Tivoli

Manage. Anything. Anywhere.

Juan C. Cabezas
Vice President, Business Development

September 23, 1999

Agenda

- ***Tivoli Background***
- Today's IT Management Challenges
- Tivoli's IT Management Approach & Solutions
- The Next Decade
- OEM Solutions

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Tivoli Background

Tivoli delivers.

Technology management solutions...

Tivoli helps businesses **manage** *their* **technology** *assets to gain a* **competitive edge** *in the networked economy. Tivoli management solutions ensure the* **security, reliability and peak-performance of** *business* **computing systems.**

…for customer-centered enterprises.

Tivoli helps **customer-centered enterprises** *of all sizes* **leverage technology** *to deliver superior customer service.*

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Tivoli Background

A Global Technology Management Company

North America

Europe

Asia Pacific

Latin America

Tivoli WHQ

Development & Support Center

Sales/Marketing Office

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Tivoli Customers

Tivoli Background

- Tivoli is fast becoming the standard for technology management
  - **95%** of the global 1000 use Tivoli
  - The worlds leading banking and finance institutions use Tivoli
    - Amex, Banc One, Halifax, Bank of America, NatWest, Royal Bank, Sallie Mae, Fannie Mae, Freddie Mac, Visa International
  - The worlds top telecommunications companies use Tivoli
    - AT&T, MCI Worldcomm, Sprint, Bell Operating Companies, British Telecom, Deutsche Telekom, France Telekom, Dutch PPT
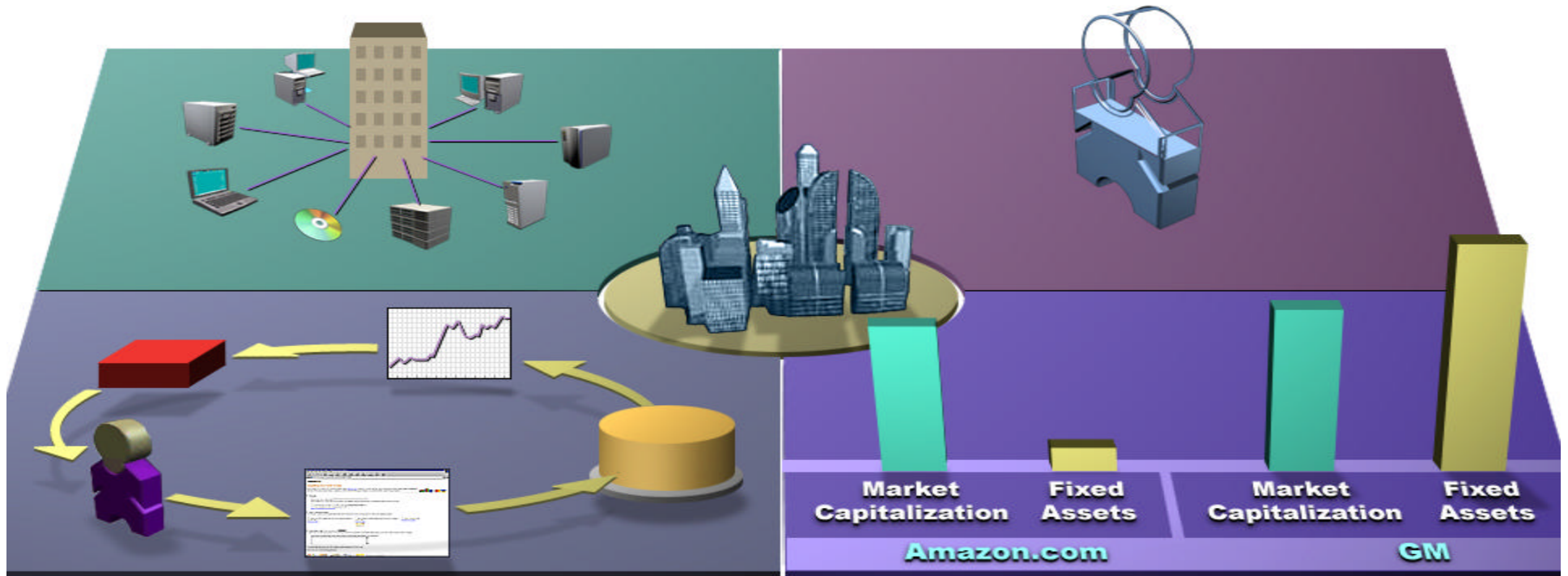
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- ***Today's IT Management Challenges***
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Today's IT Management Challenges

