

Metron News Release

'PAY FOR WHAT YOU USE' PERFORMANCE SOFTWARE

25th June 2001, Taunton, Somerset, UK: European performance management and capacity planning specialist, Metron, announces the facility for users to only pay for how much they use their performance software. Metron now offers 'metered access' to the performance analysis functionality within their market-leading Athene performance management software. The software is charged for based on the amount of time it is actually used by the client. For many organizations this is expected to offer considerable savings for ad-hoc usage compared to the industry-standard charging models such as one time cost and annual maintenance.

Traditionally, performance analysis is an occasional activity. Sophisticated software such as Metron's Athene is needed and used to identify the cause of performance problems and what actions are necessary to restore acceptable service levels. However, for long periods when the system is performing adequately, performance software remains unused. Despite these periods of inactivity, users have until now had to pay a high one time purchase cost and annual maintenance or a hefty rental charge. Metered access to Metron's Athene performance analysis functionality changes all this.

Using a computer based token system, the actual time spent by the user or combination of users on a site using the software is logged. Usage is charged per token used and the user invoiced accordingly. Two options are initially available. Usage can be metered and a monthly or quarterly invoice raised retrospectively covering time used in the previous period. Alternatively, the user can 'pre-pay' for a given number of tokens at a discounted rate compared to retrospective invoicing and use the tokens over the proscribed period. Warnings are provided when a pre-paid limit is near, so that additional tokens can be purchased and the software remains available. Maximum usage levels can be agreed in advance so that manager's don't find their employees running up an unexpectedly high bill.

Athene's performance analysis facilities allow in depth investigation of performance problems for all leading variants of UNIX, Windows NT/2000, Oracle, Sybase, SQL Server, web servers and major Microsoft applications. Athene provides a simple and intuitive interface to thousands of performance metrics, presenting high quality graphical information of system, file system, user and command data. Athene provides analysis of current and recent system performance to identify and investigate problems and identify what courses of action are required to restore service levels.

Combined with Metron's ASP service, Automatic Performance Reporting (APR), metered access offers comprehensive performance reporting and analysis for minimal effort and at a fair cost. With APR, Metron offers a remotely managed performance reporting service. The client chooses the performance reports they want to see, and the frequency at which they want to see them. Metron uses its Athene software to produce the reports for the client, making the reports available via Intranet, Internet or e-mail. The client benefits from regular performance reporting to aid decision making, without needing to invest staff time to get that information. By adding metered access to APR, the client then has the ability to investigate any performance issues raised by the regular reports received, without the need to buy and maintain the software. APR and metered access are backed up a telephone-based support centre, staffed by Metron's technical experts, who can provide additional help if required. Metered access to Athene's analysis module is charged from as little as £20 per hour. APR services typically cost £5000 for the first year including all set up charges.

According to Metron Director, Paul Shimell: "We are continuously reviewing our ASP charging model as the market develops to ensure that the service we offer remains the most competitive, the most flexible and the most comprehensive available. ASP is becoming the model for delivering high quality management information at an affordable cost for the vast majority of IT users. Metered access offers a fair and equitable pricing policy where users are guaranteed value for money rather than paying for software to sit on the shelf."

Notes for editors

About Metron Technology Ltd.

Metron Technology was founded in 1986 and is Europe's leading Performance Management and Capacity Planning specialist. At Metron we are committed to continue developing products to provide IT users the maximum benefits at the least cost. We are delivering this by creating automated products that embody an increasing level of intelligence to address the continuing evolution and complexity of hardware environments and software applications.

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Metron's Athene performance management software is the most cost-effective product in its class providing fully integrated ITIL[®]-compliant capacity management with automatic performance analysis and reporting for UNIX, Linux, Windows and Mainframe Servers.

In Europe Athene is installed for clients such as T-Mobile, WH Smith, O2, Nestle, LloydsTSB, and a number of government agencies. The company works in partnership with leading IT suppliers such as Hewlett Packard, Microsoft Systems, VMware, Computer Associates, IBM, Capgemini, and Oracle. The world's leading outsourcing companies and half the UK's top 100 companies are now using Athene combined with expert ITIL[®] consultancy and training services as a key element of their Service Management and Delivery.

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