

With EnterpriseAM™, your inventory data is accurate, complete and timely. How does the Software Usage™ Option add value to EnterpriseAM and to your IT asset management business practices? Through software usage monitoring, the business decisions surrounding purchasing reach the next level of sophistication, increasing the efficient use of your existing hardware and software. Pre-purchase evaluation is one way that usage data delivers savings to the organization. With usage data, organizations determine what end-users need based on actual use and not on guess-work. Analysis of usage data yields direct savings by avoiding unnecessary purchases. Usage data also delivers a better understanding of software utilization that helps make better decisions throughout IT management and operations. Service oriented IT departments can finally relate actual use of assets and establish meaningful and attainable service levels.

Eracent's Software Usage Option for EnterpriseAM provides the detailed usage information for both Microsoft Windows and UNIX-based software products that IT managers need to make the best decisions. A fully web-based tool, the option enables organizations to understand the effectiveness of their license and hardware purchasing strategy across platforms.



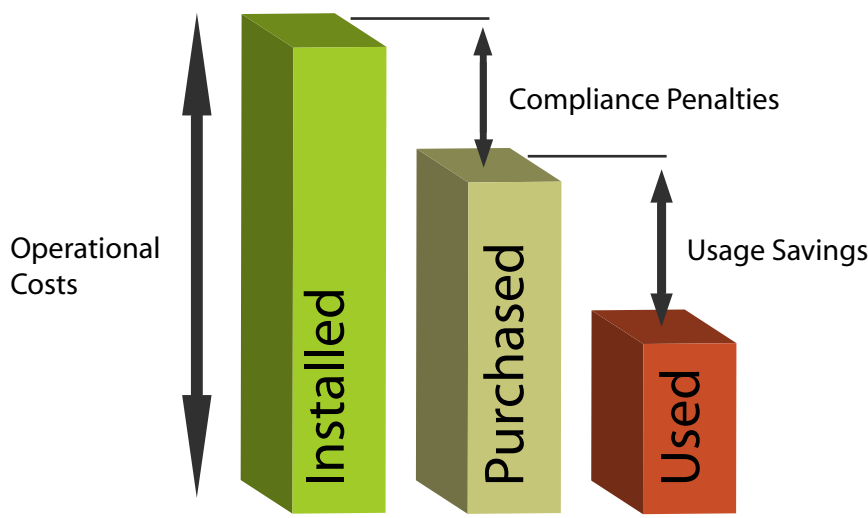
“Knowledge of how software is used translates into governance, savings and compliance.”

Business questions for applications	Analyze in-depth with the Software Usage Option:
What is being used?	<ul style="list-style-type: none"> >> How long was an application open? >> What time of day is the application used?
How are applications being used?	<ul style="list-style-type: none"> >> Are applications launched and left unused? >> What applications are actually active with interaction from the user?
What are the opportunities for savings?	<ul style="list-style-type: none"> >> Is paying for a “true-up” the best choice to match licensing to actual use? >> Would a reader-only version of the application meet the user’s needs?
How can asset management eliminate risk?	<ul style="list-style-type: none"> >> Are there any illegal applications being used from USB, Flash or CD Rom drives? >> Is the complexity of the software on the network necessary or can security control be tightened without loss of user functionality? >> Is it time for a hardware upgrade or are there inappropriate files like mp3 music files on the hardware?

To answer these types of questions, Eracent’s Software Usage Option collects and analyzes real-time hardware and software usage information for specific machines or groups of machines, regardless of their physical location and with minimal infrastructure.

End users users typically have a number of different applications open on their workstations whether they are working with Windows, Macintosh or UNIX applications. With the level of accuracy and completeness available through the Software Usage Option, you can review the application mix on a workstation or server and determine whether an application needs to be there. Detailed metrics include:

- >> User ID
- >> Product Name
- >> Version
- >> Process Name
- >> Status
- >> Total Time Open
- >> Total Foreground Time
- >> Launch Count (all platforms)
- >> I/O Bytes
- >> CPU Time
- >> Total Mouse Clicks
- >> Key Strike Total



Concurrent licenses are particularly difficult to manage and a frequent candidate for usage monitoring. There is no other way to determine how many licenses are necessary to satisfy the user pool. While some products include a hard stop at the licensed number, the extent of dissatisfaction for the users is unknown. For products without the built-in hard stop, compliance becomes the issue.

