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**CITTIO TAKES AUTOMATION TO NEW HEIGHTS WITH CITTIO  
MANAGED ADMINISTRATION SERVICES**

***Latest Service Offering Eases Administration, Configuration Burden on IT***

**SAN FRANCISCO, June 26, 2007** – CITTIO, the innovation leader in automated network and systems monitoring software, today announced the general availability of CITTIO Managed Administration Services (CMAS). Designed for customers wary of time-intensive network and systems monitoring projects, CMAS alleviates the burden by providing CITTIO experts to manage the administration and configuration of their CITTIO WatchTower® implementation. Also announced today, AdBrite, Mervyns Department Stores and T. Rowe Price are among the first CITTIO customers to adopt the new CMAS offering for their monitoring needs.

With CMAS, CITTIO is reducing downtime by providing customers with one up-to-date network and system view of the entire infrastructure, ranging from servers and switches to games and applications. CMAS also minimizes the upfront risks associated with the typical investment required for traditional network and systems monitoring solutions. Moreover, unlike other Software-as-a-Service (SaaS) offerings, a CITTIO customer owns the CITTIO WatchTower software and can adjust the amount of CMAS features in use based on individual requirements.

As IT infrastructure has evolved from a few large servers to many smaller servers, network and systems monitoring grows increasingly complex each day. Adding to this complexity is the proliferation of IP-ready devices introduced to the network on a daily basis, such as barcode scanners, Voice-over-IP (VoIP) phones, wireless access points, security cameras, digital video recorders (DVRs), branch offices and point-of-sale (POS) systems. As a result, IT staffers can only react to problems as they arise rather than proactively manage and prevent issues from occurring. Moreover, the majority of manual, inflexible network and systems monitoring solutions on the market today are limited in their support of network-enabled devices and unable to provide an enterprise-wide view of the entire infrastructure.

“The introduction of CMAS is yet another integral step in providing CITTIO’s customers with the most automated, best-in-class network and systems monitoring platform available,” said Jamie Lerner, president and CEO, CITTIO, Inc. “The CITTIO Automation Stack™ ensures the monitoring system is up and running quickly while CMAS removes the day-to-day maintenance – a compelling combination for overburdened IT managers. For customers with more temporary needs, CMAS provides the flexibility to take the implementation back in-house at any time.”

The core features of CITTIO Managed Administration Services include:

- Remote monitoring of CITTIO WatchTower from CITTIO’s network operations center (NOC)
- Secure permission-based remote access technology
- Proactive CITTIO WatchTower system health monitoring
- Scheduled performance and application tuning
- CITTIO WatchTower performance and service level agreement (SLA) reporting
- Back-up and restore of CITTIO WatchTower configuration
- Remote patch and upgrade system
- Support for monitoring of *any* networked device
- 24x7, web-based ticket submission system for administration requests
- 24x7 expert administration staff for any and all monitoring requirements

CMAS will be offered in four distinct classes of service. These include:

- **Level 1 – Baseline Administration:** All patches, updates for new device support
- **Level 2 – Signature Administration:** All patches, upgrades, new device support, performance tuning and remote monitoring
- **Level 3 – Premier Administration:** All Level 2 plus remote configuration of CITTIO WatchTower dashboards, alerts, thresholds, categories, application monitors, etc.
- **Level 4 – Premier Plus Administration:** Level 3 delivered 24x7

CITTIO Managed Administration Services is available now directly through CITTIO on a subscription basis and offered for all perpetual and subscription CITTIO WatchTower licenses. Customers also have the option to convert from a subscription to a perpetual license model at any time. CMAS will also be made available through CITTIO’s channel partners, who are free to customize the offering with additional services of their own.

## About CITTIO

CITTIO provides enterprise-class network and systems monitoring software that automates historically manual tasks and supports any IP-ready device. Sample customers include: BAE Systems; BCBS of Hawaii; Capitol Advantage; Circuit City Stores; Five Mile Capital; The Gymboree Corporation; Mervyns; National Parks Conservation Association; Pacific Sunwear; and T. Rowe Price. The company is headquartered in San Francisco. For more information, please visit [www.cittio.com](http://www.cittio.com).

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