



Monitors

Helix offers real-time monitoring of servers, applications and network devices in a single product, providing end-to-end views across your entire IT infrastructure. The auto-discovery feature automatically finds available tests on your network, and provisions them with default thresholds on initial installation.

Integrated Fault and Performance

Helix was designed to provide real-time fault status as well as long term (up to several years) historical trend data. Most products do not have the architecture to deal with the thousands of data samples collected every day from your servers and network devices and report on them in a meaningful manner. **Helix** not only collects and stores the data for up to three years, but performs smart aggregation on the fly to control the database size and avoid database maintenance altogether.

End-to-end Monitoring

Helix uses an object oriented architecture to allow it to monitor applications, networks and servers in a single product.

You can monitor:

- ▶ web servers, databases, mail servers, DNS, radius, etc.
- ▶ traffic and bandwidth on network routers
- ▶ memory, CPU load and disks on servers

The multi-threaded polling engine automatically sends multiple queries in the same packet to reduce the network overhead, and can handle a very large number of queries in an efficient manner. Polling intervals and thresholds can be customized for each test independently even down to a minute frequency, thus maximizing flexibility for users.

Meaningful Metrics

Helix automatically converts raw metrics such as 'bytes out' into useful metrics such as 'bandwidth' or 'traffic' and memory used into percentage of total available memory. The application monitors (such as DNS, radius, mail, etc.) understand the protocols and do complete synthetic transactions in order to determine the real status and response time of the servers and their impact on end users. Historical reporting on all the metrics is available instantly from the real-time reporting engine.

About Fidelia Technology, Inc.

Fidelia delivers “Instant Business Visibility” by providing real-time business-oriented views of a company's IT infrastructure as applied to its business services. Fidelia's flagship products, NetVigil and **Helix**, empower enterprises and small businesses to view the performance of applications and related IT infrastructure across domains, departments and multiple geographic locations. A leader in the emerging 3rd-generation business management software market, Fidelia provides substantial return on investment by enabling companies to proactively manage service delivery with maximum cost efficiency. For more information, please visit

[Http://www.fidelia.com](http://www.fidelia.com) or call 866-FIDELIA

Contact us:

Fidelia Technology, Inc.
Suite #205
300 Alexander Park
Princeton, NJ 08536

1-866-FIDELIA
info@fidelia.com
www.fidelia.com