

Aperture closes gap between IT and Facilities with launch of VISTA Integration Management

New addition to the VISTA suite for Data Center Service Management™ enables better decisions and improves efficiency by integrating data and processes between organizations

Stamford, CT – June 23, 2008 – Aperture, the leading global provider of software for managing the physical infrastructure of data centers, has launched VISTA Integration Management, which enables applications for IT Service Management (ITSM) to be integrated with the Aperture VISTA suite for Data Center Service Management (DCSM)™.

DCSM disciplines ensure that the data center is managed holistically using best-practice processes that span the IT and Facilities teams. It extends the principles of ITSM, a framework for managing IT services from a business rather than technical perspective, into the data center infrastructure. In many organizations, there are separate groups responsible for managing applications and computing resources, and for managing the physical resources they depend on such as space, power and cooling. Poor communications between the IT and Facilities teams can result in delayed server installations, and uncertainty about the percentage of data center resources (such as power) that are available or have already been allocated. Where different management systems are used, information silos can emerge and inconsistencies can hamper effective decision making.

Aperture VISTA Integration Management includes all of Aperture's pre-packaged integration adapters, tools and utilities, and documented methods for integration with IT Service Management applications. VISTA Integration Management is based on Aperture's web portal technology which combines high-performance, data-driven drawing, database, report writing, and power modeling engines with configurable forms, portal configuration tools, and administration functions for global deployment over the web. Web services platforms and standards are used so that interactions can occur with the widest variety of third party systems and tools.

Using Aperture VISTA Integration Management, consistent workflows and processes can be created that span different work groups and the tools they use. Example workflows include equipment installs, moves and decommissions within an overall enterprise change management process. Using Aperture VISTA Integration Management, everything in the work process is auditable and any comments or emails relating to the task are stored with requests. Having a single source of the truth, and a transparent process for handing over work between departments eliminates misunderstandings, makes the IT and Facilities organizations more responsive to the business' needs, and ensures there is sound data to use as the basis for decision making.

Bill Clifford, President, Aperture, said: "When the management of physical resources is disjointed from the rest of IT Service Management, there can be serious productivity problems. An inability to run processes reliably across different teams can result in a delay in provisioning IT services. The lack of a link between physical data center resources and applications can make it hard to plan effectively and to perform impact analysis for incidents. Discrepancies in configuration information can make it impossible to make decisions with confidence. With the launch of VISTA Integration Management, Aperture is empowering IT and Facilities managers to have consistent shared processes, incorporating existing IT Service Management tools, but tightly integrating with a dedicated Data Center Service Management suite for managing the physical layer of the data center."

The Aperture VISTA Integration Management product includes:

- The Aperture VISTA-BMC Remedy Change Management Interface. By default, this enables each request in Remedy for installation of data center assets to be invoked automatically in VISTA, and enables the request status to be automatically reported back to the Remedy system. Users can configure what data is passed between VISTA and Remedy.
- Integration with HP AssetCenter, used mainly for synchronizing asset records and transferring attribute information on specific events.
- SOAP Driver utility, enabling two-way web services between VISTA and other applications. Using this, Aperture VISTA is able to invoke web services procedures and functions in other systems and other applications are able to trigger workflows in VISTA.

APERTURE CORPORATE HEADQUARTERS

9 Riverbend Drive South
P.O. Box 4906
Stamford, CT 06907

tel 203.357.0800
800.346.6828
fax 203.357.0809

www.aperture.com

- Documented integration methods and procedures, so that customers can leverage the experience of Aperture's Fortune 1000 customer base in extending service management principles into the data center.
- Ongoing updates, providing new capabilities and insights on the state of the art in integration, so that customers can easily spot new opportunities for integration within their organizations that use the latest technologies and techniques.

About Aperture

Aperture is the leading global provider of software for managing the physical infrastructure of data centers. Aperture's solutions reduce operational risk and improve efficiency through the planning and management of data center resources and real-time monitoring of the environment. Aperture delivers the best practice processes that enable organizations to take control of an increasingly complex physical infrastructure including equipment, space, power, cooling, network and storage.

With over 20 years of experience, Aperture provides organizations with the information required to optimize their data center operations, delivering better services at the lowest cost. Aperture's customers include the world's largest companies, half of which are Fortune 1000 and Global 500 organizations.

For more information, please go to: <http://www.aperture.com>

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For further details please contact:

United States:

Lisa Facinelli or Maryellen Cronin
Prompt Communications on behalf of Aperture
Tel: 617 576 5763

lfacinelli@prompt-communications.com / mcronin@prompt-communications.com

United Kingdom:

Melanie Antonucci or Ellie Turner
Prompt Communications on behalf of Aperture
Tel: +44 (0)20 8996 1650 / Out of hours: +44 (0)7780 660080

mantonucci@prompt-communications.com or eturner@prompt-communications.com