Midrange network management programs are designed for a handful of tasks

Company	Product	Description	Main components	Key benefits; price
Aprisma Management Technologies Inc. Portsmouth, N.H. | 603-334-2100 www.aprisma.com	Spectrum Integrity 6.6	A highly integrated system for large enterprises whose businesses have changed, merged or scaled upward	Root-cause analysis, impact analysis, device modeling and service-level management to address the needs of e-commerce, enterprise resource planning, customer relationship management (and sales force automation initiatives)	Part of a large assortment of network management modules for systemswide NMS solutions for enterprises in transition; $25,000
Cisco Systems Inc. San Jose, Calif. 408-526-4000 www.cisco.com	CiscoWorks Small Network Management Solution 1.0	A Web network management system for organizations with 20 or fewer internetworking devices such as switches, routers, hubs and access servers	Inventory, configuration and software updates; a common database, Web and desktop services for Cisco and third-party components; CiscoWorks CD One (an interface between tools and reports)	Allows users to monitor and set thresholds for a large number of servers and non-Cisco devices; provides a powerful set of configuration management and troubleshooting tools for Cisco devices; $4,745
EMC Corp. Hopkinton, Mass. 866-283-8841 www.emc.com	VisualSAN Network Management Suite	Automatically discovers, manages and monitors multivendor SAN devices, including switches, hubs, routers, host bus adapters and storage systems	Discovery, representation, event management, zone control and reporting via a graphical user interface	Remote browsing capability, can use any ODBC/JDBC database, has an open architecture that allows for easy integration of third-party proprietary software
Fidelia Technology Inc. Princeton, N.J. 609-452-2225 www.fidelia.com	NetVigil 3.5	Monitors an IT infrastructure from servers and databases to the network (routers and switches) to the applications that run across the infrastructure	Consolidated monitoring of systems, network and applications, real-time and historical monitoring, identification of business services affected by an infrastructure failure or degradation, scalable distributed database	Can provide high return on investment; $40,000 up
Harris Corp. Melbourne, Fla. 321-727-9100 www.harris.com	NetBoss 4.1	A comprehensive systems-engineering suite designed to support rapid integration of devices and rapid customization of management procedures	Components for real-time fault-management support, performance monitoring, electronic bonding, billing mediation and service activation; includes a software development kit	Rules-based processing engine, business-wide application development, flexible integration tools, client-server design, Web browser support, good communication and data management components; $50,000 up
Heroix Corp. Newton, Mass. 617-527-1550 www.heroix.com	eQ Management Suite 2.0	Provides proactive monitoring and management that spans packaged and custom applications, database systems, messaging platforms, Web servers, operating systems and IT infrastructure components	Monitoring and management of applications, databases, messaging, Web and e-commerce, servers, infrastructure; reporting and graphics components; service level agreements (SLAs); emergency access and repair, management console and enterprise connectors	Root-cause analysis isolates problems, self-management reduces IT workload, scalability and robustness protect performance, emergency access features rescues data without rebooting; $1,995 for management console, $395 to $16,000 for agent modules
Ipswitch Inc. Lexington, Mass. 781-676-5700 www.ipswitch.com	WhatsUp Gold 8.0	An all-in-one monitoring system that can also complement existing monitoring systems in small, medium or large enterprises	Network discovery and mapping, problem notifications and alerts, report generation, uptime analysis, response-time analysis, monitoring of a wide range of devices, applications and services	Can be used by all network types and sizes, helps avoid lost revenue, rapid problem isolation, quick implementation, remote access; $795
Legato Systems Inc. Mountain View, Calif. 650-210-7000 www.legato.com	Automated Availability Manager 5.2	A suite of modules designed to provide automated application management and availability in large-scale, heterogeneous environments	Components for turnkey, end-to-end monitoring of critical applications; to ensure continued operation of critical Windows applications; for asynchronous real-time Windows data replication with no distance limitations, and local and wide-area protection of Windows applications and services	Used together, the modules bundled with the AA suite monitor, remedy and automatically restart all the process control and data management functions required by a large enterprise; $3,000 to $6,000 for Windows servers, $6,000 to $12,000 for Unix servers
Lucent Technologies Inc. Murray Hill, N.J. 908-508-8080 www.lucent.com	VitalSuite 9.1	A suite of integrated products for keeping networks, applications and business processes working together effectively	Components for application performance management, network performance management, advanced reporting, and real-time visual monitoring, measurement and network performance analysis	Fully integrated modules customizable and detailed performance reports, interoperability with existing management programs; $50,000 up
