

Zenoss Expands IT Management Solution for Managed Service Providers

New Features Include Multi-Tenant Network Management, Simplified Scaling and 24x7 Support

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ANNAPOLIS, MD (JULY 1, 2008) - [Zenoss Inc.](#), a leading provider of open source network, systems and application management software, today released the latest version of Zenoss for Service Providers. Designed to meet the IT infrastructure monitoring and management needs of service providers - including current customers such as Rackspace, SugarCRM, OpSource and Coleman Technologies - the latest version includes new multi-tenancy features, improved scalability, and favorable pricing options that enable xSPs to more closely align costs with revenues.

"Managed service providers are under constant pressure to meet high service levels while competing for new business," said Bill Karpovich, CEO and Co-Founder of Zenoss. "This latest release makes it even easier and more cost-effective for companies delivering services in the cloud to share, scale and differentiate their offerings."

Zenoss for Service Providers is an integrated network, server and application management software product that includes auto-discovery, inventory management, configuration tracking, availability monitoring, performance management, event/log management, remediation, alerting and reporting, all through a single web-based console.

Designed specifically for companies who are delivering IT infrastructure as a commercial service, Zenoss for Service Providers addresses the unique challenges facing cloud-based service providers including: multi-tenant capabilities, open/flexible architecture, scalability to tens of thousands of managed resources, expert support services and compelling economics.

"Our logic for moving to Zenoss has been validated at every turn," said Dave Winter, Manager, Managed Services at Coleman Technologies. "Its open flexibility gives us the control we needed, its modern underlying technology and deep out of the box functionality enable us to do things we could not with our prior solution, and it's much less expensive than solutions from the Big 4."

New features of Zenoss for Service Providers include:

Multi-Tenant Network Management

- Allows service providers to manage multiple networks across multiple customers with overlapping IP numbering

Pricing by Resource Class

- New pricing model further aligns with economics of service provider business by charging less for more simple management capabilities

Platinum Service Plan

- New service plan offers dedicated account management and 24x7 access to Zenoss engineers for business critical issues

Distributed Configuration Manager

- Several enhancements to Zenoss' tiered architecture simplify & secure the deployment of distributed collectors

- The Distributed Configuration Manager allows users to provision, configure and monitor distributed collectors directly from the Zenoss management GUI
- Scales to manage tens of thousands of resources through a point and click process

High Availability Package

- Standard, certified configuration to achieve high availability and real-time failover for Zenoss deployment infrastructure, essential for mission critical management environments

Other New Features

- Distributed Collector Package
- Enhanced Monitoring of Microsoft Windows
- Expanded Library of Certified Monitors
- Point-and-Click Installation

For more information and a complete list of new features, please visit <http://www.zenoss.com/product/service-providers>.

About Zenoss, Inc.

Zenoss Inc. delivers open source IT management solutions to organizations across the globe. Our flagship product Zenoss Core is a complete network monitoring and systems management platform that discovers networked IT resources, monitors them for performance and availability, and tracks changes through a configuration management database (CMDB). One of the ten most active projects on SourceForge.Net, Zenoss software was downloaded over 600,000 times and is deployed in over 4000 organizations world-wide. Recent product accolades include Network World's Clear Choice Award, Enterprise Open Source Magazine Readers' Choice Award, and a nomination for Best Technical Design in the SourceForge 2007 Community Choice Awards. Zenoss' customers include some of the world's largest corporations as well as Federal and State government agencies. Zenoss, Inc. is privately held and headquartered in Annapolis, MD. For more information, please visit www.zenoss.com.