

# AN ROI ANALYSIS OF ARGENT SOFTWARE SOLUTIONS

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Since the dot-com and telecom collapses of recent years, investments in enterprise IT have been scrutinized as never before. Corporate management knows that the care and feeding of the enterprise infrastructure and its growing inventory of applications and services are vital to the company's success. But today they demand more functionality, faster implementation, and greater return on investment (ROI). As a result, the multi-million dollar purchases of elaborate management software frameworks, common in the 1980s and into the 1990s, face great difficulty proving their value propositions.

Enterprise IT simply needs practical management tools that are flexible and do what they promise. The most cost-effective management tools have traditionally been point products because they deliver on this requirement in ways that the more comprehensive "suite solutions" simply are not designed to do. A point product, by definition, is essentially dedicated to managing a specific subset of the enterprise IT environment. Such products are enjoying renewed popularity because of their singleness of focus, inherent low total cost of ownership, and faster time to value (shorter implementation and ease of use).

Dwelling on the ROI of point products traditionally hasn't been the norm because of the relatively low

purchase price and simple acquisition cycle. They're generally within the signature authority of most IT directors and, as a result, avoid the cumbersome structured ROI analysis procedure that accompanies more costly capital expenditures.

But as the point products have improved, and IT departments have learned more effective ways of using them, enterprises are finding they actually can document substantial ROI benefits with their point products even those with purchase prices well under \$100,000. Documented cost savings in IT staffing, productivity gains, improved resource availability and efficiency, and reduced mean-time-to-repair are common benefits.

One vendor leading the effort to underscore the positive ROI of today's leading management products is Argent Software. In this white paper, Enterprise Management Associates (EMA) looks at Argent Guardian® and Argent Predictor® systems management products. The report begins with a discussion of market dynamics relevant to the company and its products. Next, the paper profiles two users who have achieved impressive cost savings and benefits using the Argent products. The report provides a graphical value map drawn from the profiled companies' experiences. This map can serve as a template for any organization that wishes to construct a cost/benefit ROI scenario for enterprise management software investments. As an example, such an ROI calculation is provided using cost/benefit numbers provided by one of the companies interviewed. The report concludes with EMA's perspective on Argent's strengths, challenges, and opportunities for success in the enterprise systems management software market.

## Market Drivers

The old saying, "the more things change, the more they stay the same" also applies to the management software market. In many respects, the market's come full circle, having started with point products, then embracing elaborate "manage anything from anywhere" frameworks, and now returning to specialized point products.



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Back in the 1970s, IT professionals asked for systems management software that would monitor the operational aspects of mainframes and minicomputers, and a host of point products were introduced that did just that. But as local- and wide-area networks sprung up to connect these distributed systems, and later to make the ubiquitous PC part of the corporate network, network management software arrived that ran largely independently of the systems management software. That was followed by yet another point product category, application management software, which correctly surmised that, since application performance could be affected by problems on either the system or the network side (or both), a new type of management software was needed that tracked an enterprise application's performance regardless of the system or network components involved.

By the late 1980s, sophisticated framework suites were introduced that promised to manage and secure all enterprise system, network, and application resources in a "seamless management environment." To do this, companies needed to commit to a vendor-specific architecture, which severely limited interoperability with best-of-breed point solutions. Naturally, the suite products were very expensive and typically required months, if not years, of customization and system integration in order to work properly.

During this time, "point product" took on a pejorative connotation, as the market seemed to genuflect towards the "jack of all trades" premise of the framework suites. In hindsight, however, it has become apparent that "master of none" is the flip-side of the framework's potential as a panacea. After all the acquisition and deployment costs, many suites are found to be good at managing only some aspects of the enterprise environment, making them essentially bloated point products. But the suites remain in use simply because companies are in too deep to write off their whole investment.

Having learned from this experience, enterprises are again flocking to best-of-breed third-party point products to manage their legacy resources while incorporating newer technology and processes, such as Web services, mammoth enterprise applications, and Internet telephony.

