

CITTIO ENABLES BLUE CROSS AND BLUE SHIELD OF HAWAII TO ACHIEVE PROACTIVE NETWORK MONITORING AT LESS THAN HALF THE COST OF CONVENTIONAL SOLUTIONS

CITTIO's WatchTower™ Reduces Network Outages, Enables High Availability

SAN FRANCISCO, March 23, 2005 – CITTIO Inc., (formerly JJ Labs) the innovation leader in network monitoring and operations software, announced today that Blue Cross and Blue Shield of Hawaii, the largest provider of health care in the state, has successfully completed its initial deployment of WatchTower. The insurer will use this network management solution to monitor corporate computing equipment running custom and third-party applications.

Known locally as Hawaii Medical Service Association (HMSA), the organization operates a complex 500-node network composed of Windows and UNIX servers, networking, and storage equipment from a number of vendors. The HMSA IT team needed a rapidly deployed solution that would operate effectively in a heterogeneous environment, require minimal maintenance, and adapt quickly to changing business conditions.

"After a thorough review of competing solutions, we found that WatchTower was the clear cost/benefit leader. It is easy to use, well priced, and delivers the comprehensive enterprise monitoring functionality a large, complex organization like ours requires," said Alan Saka, IT director at HMSA. "After a rapid initial roll-out, we gained network and system visibility within a matter of days. We look forward to continuing to deploy WatchTower to other areas of our IT infrastructure."

"Insurance industry leaders typically have complex business frameworks and require enterprise-class functionality for a predictable cost of ownership. Unfortunately, these values have eluded the other major network monitoring vendors," said Jamie Lerner, president and CEO of CITTIO. "WatchTower is the only solution that delivers high-level strategic operations planning, 'block and tackle' network monitoring, plus powerful performance reporting. By reducing network downtime, a company the size of HMSA can save substantial dollars annually and pay for the software many times over."

About WatchTower

Network operations experts at CITTIO designed WatchTower to simplify network management, while delivering the most cost-effective and easy-to-use enterprise monitoring software on the market.

WatchTower tracks system operations using Simple Network Monitoring Protocol (SNMP) to monitor network devices, software applications, database servers, and more. The solution's system monitoring feature queries vital statistics and receives traps from remote servers and devices. Users can send email or pager alerts and can configure automated responses to system alerts.

Enterprises can rapidly deploy and easily maintain WatchTower without needing months of training, customization, and system integration—thereby lowering the overall cost of managing and maintaining an IT infrastructure. Following a successful initial

implementation, the HMSA network operations team can access CITTIO support engineers via a “tethered” support model that allows remote support engineers to respond to HMSA’s needs as rapidly as if they were on site. This results in faster support incident turnaround, quicker product rollout, and overall IT cost savings.

Through the use of WatchTower, the IT team at HMSA is achieving:

- Fault and performance monitoring of any SNMP enabled device—because WatchTower ships with SNMP agents for all major operating systems
- Real-time and historic monitoring of all performance and status statistics including CPU, memory, hard drives, installed software, users, processes, and bandwidth usage
- The ability to write custom scripts that perform deep application and system monitoring
- Notification and escalation that alerts the appropriate IT professionals of network incidents

About HMSA

HMSA is a nonprofit, mutual benefit association founded in Hawaii in 1938. It is a member of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans. Nationally, HMSA and 39 other Blue Cross and Blue Shield plans provide worldwide coverage to more than 91 million members. For more information please visit www.hmsa.com.

About Cittio, Inc.

CITTIO, Inc. (formerly JJ Labs) is the innovation leader in network monitoring and operations software. Based on a 100 percent Java architecture, only WatchTower delivers a fully bundled software solution, including a Web server, an embedded database, and a management portal, providing complete functionality for operating a network data center. The unique monitoring capabilities of WatchTower, coupled with powerful automation technology, provide IT managers and network technicians alike with a simple and complete solution for datacenter management. CITTIO’s customers include industry-leading companies such as Blue Cross/Blue Shield of Hawaii, Capitol Advantage, National Parks Conservation Association, Truckee Meadows Water Authority, and the University of California at Santa Barbara. For more information, please visit the CITTIO Web site www.cittio.com.

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