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**CITTIO ANNOUNCES GENERAL AVAILABILITY OF CITTIO
WATCHTOWER 3.1**

New Version Enables Monitoring of Larger, More Complex Networks

Increases IT Productivity for Less Cost

SAN FRANCISCO, April 14, 2008 – CITTIO, the leader in automated network and systems monitoring software, today announced the general availability of CITTIO WatchTower® 3.1, the latest release of its award-winning flagship monitoring solution. With this new version, CITTIO is directly addressing the needs of larger, more complex organizations with new enterprise-class capabilities, including root cause analysis, system performance analysis and extended support for more than 1,200 manufacturers and devices. All of this is delivered at a fraction the cost and installation time of the Big Four infrastructure monitoring solutions.

According to EMA Research, effective end-to-end diagnostics are number one among the unmet needs of IT organizations managing networked application services, while ease of deployment, administration and ease of use are top concerns among enterprises, and number one priorities for smaller businesses. In addition, only 18 percent of IT managers responsible for managing application services across the infrastructure are informed of problems proactively through alerts from management software, with the bulk of problem management being done in response to customer complaints to the service desk.

“With the features and functions of WatchTower 3.1, CITTIO is staying a step ahead of the needs of most IT departments,” said Dennis Drogseth, vice president, network management practice, EMA. “CITTIO’s performance monitoring, database analytics and root cause analysis are crucial for unifying the monitoring needs of disparate departments within large organizations.”

The number and diversity of devices found in a typical technology infrastructure today has increased significantly, leading to monitoring environments far too decentralized for IT managers to control. As a result, network monitoring has grown unwieldy and costly to

maintain. By automating standard configuration processes with support for more than 1,200 manufacturers and devices, WatchTower 3.1 gives control of monitoring back to IT by providing a “single pane of glass” to view the entire network including traditional devices such as switches and routers and non-traditional devices such as heating, ventilating and air conditioning (HVAC) systems, point-of-sale (POS) terminals, video surveillance cameras and digital video recorders (DVRs). WatchTower 3.1 also combines system-wide automation, root cause analysis, and alarm suppression in a single out-of-the-box solution that installs quickly and easily.

“Our customers must respond immediately to world events and last-minute legislative decisions, requiring 24x7 uptime for the network,” said Claudio Cuestas, IT manager, Capitol Advantage. “We can deliver this high-level of business continuity because the automation capabilities in WatchTower 3.1 now include the ability to natively monitor and maintain databases. We no longer spend hours writing our own monitoring scripts. Better still, integration with our historical data and existing systems was a snap.”

CITTIO WatchTower 3.1 features new enterprise-class capabilities, including:

- **Root Cause Analysis and Alarm Suppression**: Covering virtual operating systems and containers; focuses IT resources; increases efficiency by eliminating event floods;
- **Topology Discovery and Mapping**: Automated across all nodes (including virtual) with custom views, automatically building root cause relationships in easy to read diagrams;
- **Database Monitor**: Native monitoring of database health and latency via native SQL statements execution to the data dictionary or system catalog; users can also execute SQL to perform business checks by querying application data;
- **Analytics**: A new data warehouse that collects performance data both from WatchTower 3.1 and external sources to ensure optimal IT resource utilization;
- **High Availability**: Provides multi-site failover support, ensuring continuous monitoring and altering on a secondary WatchTower server in the face of service-level or systems-level failures on the primary server;
- **Integrated Security and Monitoring**: Fully secure infrastructure monitoring via SNMP v3; integration with eIQ Security Information Management (SIM) to provide integrated security risk and audit management; and
- **Extended Device Support**: Over 1,200 manufacturers, devices, and applications – automated, discovered and monitored right out of the box.

“We wanted to address the needs of both IT and line-of-business managers by offering a single, automated view into the entire IT infrastructure,” said Jamie Lerner, CEO, CITTIO. “With CITTIO WatchTower 3.1, we were able to extend the systems functionality through an enterprise-class feature set and add support for businesses requiring constant proactive monitoring — and all for less cost and set-up time than competing mega-suite solutions.”

CITTIO WatchTower 3.1 is available now and pricing begins at \$200 per node perpetual or \$9 per node per month for subscription licenses.

About CITTIO

CITTIO provides enterprise-class network and systems monitoring software that leverages an automated configuration process rather than traditional manual approaches. This automated approach results in high customer success rates, low administration overhead, and low total cost of ownership versus Big-Four alternatives. 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.

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