Concurrent usage statistics are the missing link to managing concurrent licensing. The Software Usage Option provides:

- >> Real Time Number of Concurrent Users
- >> Maximum Number of Concurrent Users
- >> Timestamp of Maximum Concurrent Users

STREAMLINED TECHNOLOGY

The module requires a very small application to be installed on each end user device, and transparently integrates with the information stored on the EnterpriseAM collection server. Using Eracent's flexible web-based reporting system, IT managers can access any cross section of the available data, examining all aspects of their deployed software and the extent to which it is used in the enterprise.

Each end-user machine running the Software Usage Option of EnterpriseAM sends software usage data to the Eracent central server database. The Software Usage option executes on the end-user systems when the system is in use and automatically starts when the system is powered on. Configurable, periodic connections to the server are all that is needed to upload the collected software usage data. When the end-user computer is operating, the Option monitors the applications and background processes that are used. Data is encrypted, compressed and delivered on a user-defined schedule. While the monitored machine is off-line, the software usage data is cached locally in memory and to disk.

CPU percentage use is unnoticeable, remaining essentially 0% while it is active.

Reports turn data into decision making information by reporting the details, aggregated to match the organization's structure as well as to the user and organization level.

Ad-hoc query capabilities add flexibility for quick information sharing. These custom queries may be saved for future use. The reporting and querying capabilities are added seamlessly to the comprehensive reporting available through EnterpriseAM.

DEEP VISIBILITY

End users typically run different applications at the same time on their workstations. In many environments Windows, Macintosh and UNIX applications are distributed across the enterprise, with some server-based and some operating on stand-alone computers. This complexity can make it difficult to understand how "windowed" applications are being utilized and what the level of interaction is with the end users of those applications. What if the application is running but minimized all the time? The Software Usage Option provides the detailed usage metrics to understand and answer your critical utilization questions.

Usage solutions that only read windowed desktop application usage information can only give partial answers to your usage picture. Many licensed products have background processes and plug-ins which require a license for legitimate use. The Software Usage Option measures the usage information of background processes, and goes beyond to the application associated with the process. Accurate license usage with Eracent takes into account BOTH the windowed applications and their associated non-windowed services.

SMART AND SCALABLE

The monitoring option runs on end-user systems, executing automatically when the system is powered on. Periodic uploads that are configurable are all that is needed to collect the software usage data.

When not communicating with the server, or when off-line, the software usage data for that monitored machine is cached locally in memory and to disk.

When the end-user computer is operating, the option monitors the Task list, and records the various configurable usage metrics for each application, calculating the usage data for every user on each monitored machine. **CPU percentage use consumed by the usage software remains essentially 0% while the software is active. The memory footprint is approximately 2 MB.**

By default, data is sent back to the server several times daily if data is available. Null sets are not transmitted.

CONFIGURABILITY

The software records the data on a user-defined reporting interval, which may be set via the EnterpriseAM web interface by an administrative user. The default setting is hourly recording on a 00:00 to 24:00 clock.

Usage tracking can be configured to include all executables (with exceptions), or a specific list of executables, enumerated by the user. These settings are done via the EnterpriseAM web interface by an administrative user.

Reports for the Software Usage Option bottom-line the total usage by application and total usage of each application per reporting hour. Customers aggregate data and reports to match the organization's structure, with user and organization default aggregations. Reports include total files per application and changes in the total number of such files over time. As a flexible web-based reporting system, IT managers can examine any of the available data, analyzing all aspects of their deployed software and the extent that it is used in the enterprise.

CHOOSING WHAT TO MONITOR

All users in the environment can be monitored. Multiple users for a single machine are not a problem. Sessions occurring within Citrix or Windows Terminal Services can be monitored with the Software Usage option.

For applications, choose specific machines or groups of machines and monitor all applications, with some exceptions, or a select list of applications. Specification can be as explicit as only monitoring process run time information or be as detailed as determining mouse click and key strike interaction information on specific processes. Windowed applications and background services can be monitored as well. Use the real time concurrent usage reporting to determine how many licenses are in use at the same time, what time of day is the heaviest use and where the usage is occurring. Any process running within the environment can be monitored for concurrency.

THE ERACENT DIFFERENCE

Accuracy and completeness are the essential aspects for any software usage functionality and are the hallmark of the Eracent suite of IT asset management products. The Software Usage Option of EnterpriseAM delivers on this promise, whether it is used in conjunction with the rest of the Eracent suite, or integrated with other elements in your environment. Not all software usage solutions are created equal. Many solutions tout impressive usage gathering capabilities. Eracent is the only solution on the market to provide all of these advantages with minimal infrastructure and the ability to scale to hundreds of thousands of endpoints.

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