

Programs:	Questeq Monitoring Services	Silverback	Op Manager	Alertra	Solarwinds Orion	Nuvera	Microsoft Operations Manager
Features:							
Easy to access Web Portal	✓	✓	✓	✓	✓	no	only if setup
Offers an extensive library of monitored services	✓	✓	additional charges may apply	no	✓	✓	additional charges may apply
Easy to view Status Dashboards	✓	✓	✓	✓	✓	✓	✓
Troubleshooting Knowledge Base for technology issues	no	✓	no	no	no	no	✓
Rule-Based Notification Engine	✓	✓	minimal capability	minimal capability	minimal capability	minimal capability	minimal capability
Historical Data Collection	✓	✓	✓	✓	✓	✓	✓
On-Demand Reporting	✓	✓	✓	✓	✓	additional charges may apply	additional charges may apply
Customizable Reporting	✓	✓	no	no	minimal customization capability	additional charges may apply	additional charges may apply
Schedule Reporting	✓	✓	no	no	no	no	additional charges may apply
Infrastructure Analysis	✓	no	no	no	no	no	no
Financially Feasible for Monitoring Software (Under \$4,000 per year)	✓	no	<i>Varies on Snap-ins</i>	✓	<i>Varies on Snap-ins</i>	✓	no
Additional Annual Maintenance and Update Costs	Included in cost	n/a	\$300 to \$2,000	no	\$2,370 to \$14,970	\$195 to \$600 (reoccurring cost for updates)	Included in cost
Agent Specific Operating Systems	Windows, Macintosh, Red Hat Linux, Suse Linux, Sun Solaris, and Novell	Windows, Linux, Sun Solaris, Macintosh, and Novell	Windows and Linux	Only watches protocols	Windows, Linux, Unix	<i>Windows</i>	Windows
Hardware Requirements	128MB RAM 50MB Space	Silverback Certified Server	512MB RAM 200MB Space	no	1GB RAM 20GB Space	Dedicated Machine	512MB -1GB 5GB-200GB
The degree of the additional hardware resources	Minor	Major	Minor	no	Minor	Major	Major

****Note that all Programs are being compared to Questeq's Q-Assist Monitoring Program***