Micromuse Inc. San Francisco 415-538-9090 www.micromuse.com	Netcool 3.5	Consolidates real-time data from across the enterprise into a single management console, analyzes the data and sets up automated responses about real or potential problems	Components for real-time and historical event management; automated, flexible discovery and dynamic topology; real-time and trended performance, and status and service monitoring; advanced correlation, analytics and automation; and real-time business and service views, and trended reporting	Integrates with any SNMP and non-SNMP data sources; collects, analyzes and presents data in real time; highly scalable; flexible and easy to use; $43,500 per ObjectServer, $7,500 per desktop
NetSupport Inc. Alpharetta, Ga. 888-665-0808 www.netsupport-inc.com	NetSupport TCO 4.5.1	Facilitates central management of all enterprise PCs and delivers inventory reporting, software distribution, license metering, Web-based help desk tracking, enterprise reporting and more	Hardware and software inventory management, software distribution, Internet monitoring, software metering, reporting and remote control, and monitoring of Web-based help desk	Reduces the cost of distributed PC/LAN-based systems by more than 15 percent per node annually; $1,000 to $2,300 for 50-user license pack
SilverBack Technologies Inc. Billerica, Mass. 978-670-9944 www.silverbacktech.com	SilverBack Professional 4.0	Combines IT and security monitoring in an integrated, easy-to-maintain Web system	System, application and security monitoring; secure Web GUI access to IT data across multiple departments and locations; same-day software deployment; access to IT/security information within 24 hours of installation, access to over 250 Dashboard reports that span network faults, assets, performance and security	Installs easily; generates hard copy, e-mail or Web-based IT performance, availability and security reports without deploying multiple tools; manages IT infrastructures and security environments via a single GUI; isolates slow service issues before IT users are impacted; ensures uptime of systems hosting critical applications; $310 to $1,500 per device
System Management ARTS Inc. White Plains, N.Y. 914-948-6200 www.smarts.com	InCharge	An integrated product suite for IT and business management	Components for correlating application service performance with the health of the networks and the systems and software processes that support it; automating real-time, root-cause analysis of network faults in ATM and frame relay backbone networks, and network faults in Layer 2 LANs and in the IP layer	All products share a common platform architecture for analyzing authentic problems anywhere in the infrastructure; each tool provides in-depth management of a particular network, system or application domain; all modules work together to deliver cross-domain integration and correlation; $45,000 up
Tavve Software Co. Morrisville, N.C. 919-460-1789 www.tavve.com	eNMS 2.2 Suite	A comprehensive set of network management products and services, including applications for fault management, performance reporting, distributed and remote network management and automated network topology map-building	Components for network fault management; network performance reporting and real-time troubleshooting and diagnostics; distribution of network management abilities to remote networks, firewall-protected sites or individual customer locations; and for automatically building and customizing network topology maps for HP OpenView Network Node Manager	A highly configurable and flexible set of network solutions; less than $50,000 for most networks
Visualware Inc. Centreville, Va. 866-847-9273 www.visualware.com	Enterprise Desktop Suites 2.1	Monitors end-to-end application service delivery and provides the right tools to quickly identify problems with servers, applications, ISPs or desktops	Components for measuring the time it takes for Web pages to be received by customers, providing synthetic measurements of critical customer services with system and network resource utilization, quickly locating bottlenecks from behind customer firewalls, and quickly locating configuration and performance problems at the customer desktop	The system's DesktopReporter module uses the Desktop-Perspective and DesktopAnalyzer features to help isolate service delivery problems that are behind the customer's firewall or in the customer's desktop configuration; $28,450 per five help desks provided
Visual Networks Inc. Rockville, Md. 301-296-2300 www.visualnetworks.com	IP Insight Dial Suite 5.8	Provides visible monitoring at the service boundary across all public IP services, including dialup, broadband (DSL, cable, fixed wireless) and dedicated (T1, T3, VPN, Internet access) services; proactively monitors network performance and improves the level of service to users	Components for automating the collection of specific user information; and letting service providers and enterprise customers easily define, monitor, measure and administer customer-centric service level agreements	Shows performance visibility from user's desktops; increases troubleshooting capability for customer care operations; measures performance across multiple ISP partners; validates quality of network services from user's perspective; entry-level system is $25,000 for 500 users