

Capitol Advantage Deploys WatchTower™ Enterprise System Monitoring Solution in Three Weeks

Increases Uptime and Gains Complete Network Visibility

SAN FRANCISCO, Calif.—Oct 19, 2003—Cittio, Inc., today announced that Capitol Advantage, the provider of leading Internet advocacy action tool - Capwiz™, has successfully and rapidly implemented WatchTower to monitor their operating systems and equipment in their network computing environment. Capitol Advantage chose WatchTower to gain complete system control and better network visibility, eliminate downtime and reduce overall IT Operations costs.

Capitol Advantage experienced heavy amounts of traffic from the California re-call election in October 2003. WatchTower managed 120,000 page views per hour to a results page and biography pages of candidates without any downtime.

By leveraging WatchTower, Capitol Advantage was able to gain control of their systems and network within three weeks. "With the professional support and training from Cittio, we were able to install and configure WatchTower and begin monitoring our equipment in days," states Claudio Cuestas, a system engineer at Capitol Advantage. "The system was completely installed and our team was trained to use the system in just three weeks. We were able to discover and pin point network problems within hours of WatchTower being installed—immediately reducing downtime and improving overall system performance."

The company also used WatchTower's portal functionality to integrate other sources of critical system information and create one system monitoring control dashboard. Web traffic statistics, network traffic statistics and management interfaces from three external sources were integrated into WatchTower portlets so that all system monitoring information and applications could be accessed from within the WatchTower Portal.

WatchTower enabled the IT staff to move from "fire-fighting" mode to a structured metaphor for 24x7x365 system operations in two weeks. They were able to achieve greater than 99.9% uptime month over month without adding new IT resources. They were able to automate a large number of tasks they were previously doing manually, saving them time and making their team more efficient.

"When critical systems are down, revenue is lost," said Jamie Lerner, president and CEO, Cittio. "Capital Advantage had to quickly get its network computing environment in order to manage an increase in activity. They were able to implement WatchTower in three weeks at less than 1/10th the cost of typical system monitoring implementations. Moreover, Capital Advantage was able to monitor all devices, interfaces, and services on their network within 24 hours after WatchTower was installed."

With WatchTower in place, Capitol Advantage now has the system monitoring and management software needed to expand their software and hardware infrastructure without having to add additional IT resources or experience a drop in system uptime or performance. Any new functionality delivered from Cittio, other 3rd party

software vendors, or developed in-house by Capitol Advantage, can easily be plugged into the WatchTower portal.

About Capital Advantage

Capitol Advantage connects citizens to their elected officials with its award-winning Internet (Capwiz™), print (Capitol Advantage Publishing) and consulting (e-advocates) products and services. Capwiz is a leading Internet advocacy action tool, which effectively connects citizens to their elected officials quickly and affordably. Capwiz accelerates advocacy efforts by enabling Web site visitors to educate themselves on issues; identify elected representatives at the federal, state and local levels; and by communicating their views to their lawmakers via targeted e-mail, letter, fax or hand-delivered letter.

About Cittio, Inc.

Cittio is a leading provider of system monitoring software headquartered in San Francisco, CA. Cittio's WatchTower takes a proactive approach to system and network monitoring, including problem determination and degradation analysis facilities to ensure user productivity and to maintain a uniform level of performance. WatchTower™ is being extensively used by companies who require enterprise system monitoring functionality that is rapidly deployed, easy to maintain and provides quick ROI. Cittio customers include AltaVista; American Chemical Society; Bay Area Rapid Transit; Capital Advantage and KeepMedia. Learn more about Cittio at www.cittio.com.

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