Technology Adoption is Accelerating

Good People Are Getting Hard to Find

Internet is Changing Business

Value of Information is Rising

Market Capitalization | Fixed Assets | Market Capitalization | Fixed Assets
Amazon.com | | | GM

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The IT Squeeze

Higher ROI
Doing more with less

IT as a
Competitive Advantage

Improved
Levels of Service
Service, Power, Speed and Ease of Use

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Tivoli's IT Management Approach

Support IT Process Automation

Making Margin

Deliver IT Knowledge Management

Thinking Strategically

Manage Service Levels

Satisfying Customers

IT Knowledge Management

IT Process Automation

IT Service Level Management

Users

CEO

CEO

LOB

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Tivoli's IT Management Approach

Manage Service Levels

- End-user Focus
- Process Excellence
- Best Practices
- Policy-based Management
- Measuring the Cost of Delivery
- Infrastructure "Dial-tone"

It's about delivering predictable, reliable customer service

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Tivoli's IT Management Approach

CFO

Support IT Process Automation

- Problem management

- Change management

- Asset management

- Security management

- Storage management

- Operations management

It's about supporting the company's business processes in a cost effective manner

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Tivoli's IT Management Approach

CEO

Deliver IT Knowledge Management

- Part of the Strategic Planning Process
- Supporting Business Objectives
- Using IT to Increase Profitability

It's about thinking strategically and delivering solutions for key business problems

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Tivoli's IT Management Solutions

"IT Management for all Size Enterprises"

- Tivoli IT Director
  - IT management for small enterprises
- Tivoli Management Suites
  - IT management for mid-sized enterprise
- Tivoli Enterprise
  - End-to-end, integrated IT Management
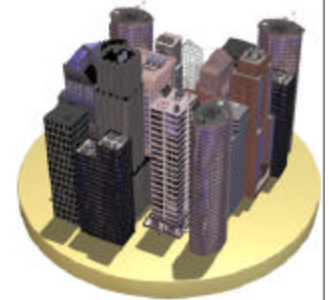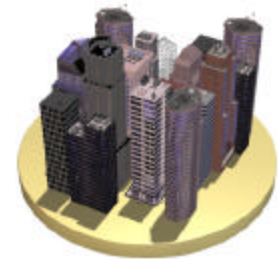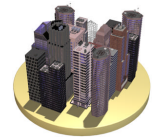
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Tivoli's IT Management Solutions

Tivoli Asset Management

Tivoli Application Performance Manager

Tivoli Change Management

Tivoli Decision Support

Tivoli Distributed Monitoring

Tivoli Enterprise Console

Tivoli Global Enterprise Manager

Tivoli Global Sign-On

Tivoli Inventory

Tivoli Output Manager

Tivoli Problem Management

Tivoli Remote Control

Tivoli Security Management

Tivoli Service Desk

Tivoli Software Distribution

Tivoli Storage Manager

Tivoli User Administration

Tivoli Workload Scheduler

Tivoli's integrated approach to IT management

- Availability
- Deployment
- Operations
- Security
- Applications

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Tivoli's IT Management Solutions

