

# PRESS RELEASE

SENSAPHONE, INC.

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1104

1108

4100

Express

Express II

2000

SCADA 3000

IMS-4000

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## **Introducing the First Integrated Remote Monitoring System that Monitors Computer Room Environments and Network Devices for Complete Infrastructure Security**

**Infrastructure monitoring system safeguards companies from costly network downtime.**

**ASTON, Pennsylvania, 29 October 2001** - Responding to the growing demand to eliminate costly network downtime, Sensaphone, Inc. introduces the Infrastructure Monitoring System-4000 (IMS-4000), the first-ever integrated remote system capable of simultaneously monitoring the computer room environment and network devices for non-stop functionality.

The average large computer network—defined as more than 1,000 end-user systems—experiences nearly two outages per month with a combined financial impact of more than \$5 million in lost productivity, according to Infonetics Research, an international market research and consulting firm covering the data networking and telecommunications industries. Smaller companies—defined as 200 employees or less—experience an average of three hours of downtime per month with a residual economic impact of nearly \$200,000. Those figures do not include the cost of fixing the problem.

The new IMS-4000 protects networks and maintains productivity by monitoring the computer room environment (temperature, humidity, etc.) and IP devices (servers, hubs, etc.) for changes in environmental conditions that can drastically affect the network's performance. When the system detects unfavorable conditions, it automatically issues messages to alert appropriate personnel. IT managers can then react to interruptions before it's too late—enhancing system availability and preventing loss of unrecoverable business productivity.

“Computer environment monitoring is critical so that the infrastructure is protected from extremes in temperature and humidity, and even unlawful break-ins. But that's only half the solution,” said Bob Douglass, Vice President of Product & Market Development for Sensaphone. “The IMS-4000 also keeps tabs on individual devices for the ultimate in protection.”

“Everything is tied into the infrastructure,” said Jim Fairburn, Director of Sales and Marketing at Sensaphone, with more than 20 years' IT management experience. “You can have all the software in the world, the best technology in the world, but if a \$12 fan goes dead ... it could take your entire infrastructure down.”

The IMS-4000 detects variances in environmental conditions such as ambient air temperature, humidity, water, power surges/outages, smoke, and unauthorized access to facilities. If the system detects dangerous fluctuations in any monitored variables, it instantly and automatically notifies personnel using pre-programmed

instructions. Each IMS-4000 host and node unit supports up to eight environmental sensors. The IMS-4000 also monitors IP devices through pinging and port availability—any device that has a TCP/IP address can be monitored, up to 2,048 TCP/IP addresses on the network.

### **Additional IMS-4000 features include:**

**Variety of Remote Communication Channels:** Alarm messages are sent using a wide variety of channels—through the network via e-mail or an SNMP trap, through the phone lines with real-voice messages, via fax, and directly to pagers or PDAs. “Limiting system communication to the network doesn't do you much good if your network is already down,” said Fairburn. “We assume you're at the beach and you don't have your computer with you. With its real-voice capability, the IMS-4000 delivers information in the most common, normal communication means on the planet. It talks to you.” In addition, the IMS-4000 can be completely customized to contact different people depending on the problem or the time of day.

**Scalable for Networks of All Sizes:** The IMS-4000 is the first scalable system capable of protecting networks of all sizes and complexities. The product is designed to grow along with the infrastructure, allowing up to 31 IMS nodes for a total of 256 environmental variables, and a total of 2,048 TCP/IP addresses, and power in 32 separate locations. Such scalability allows the IMS-4000 to expand without additional technology investment.

**Fast and Easy Installation:** The IMS-4000 is “road ready” for IT managers. The system has a central IMS host module—a stand-alone network device with an internal UPS, flash-disk storage, integrated voice and modem card, and Web server in a simple to install 1U rack or wall-mountable package. The user-friendly packaging and intuitive configuration means there are no new disciplines required to install the system. “It is truly plug-and-play,” said Fairburn. “It uses existing CAT-5 wiring infrastructure and RJ45 jacks so you can take it from box to rack in five minutes without any new wiring or schematics.”

### **Additional IMS-4000 Technology Features**

At the core of the IMS-4000 is a Linux operating system (OS) that provides an extremely stable and flexible foundation. The OS is programmed to continuously generate Web pages, making the most updated monitoring status accessible at all times, from anywhere.

Fault-tolerant, the IMS-4000 has no moving components and nonvolatile storage to eliminate disk disruption. In addition, built into the IMS-4000 is a completely independent battery backup and power supply, so monitoring continues even if any part of the network experiences a power outage.

The IMS-4000's data-logging feature provides full event history and an audit trail so managers can store critical temperature, humidity, or other environmental information, plus detect alarm occurrence. Data logging also tracks user access to infrastructure by the minute, hour, or day.

An optional accessory also allows network and individual devices within the network to remotely turn on and off. “Ninety percent of the time, when a network experiences a problem, you simply need to turn it off and then on again. This convenient feature saves staff time and companies money because they can fix the problem without going to the office,” said Douglass.

### **About Sensaphone, Inc.**

Sensaphone, Inc. stands at the forefront of remote monitor and control solution design, setting industry standards for advancements in technology. Its family of Sensaphone products provides a comprehensive line of feature-rich, flexible technology for monitoring equipment, safeguarding property, and reporting critical data. Sensaphone, Inc.

serves a broad range of applications/industries, including telecommunication, network servers, computer rooms, oil & gas, water/wastewater, HVAC & refrigeration, science/health labs, agriculture, greenhouses, and vacation homes. For more information, call (610) 558-2700 or visit [www.sensaphone.com](http://www.sensaphone.com). For more on IMS-4000, please visit [www.ims-4000.com](http://www.ims-4000.com).

Editor's Note: A high-resolution image of the new IMS-4000 remote monitoring system is available.

**SENSAPHONE**<sup>®</sup>  
HOW DID YOU MANAGE WITHOUT IT?<sup>™</sup>

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