However, the main reason point tools are back in vogue is because they haven't been standing still as the framework vendors grabbed their customers. Indeed, they have been working all along to improve the features and benefits of their products. As a result, many not only can coexist with framework suites but, even more importantly, offer a range of functionality that rivals that of the frameworks themselves—and still at sharply lower price points. For example, reporting capabilities that allow for trend analysis, useful in application performance monitoring and capacity planning decision-making, used to be a clear competitive strength of the framework vendors. Today, the leading point products offer the same capability or better. Argent Software is an example of such a "new age" vendor, specializing in the systems management space with aggressively priced products that are easy to install.

## Company and Product Overview

Based in Farmington, Connecticut and privately held, Argent was founded in 1991 and today has roughly 170 employees with seven offices nationwide plus facilities in Canada, the UK, China, Australia, and India. The company boasts more than 1000 customers, which include such blue-chip names as Clear Channel Communications, GE Capital, Social Security Administration, Charles Schwab, Yale University, Citigroup, and Royal Bank of Scotland.

Argent's primary product line includes monitoring and alerting, batch job scheduling, and Web analysis solutions for Windows and UNIX systems. The company introduced its first monitoring and alerting products for Windows NT in 1994, and added UNIX platform support (Solaris, HP-UX, AIX, NetWare, and Linux) in 2002. The products also can work with network management systems (Compaq Insight Manager, IBM Director, Dell OpenManage, and HP Top Tools) as well as network devices such as routers, hubs, PBXs, UPSs, and even printers.

Argent Guardian, the company's flagship product, and Argent Predictor are both used by the company profiled in this report. For that reason, those products are described in additional detail below. In addition to praising the features and functions of the products, the customers profiled cited rapid deployment, ease of use, and outstanding customer support as further benefits that contributed to positive ROI.



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Argent's core products are listed below:

- Argent Console® - consolidates alerts from multi-vendor monitoring products as well as alerts from other Argent tools
- Argent Data Consolidator® - collects, scans, and consolidates enterprise-wide data into centralized SQL Server and/or ODBC databases, regardless of the hardware platform
- Argent Defender® - stress testing, capacity planning, and performance monitoring for Intranet and Web applications
- Argent Exchange Monitor® - monitoring solution for Microsoft Exchange environments
- Argent Guardian® - monitors, diagnoses, and corrects enterprise system issues before they affect the end-user experience
- Argent Oracle Monitor® - full range monitoring, performance tracking, and increased reliability in Oracle environments
- Argent Predictor® - capacity planning and trend analysis
- Argent Sentry® - monitors Web sites, FTP sites, and email servers
- Argent SQL Server Monitor® - monitoring and performance tracking for increased reliability of Microsoft SQL Server
- Argent Job Scheduler® - batch job scheduling for Windows 200x, Solaris, HP-UX, AIX, SCO, and Linux

Argent recently unveiled its Extended Technology (XT) product architecture, which essentially bundles all of their products under a common graphical user interface (GUI) for improved ease of use. With XT, customers can select specialized monitors for every type of server, all of which send alerts to the Argent Console. This approach allows customers to buy only the modules they need while enabling more seamless integration as other products are installed.

## Argent Guardian

Argent Guardian can monitor Windows and UNIX servers with or without the use of agents, based on technology patented by Argent. According to Argent, agents can be installed on every server, on just some servers, or just on one server. Servers without agents can be monitored remotely. The companies interviewed said this flexibility has reduced network overhead, simplified deployment and ongoing maintenance, and helped them to adapt the product to their specific needs.

When issues arise, Argent Guardian supports more than a dozen different types of alerts, such as alphanumeric paging, email, and Short Messaging Service (SMS), as well as providing corrective measures such as restarting stopped or hung services. The product includes more than 2000 pre-defined rules that automate detection and correction of problems and issues. Pre-defined reports are also standard. For example, service level agreement (SLA) reports can be generated daily and then automatically emailed to management. The interview subjects stated that pre-defined rules and reports helped reduce deployment time and improved ease of use.

Once installed, Argent Guardian begins its monitoring tasks in a matter of minutes. The interview subjects marveled at how quickly the product became operational after a very rapid and orderly installation process. For maximum scalability, Argent Guardian supports both remote and agent-based monitoring in the same domain, allowing it to support up to 10,000 servers.