The Tivoli Management Agent

- Allows for One Touch Management
  - Simplified, centralized, automated desktop management
- Invisible footprint - 300 KB
- Embedded in all types of technology
  - Today: 10,000,000 IT Assets
  - Tomorrow: 100,000,000 Cell Phones, PDAs, Robotics, Hotel Keys, etc.
- Empowers IT to respond quickly to changing business environments
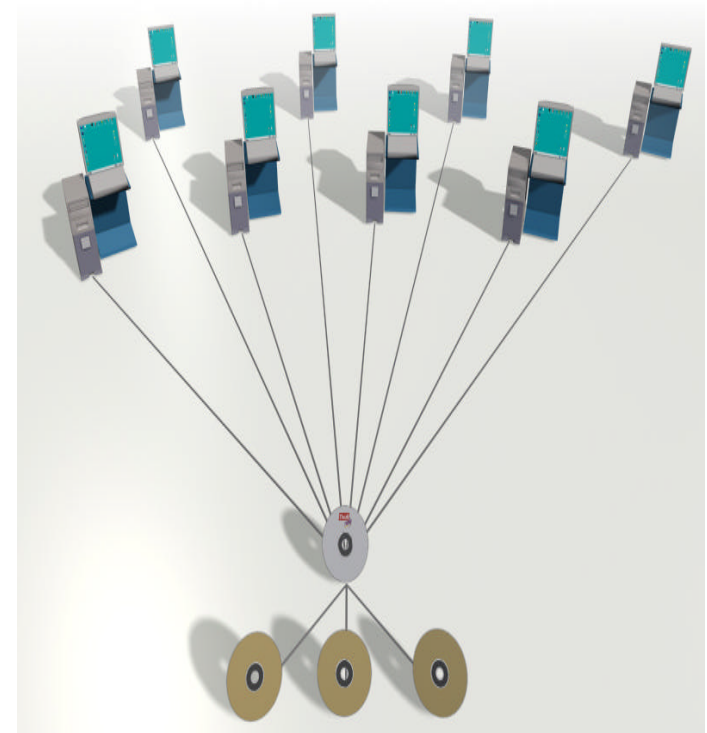
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Tivoli's IT Management Solution
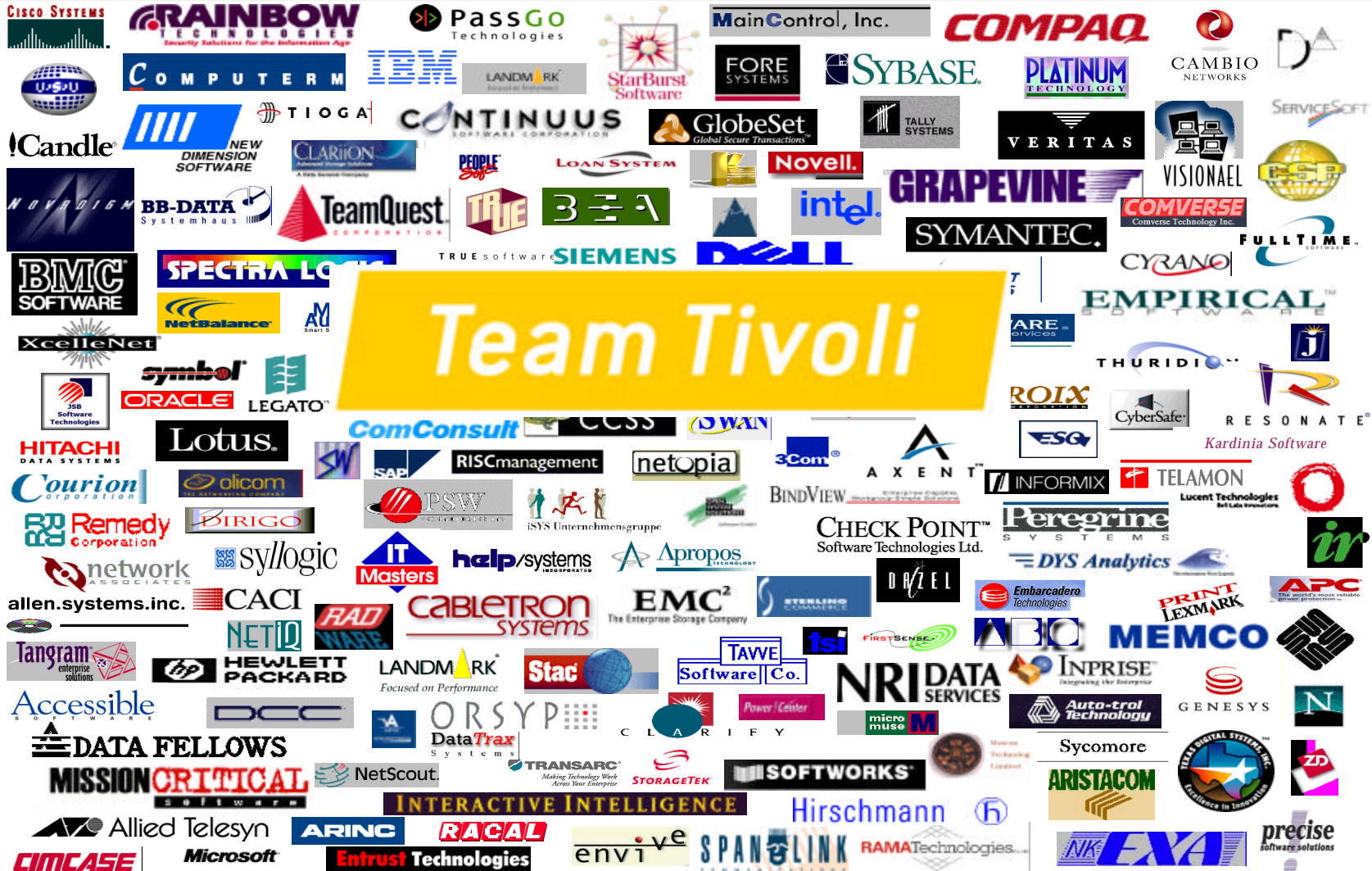
"Out-of-the-box Manageability"

