

## **SilverBack Announces SilverMine Scripting Tool; Digital DNS Offers Reporting Package**

*Graphic Reports Provide Accountability; Helps Align Business and IT Goals*

**Billerica, Mass. (May 9, 2006)** SilverBack® Technologies, Inc., the industry's leading provider of service delivery platforms that allow solution providers to profitably enter the managed services business, today announced **SilverMine**, an add-on scripting tool for its flagship Datacenter Enterprise platform. Datacenter Enterprise is an on-demand technology for the remote monitoring, management and remediation of network devices, servers and applications.

The SilverMine scripting tool gives SilverBack service providers open access to the database and allows them to create their own value-added applications and customized reports to meet specific customer needs and provide additional sources of revenue and competitive differentiation.

"SilverMine is a great tool for our partners who wish to provide a higher level of reporting detail to their customers, giving them any degree or range of micro or macro views they desire," said Robert Klotz, SilverBack VP of Technical Services. "SilverMine actually represents a revenue opportunity for service providers because they can now go beyond the use of our native templates to script their own results."

One application of the SilverMine scripting tool developed by SilverBack partner Digital-DNS of Greenville, SC, is the development of **CIO Scorecards**, a graphic report that provides a weekly snapshot on the status of any network's health, which ensures immediate accountability and empowers CIOs to more closely align business and IT goals.

**In addition to the Scorecard, Digital DNS also offers a monthly scorecard that automates the task of compiling network data across an unlimited number of IP addresses from multiple customer sites over a 30-day period. "Before we had developed a means to generate these reports monthly, it would take us about 65 hours to run a monthly tally that covered our own 30 customer sites," said Al Gossett, CEO of Digital DNS. "Using SilverMine to write an application that would automate this process was the smartest move we ever made with a scripting tool."**

**Al Gossett will be speaking about SilverMine at the upcoming SilverBack User Conference May 11-12, 2006, Orlando, FL.**

Specifically, the Scorecards chart the health of an organization's networked IT systems, applications, services, patches and vulnerabilities within a few concise pages, conveying performance metrics, availability and degree of latency; it also measures how the IT department or service provider is doing against SLAs and/or other goals.

"This is an invaluable communications tool for giving the CEO or CIO a window onto the network and its status with a simple weekly report card," said Bill Brown, CTO of Digital-DNS. "With this report, we strengthen our relationship with our customers at the highest levels, since now the executive can successfully communicate with his C-level peers. We make the CEO/CIO look good, and that person has a means of demonstrating accountability with his internal resources and external providers."

The Scorecard is also valuable for documenting internal controls as they pertain to security, an

important feature as companies struggle to adhere and remain in regulatory compliance with complex federal mandates such as Sarbanes-Oxley.

“CIOs are overwhelmed by too much information,” said Jim Hare, VP of Worldwide Sales, SilverBack. “Many times, service reports can go overboard with reams of arcane data that looks impressive for its sheer volume, but which can lose the forest for the trees. What’s key here is generating accountability, conveying only top-drawer concerns, and displaying the overall view of the CIO’s network within a few graphic pages. When reporting to the CIO, ‘more is less’ should be the mantra.”

The SilverBack CIO Scorecard is delivered by SilverBack service provider partners and includes the following elements:

#### **Scorecard Value**

- Executive level reporting geared towards the C-level suite – not too deep, just the right amount of information
- Gives enough information to keep the CIO in the loop – does not overwhelm the CIO
- Answers key questions like: What do I have? What’s my availability? What kinds of problems am I having? What’s getting resolved?

#### **Documenting Service**

- What assets are in my environment? Devices? Applications? Services?
- What’s my availability? Latency?
- What type of faults am I experiencing? What types of issues has my MSP resolved for me?

#### **Documenting Compliance**

- Document assets for reporting of internal controls – valuable for SOX, HIPAA, GLBA, etc.
- Track information availability and latency
- Track security information – patch assessments, vulnerabilities – state of internal controls

The CIO Scorecard is generated using SilverBack’s flagship software appliance, Datacenter Enterprise, a services delivery platform sold to service providers, MSPs, reseller/VARs used to manage, maintain and monitor IT systems remotely.

SilverBack’s policy-based IT management helps solution providers standardize and enforce easily replicable service offerings, reducing typical provisioning errors while decreasing the manpower required. Compliance offerings, security services, IPT, wireless and other managed service offerings can be customized to the needs of multiple tiers of clients without having to design and deliver special contracts each time.

SilverBack’s unique “franchise” approach to managed services combines ‘best in class’ technology and business practices required to help solution providers to turn-up customers about 50-60 percent faster than with standard IT monitoring platforms, translating to savings of 25 to 50 percent in operations costs and total cost savings over the life of that customer contract.

#### **Pricing & Availability for SilverMine Add-On Package**

Pricing for the CIO Scorecard reports cost \$1995 for the Weekly CIO Scorecard; \$1295 for the Monthly Scorecard, and \$995 for the SilverMine Data Retention tool. SilverBack Partners can purchase the total package at discount for \$3295. Contact Digital-DNS of Greenville, SC at (864)-370-3706 ([www.digital-dns.com](http://www.digital-dns.com)) email: [SilverPkg@digital-dns.com](mailto:SilverPkg@digital-dns.com)

**About SilverBack**

The choice of the VAR500 and other elite organizations, SilverBack's expertise lies in helping product-focused resellers transform their businesses into services-focused operations. SilverBack has designed and perfected a "franchise" approach that accelerates the transition from a low margin, one-time sale to a high margin, recurring revenue model. Its ServiceAccelerator program combines integrated IT and security monitoring software with the company's proven sales, marketing and operations best practices to help its partners see successful results immediately. SilverBack's technology significantly reduces operations costs at set-up and over the life of the customer contract, facilitating mass customization of services and assuring high margins. Visit [www.silverbacktech.com](http://www.silverbacktech.com).

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**Press Contact:**

Victor Cruz  
Principal, MediaPR.net  
Tel. 508-785-1590  
vcruz at mediapr.net