Argent Guardian uses a unique n-tier architecture that makes it possible to create monitoring groups and "super consoles" to logically group servers and SNMP devices along business lines, geographic location, by server type, or any other grouping. The centralized console allows views of all outstanding alerts from monitoring groups on a single screen. Argent Guardian comes with its own GUI and also offers a Web interface. The customers profiled favor the propriety GUI over the Web interface, and feel it provides the same functionality as the native GUI.

## Argent Predictor



Argent Predictor is a full-featured capacity planning and trend analysis tool that allows users to monitor the rate of consumption of critical resources and generate a range of reports. The product can monitor resources such as disk space, CPU utilization, SQL log sizes, and usage of Microsoft Exchange and IIS services. This is particularly useful for monitoring compliance with SLAs, allowing enterprise IT and end-user departments to capture the efficiency and availability of IT resources and services, such as servers, hubs, and routers. The profiled customers found Argent Predictor to be an exceptionally valuable tool that provides needed granularity without an overload of irrelevant information.

Argent Predictor is fully integrated into Argent Guardian; there is no learning curve for users of Argent Guardian. The product includes a number of powerful advanced features, such as automatic report distributions, calendaring, and 2D and 3D graph customization. There are several report formats, including high-level Web-based reports for executives. Reports are generated automatically and can be emailed, exported, or uploaded at pre-defined times. In addition, Argent Predictor's graph templates interface directly with Crystal Reports, allowing reports to be customized by adding company headers, logos, varied layouts, and other modifications.

## Customer Interviews

EMA conducted in-depth interviews with two IT organizations: A Fortune 500 diversified financial services firm, and a large independent brokerage firm. Each has used Argent Guardian and Argent Predictor for at least two years. The goal of the interviews was to gain an understanding of both the IT- and business-centric impact of the Argent products within each company's enterprise environment. The interview subjects were also asked to provide direct costs associated with using Argent, along with some hard and soft benefits they've gained. A formal ROI scenario was constructed for the financial services firm, and appears later in this report.

Both customers cited ease of deployment, configuration flexibility, and rapid time to value as a significant benefit of the Argent products. Both

customers were able to initially deploy Argent Guardian in less than one hour. The brokerage firm noted that Argent Guardian was more productive in its first three days of use than a prior framework-based product had been after *three years*. The core monitoring and alerting functions were given high marks in areas such as transaction, event, and security management, and have improved IT staff productivity through Argent's rules-based automation tools. Hardware and software costs for initial deployment were well below \$100,000 for both customers, and hard costs savings were documented in reduced staffing requirements.

## Fortune 500 Financial Services Firm

This firm provides banking, insurance, investments, mortgage, and consumer finance from more than 5900 locations, via the Internet and other distribution channels across North America and internationally. With nearly \$400 billion in assets and over 100,000 employees, the company is one of the country's 40 largest private employers. The company cited ease of deployment, configuration flexibility, and rapid time to value as a significant benefit of the Argent products. It was able to deploy Argent Guardian in less than one hour. The core monitoring and alerting functions were given high marks in areas such as transaction, event, and security management, and have improved IT staff productivity through Argent's rules-based automation tools. Hardware and software costs for initial deployment were well below \$100,000, and hard costs savings were documented in reduced staffing requirements.

EMA spoke with a PC LAN engineer who leads the team that manages the company's Trust Operations Group IT function. The company has a group of developers and server engineers who create and deploy various applications consistent with best practices, including security. Most are custom applications that have Web front-ends and database back-ends.

This IT group works primarily with business units that deal with trusts and securities; the customers are all internal employees. "They need to automate processes," he says. "We send a business analyst out



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who determines their needs, and then we develop and deploy the application, and finally support applications and servers after deployment.”

“We needed to find a system that could manage multiple platforms,” he says. “We looked at Argent and two other vendors, HP and NetIQ. Argent actually provides a checklist of things they can do, and we used that for comparison with the other vendors, adding requirements that were specific to us. I downloaded Argent’s demo and literally had it working in 30 minutes.”

The company selected Argent Guardian and installed it in the first quarter of 2002. “The fact that Argent Guardian doesn’t require an agent was a big deal for us,” the engineer says. “We did wind up going with the agent in order to cut down on network traffic, but it’s nice that you have the option to go either way. One of my concerns about Argent Guardian was what kind of overhead the system would create. I was able to use Argent Guardian itself to figure this out; we found that it causes very little overhead.”