Tivoli's IT Management Solution

Team Tivoli

- Community of IT management experts and solutions providers
  - Helping IT managers…
    - Leverage existing investments
    - Minimize product integration
    - Implement best practices
- 1000+ Member Companies
  - 150 Tivoli Ready solutions providers
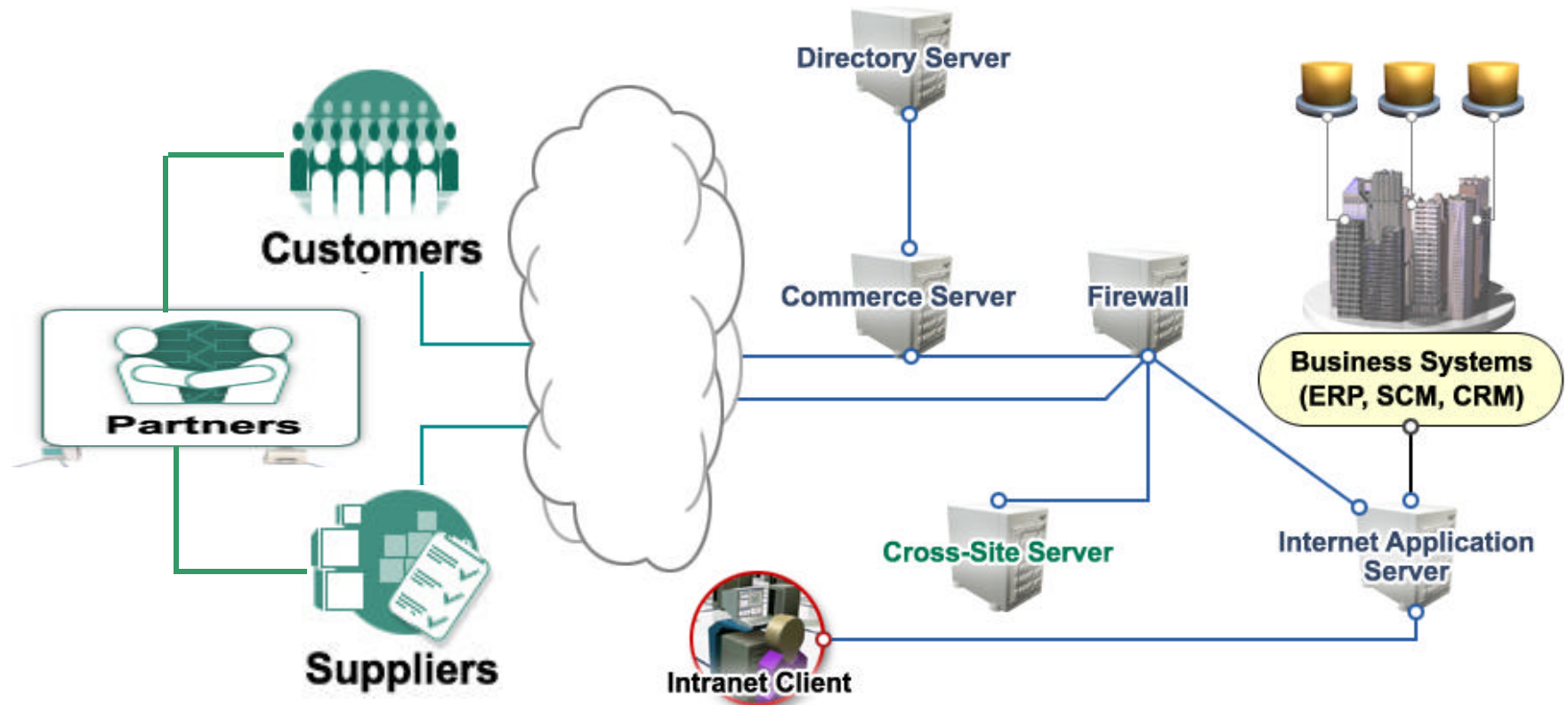 - 600 business partners

