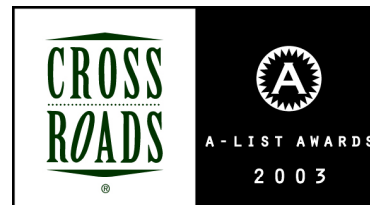


Resonate, Inc.

Sunnyvale, CA

Resonate Commander

➤ Performance Management for Java Applications



CUSTOMERS AT WORK

A financial exchange, a high-volume custom printer, and university computer centers were among the reference customers. Common strategic objectives included:

- Managing performance of business applications and user-visible services (not just boxes or wires)
- Noticing performance problems of multi-tier Java applications before customers do and responding promptly and effectively
- Collaborating more effectively across the various IT disciplines

WHY RESONATE?

Resonate solutions deliver real time, end-to-end application performance management for J2EE application environments. Resonate Commander is a user-centric application performance management solution that proactively locates, diagnoses, and resolves outages and performance bottlenecks before they impact end users or the business.

Commander delivers a holistic solution combining deep monitoring and control of distributed application components with comprehensive testing of end-user and business service levels in order to significantly reduce the frequency and duration of critical performance problems.

COMPANY INFO

Resonate is a public company (NASDAQ: RSNT) with 65 employees. The company is in the process of going private.

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BUSINESS IMPACT

Near-term value: Reference customers have successfully used Resonate Commander to ensure consistent performance and availability of key Java-based business applications and services. Prior to adopting Resonate Commander, companies suffered embarrassing outages and slowdowns that could not be diagnosed and resolved promptly using traditional box-and-wire-based approaches to system and network management.

Enterprise innovation: Now, companies can measure, manage, and improve the services that are important to customers, such as: Is the order entry system up and running? How long does it take to provide a quote? How long does it take to confirm an order?

Technology gains: Reference customers say Resonate Commander is a valuable complement to system-and-network management frameworks such as HP OpenView. It provides end-to-end views of services most important to business owners, and it enables IT to take corrective action required to meet negotiated service levels.

SUCCESS FACTORS

Project strategy: The biggest success stories with Resonate Commander have the same opening chapters: business and technical justification. First, IT was tightly focused on applications that were financially important to the business or that impacted a significant percentage of users. Second, a cross-functional team tested Resonate Commander to prove what it could add to existing approaches.

Skills: The project manager must be able to communicate effectively with not only the business side but also with all the various specialist disciplines in IT operations.

Resources: Teamwork is the key to successively improving application performance. After the obvious fires are put out, it can be hard for IT to decide where to aim next. Accordingly, reference customers recommend working with the business side to prioritize the most important services within applications and to develop user-centric problem definitions. Then work across the various IT disciplines to identify all the moving parts. Once this planning is done, applications and services can be brought under management very quickly with Resonate Commander.

Fit: Reference customers recommend Resonate Commander for financially important customer-facing applications and Web-based business services, as well as for internal applications or services that impact the majority of the user population.

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ABOUT THE CROSSROADS A-LIST AWARDS

The Crossroads A-List identifies the best newly proven products and services transforming business today. Winners are determined after an analysis of the vendor's strategy followed by confidential, in-depth interviews with early adopters.