Upon deployment, Argent Guardian was up and running in just 30 minutes. There had been an issue with the primary server crashing, but thanks to Argent Guardian’s primary and backup engines, monitoring activity was not affected.

“We started with just one server and have found it easy to add regional agents, additional servers, etc.,” he states. “There are a hundred different ways you can configure it. I found the Argent Guardian rule sets quite easy to use, also. We have 50 to 75 users who use log rules, and we work with our DBAs who have a checklist of everything they do in the morning, like checking transaction log space, etc. We have been able to implement a lot of their routine maintenance tasks in Argent, cutting about two hours a day from the amount of work. We also use Argent to look for specific trace files.”

The company estimates that this and other areas of efficiency have allowed them to delay hiring as many as three additional FTEs. In addition, DBAs are able to spend more time on proactive tasks like research, rather than maintenance. Another big saving is that Argent shortens the amount of time needed to resolve a problem.

The engineer’s group has implemented Argent

Guardian as a log consolidator for the entire environment, which includes a lot of custom applications. “We use it to watch our local production servers and a plethora of security-related logs on our boxes, and we use Argent Guardian to monitor specific events. Having all of our logs stored in a single place makes it much faster to detect and resolve problems. We use Argent to look for error files that the application might have generated. If we can catch an issue at 4:30 a.m., we have plenty of time to get things up and running before the business unit gets in.”

In addition to event log consolidation, he has found Argent Guardian helpful in log file management. He has processes in place to monitor critical services, like SQL Server or Oracle. He uses Argent to detect if the service is down and, if so, can restart it automatically and receive alerts if there were any problems. This also can help determine if a given problem is being caused by one of the company’s servers, or if it’s something at a higher level, beyond the environment managed by Argent.

From a continuity standpoint, the company uses Argent Guardian for advanced workflow processes. “For example, one application may be made up of several servers that depend on other services,” he says. “We can use Argent to check all of the components and perform complex shutdowns and restarts, making sure things are brought down and up in the right order, and then ensuring that everything is working correctly. We also make use of Argent’s maintenance mode, which disables monitoring and allows us to do work on the servers without getting a flood of alerts.”

The company relies on Argent for security issues as well. If someone is trying to hack into a local administrator account, the data center support group and the help desk are alerted. He also monitors the system log regularly and knows right away if someone is doing anything without proper authentication. Also, to comply with audit requirements, the company uses Argent to archive security logs once an hour. “That way, if we need to do forensic research in the future, we can still get to the logs to figure out what happened,” the engineer commented.

The company continues to use the same release of



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Argent Guardian (6.20a) it started with. The engineer has some complaints in the area of reporting; but feels that Argent has addressed that in the current version (7.x). "They have added a ton of functionality to the new version," he says. "I'm sure that will require some learning on my part."

The engineer hasn't yet used Argent Predictor to the extent of Argent Guardian, but he still has developed a fairly large database upon which to draw reports and analytics. "We capture data at five-minute intervals and use that data for long-term trending," he says. "Every year we hit Argent Predictor pretty hard during the budgeting cycle, but the data is really not that useful for true real-time monitoring, given our monitoring interval. We use it more for historical trending."

## Independent Brokerage Firm

EMA also spoke with a mid-sized independent brokerage firm. With offices in Boston and San Diego, the company is among America's largest independent brokerage firms, with more than 5500 financial advisors based in more than 3300 branch offices nationwide. EMA spoke with a performance analyst and system administrator for the company's Linux, Open VMS, Tru64, and AIX/Exchange backup operations and email cluster. He is also responsible for managing Argent Guardian.

"Argent Guardian came in-house here in July 2002 due to an unbelievably dismal relationship with the prior management software vendor," the analyst says. "When I first joined the company, I was named administrator for that other product. I went for a week or so of training; it was a very complicated product. From the time that I took it on, it was never up 100%. We spent thousands of dollars in man-hours trying to get it to work, but I was the only one who really knew how it worked. That put the company in a bad position, so the decision was finally made to dump the product and look for something better."

The analyst says that the company learned of Argent just by surfing the Web. They ran the demo and eventually bought the product. "At that point, Argent Guardian wasn't as strong as we wanted it to be. Argent had just added UNIX support but it wasn't very strong. About a year later, they released a version

that did have enough UNIX functionality."