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Team Tivoli Partners

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- Tivoli's IT Management Approach & Solutions
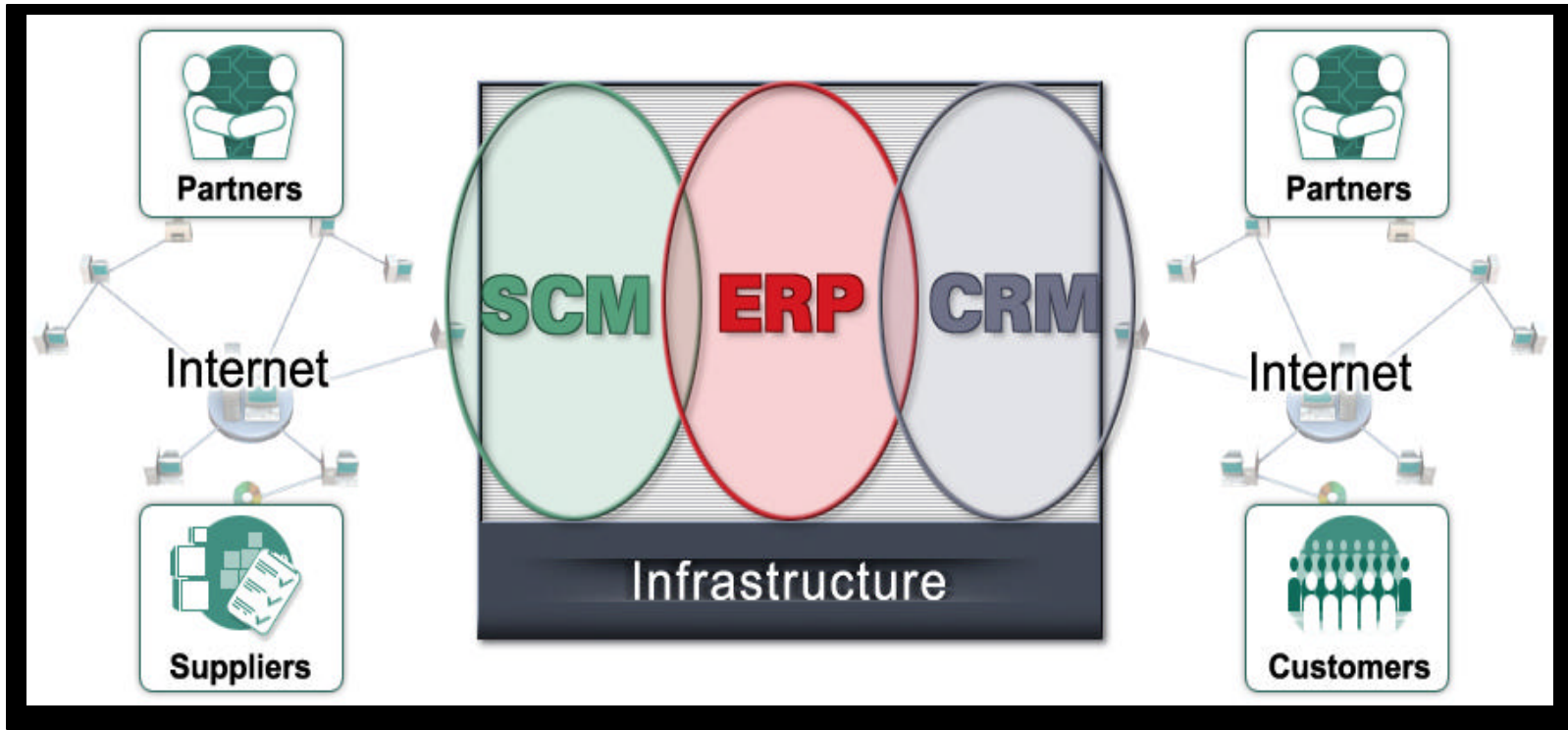- ***The Next Decade***
- OEM Solutions

