



Foglight®

End User Experience Monitoring Production Pilot Program

A 60-Day Opportunity to Get Unparalleled Visibility into Application Performance from the User's Perspective

As far as end users are concerned, an application is “not performing” whenever it does not work as expected—when it’s slow, when it’s continually providing error messages or when the user interface is so counterintuitive the only option is to create a work-around.

It’s not possible to spend the time and energy needed to talk to every user and ask them about the quality of experience they received from your application—especially not in real time. This is exactly why you need Foglight End User Experience Monitoring. It allows you to observe, capture and play back every user interaction with your application, so you can understand the true user experience.

The Program

The Foglight End User Experience Monitoring Production Pilot Program allows you to see first-hand the incredible visibility Foglight can provide into the quality of an end user’s experience. There is absolutely no obligation to purchase. If you are not satisfied after the 60-day pilot, just return the software and appliances.

The pilot program leverages Quest Software’s Foglight solution to measure the performance of your critical business applications and services, and the experience of the end users accessing the applications. Real time user traffic is collected, correlated and analyzed to provide detailed insight into the end user’s application experience. Foglight also provides the capability to capture and replay every user session, allowing you to see what the user did and how the system responded.

At the start of the program, we’ll help you deploy the appliances and software in your datacenter to capture information about your production applications. Data will be captured, stored and delivered through the Foglight Management Server. Unlike other trial programs, where you must muddle through installation and develop best practices on your own, the Foglight pilot program includes personalized guidance from Quest experts.

Mentoring

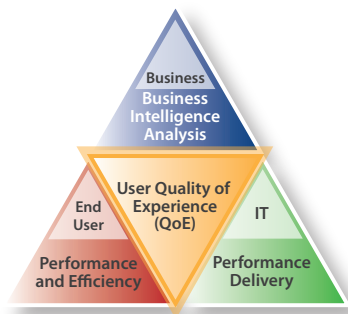
- Project management assistance and individual attention throughout the program to help you get up to speed quickly
- An executive summary meeting to discuss results

Consulting

- Multiple phone consultations (up to one hour each) with an experienced Quest consultant to facilitate installation and ensure success

Training

- Optional live and self-service training sessions



Foglight manages “User Quality of Experience” in three ways:

From the IT Perspective—

Manage to SLAs by enabling IT to detect, isolate and resolve availability and response time issues—before they impact end users and the business

From the End User Perspective—

Capture, analyze and understand what is affecting the productivity and efficiency of the real end user

From the Business/Marketing Perspective—

Mine user experience and performance data for business planning purposes

Product Components

- The Foglight End User Experience Monitoring Software Suite
- User Performance Monitoring Appliance
- User Experience Monitoring Appliance
- Foglight Management Server Software

"Foglight is helping us tap into IT's hidden potential for improving revenues, increasing customer service and mitigating risk."

*Steve Younger,
Director of Core Applications
and Integration
Merrill Lynch*

"Foglight gives us a precise view of our customers' applications and end user experience. It allows us to diagnose what has gone wrong without even having to talk to the customer. That's really powerful and will significantly add to our problem-solving capabilities and our ability to grow our business without growing our costs."

*Paul Bannister,
EVP, Customer Operations
Jobpartners*

- Training Session One—"Introduction to Foglight End User Management," "Theory and Practice," "Application Component Configuration" and "Hit Filter Configuration (Location and Errors)"
- Training Session Two—"Introduction to Foglight Workflows," "Building a Dashboard," "Integration of Hit Filters" and "Application Components into the Dashboard"
- Training Session Three—"Building a Conversion Funnel Dashboard Using Captured Data"

Support

- Access to Quest Support during the program
- E-mail contacts list for technical and business questions
- Foglight User Community: www.foglight.org

Get started today! Registration is easy—simply contact your Quest account representative.

About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help more than 100,000 customers worldwide get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Foglight is Quest's solution for application management. An industry-recognized leader in user quality of experience, Foglight helps customers reduce costs, increase performance and improve the business value of IT services, from the point where an end user transaction begins, through the entire application—whether it is running in a physical or virtual environment. Quest can be found in offices around the globe and at

www.quest.com.



Quest Software Incorporated. • To learn more about our solutions, contact your local sales representative or visit www.quest.com • Headquarters: 5 Polaris Way, Aliso Viejo, CA 92656, USA

© 2009 Quest Software Incorporated. ALL RIGHTS RESERVED. Quest Software and Foglight are trademarks and registered trademarks of Quest Software, Inc. in the U.S.A. and/or other countries. All other trademarks and registered trademarks are property of their respective owners.

DSA-Foglight-US-20090709-CW