The analyst says that after just three days of on-site training and support with Argent Guardian, he was already past where they were after three years with the prior product. "Right away we were monitoring our systems and gathering stats," he said. "Within ten days, I had the system generating reports and alerts. The major difference between our earlier product and Argent Guardian is that the other product was not intuitive. It required the use of agent technology, whereas the majority of what we need to manage with Argent Guardian can be agentless."

"Moreover, the other product's agents would go down, and trying to fix things could make the situation worse. The vendor's support was horrible; we had multiple meetings and conferences with management, but the problems were never resolved. With Argent Guardian, I can't really break anything, so it's easy to experiment. Plus, their support is great."

The company bought both Argent Guardian and Argent Predictor, recognizing how well the two worked together and that they had a clear need for the combined functionality. Argent is now installed extensively at the company. Seventy servers are currently managed by Argent: 49 Windows 2000/NT, 19 AIX, and two Linux servers. With the prior product, the company never managed more than about 16 servers because of the problems they were having with it. "But Argent Guardian itself is running on just one server," the analyst says. "That server is working really hard, so we're going to upgrade to a 4-way server. The original server is an IBM 330 with a couple of gigabytes of RAM."

The analyst doesn't hesitate when asked to name a particular sequence of events where Argent was able to put its best foot forward. "In mid-2003, we were having problems with SQL Server," he recalled. "A top executive needed graphs and stats on SQL Server, and we used Argent Guardian and Argent Predictor to generate reports while the guy was on the phone. The other VPs were pretty impressed; now there is a separate group, headed by a different VP, with a staff of five or six who are actually taking batch feeds from the Argent Guardian database and using that to run their own reports and trending. Now, we are investigating extending the products to the network



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side, plus Exchange as well. Argent is rolling out into the company pretty rapidly.”

According to the analyst, Argent Predictor has helped his company decide when it's time for hardware upgrades. “Our SQL Server folks also use those reports to help figure out some application-specific events.” Now they budget specifically for Argent monitoring; we were never able to do that with our prior management software because it never worked right.”

To start building the cost side of the ROI proposition, the analyst says his company has paid Argent roughly \$100,600 over two years. This includes \$80,000 in software license fees and maintenance costs of \$38,700. The license fees cover the company's current base of 49 Windows 2000 servers and 10 UNIX machines.

By comparison, the company spent roughly two-thirds of that amount in license fees alone for its prior software product, which was managing just a fraction of the servers currently monitored by Argent. Furthermore, they paid another \$5000 for the console and around \$1000 more for various agents. The costs would have been higher, but the analyst says they chose not to invest any more because they

were having so many problems.

On the benefits side of the ROI equation, the analyst estimates he spends about four hours a week with Argent. With the prior product, he said it was two days a week. “Plus, I could quit tomorrow and someone can come in and pick it up pretty quickly. Actually, the cost justification could be the two days a week of my time that we got back. Product-wise, the thing that folks seem to really love most are the Argent Predictor features that allow us to do trend analysis. The Exchange folks are happy too, as the product provides a lot of data that they didn't have before.”

## Value Model

This diagram presents a realistic ROI scenario of how the first profiled company is using the Argent products. In the table and discussion below, total cost of ownership (TCO) reported by the company is compared with quantifiable hard benefits over the same period to determine payback period and ROI. In addition, a net present value (NPV) is shown that represents what the company's investment in Argent software would be worth in today's dollars if that money had been otherwise invested at 10%