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The Next Decade

…greater technological complexity inside and outside the enterprise…

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Managing Outside The Firewall

- "Collaborative management" technology for e-business
  - Enable business operations "end-to-end"
  - Prepare for massive scalability challenges (users and devices)
  - Manage reliability and security over the internet

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The Next Decade

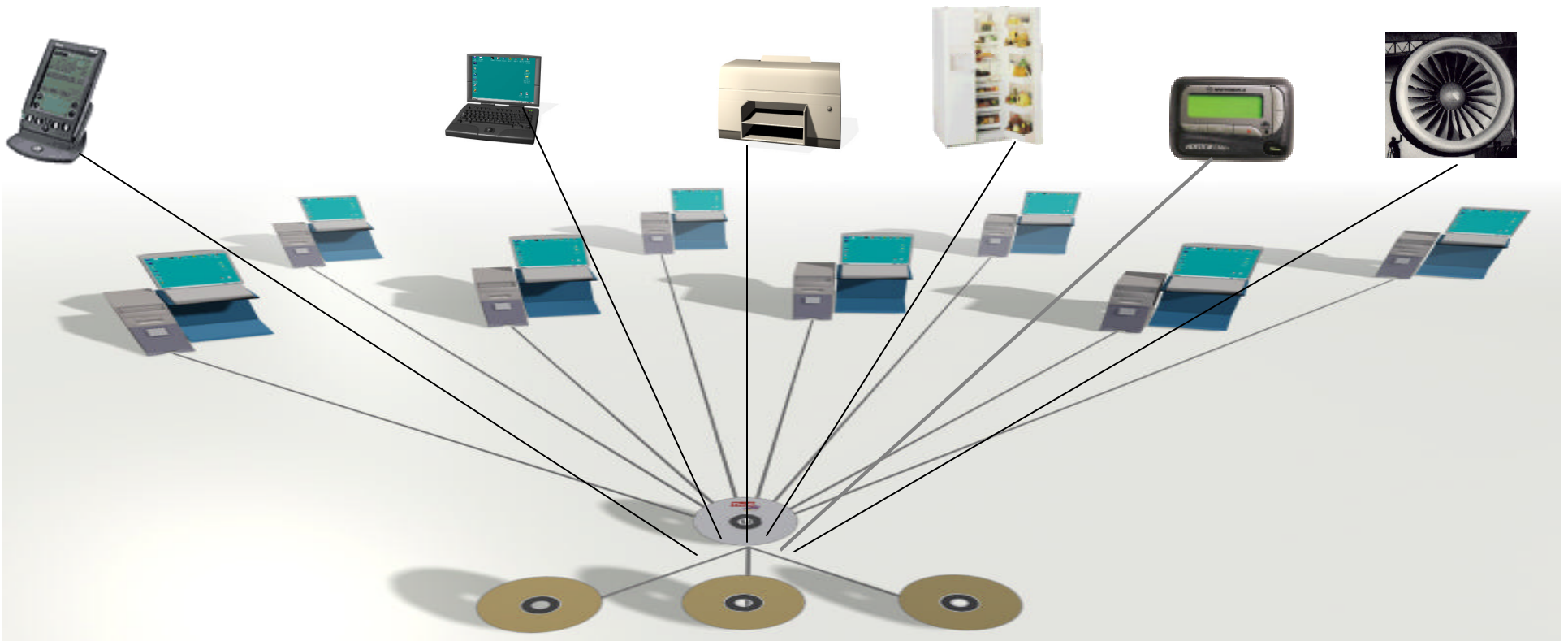*Pervasive computing will take hold.*

- Information embedded everywhere
- Almost everything will be digitized and/or networked
- IT will own more and more of the corporate resources.

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The Next Decade

There will be millions of Tivoli Ready devices being managed with just "One Touch"

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OEM Solutions - Value Proposition

- Faster to Market (buy vs. build)
  - *Binaries*
  - *Product Subsets*
  - *Technologies*
- Leverage the Tivoli Brand
- Flexible Terms
- Tailored Post Sales Support Offerings
- Potential Development Collaboration

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OEM Solutions

- Tivoli Enterprise Assets
  - Applications
- Network Management System Assets
- Tivoli Storage Management Assets
  - Enterprise level
  - Workgroup
- IT Director - SMB
- Tivoli Management Agent

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