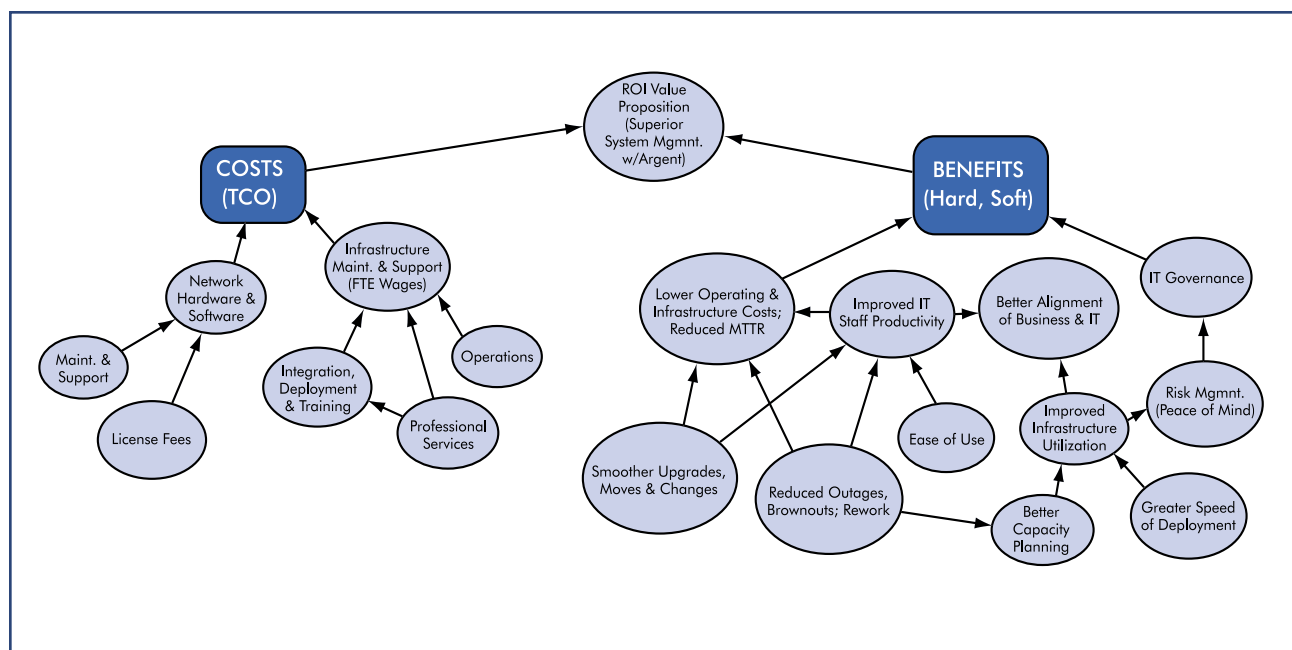


Figure 1: Customer View of Argent ROI Value Model



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compounded annually. The figures in Table 1 are based on documented two-year costs and savings, but ROI, TCO, and NPV are projected over a standard three-year timeframe.

Soft benefits vary, and these aspects of the ROI Value Model are discussed separately from the hard benefits. However, since they apply uniformly to both enterprise environments, soft benefits can be discussed together.

For this company, the overall payback period was roughly four months, demonstrating a very impressive total three-year ROI of 423%. TCO over the two years past has been approximately \$408,000, while two year benefits are calculated at \$1.5 million. These numbers are broken down below. The three-year projections in Table 1 are based on these numbers. NPV of \$566,940 is based on a three-year projected hard benefit of \$1.8 million attributable to the Argent software. Soft benefits are estimated to have paid for the TCO many times over.

## Costs

- \$80,000 in license fees for three servers currently running Argent software
- \$36,000 for Argent software support and maintenance
- \$90,000 for three servers currently dedicated to Argent monitoring, which provides a measure of fault tolerance for disaster recovery
- \$2,000 in internal costs for such items as port activation fees and operating system licensing
- \$200,000 in labor (FTE) costs; based on fully-loaded FTE industry benchmark costs for senior IT professionals. This is essentially the amount already budgeted—no additional IT staff costs have been incurred.

## Benefits

- \$1.2 million in hard savings, documented in improved staff productivity. Argent’s monitoring capabilities have eliminated the need for at least three FTEs—a two-year savings of approximately \$1.2 million based on industry benchmark cited above.
- \$300,000 in hard savings based on better resource utilization of existing servers. Argent reporting on server utilization has had a great impact. Historical information and reporting on server utilization (e.g., CPU, memory, storage) has allowed the company to use servers more efficiently across its server farm. This eliminated the need for at least 10 additional servers (average price \$30,000) over the last two years.
- Soft benefits include better management of servers and improved security. Argent software monitors servers that routinely process transactions involving millions of dollars. Application and server events inevitably happen, and Argent issues alerts immediately when they do, which promotes more rapid problem resolution and makes it possible to resume normal transaction processing efficiency. The security audit has been strengthened with Argent Guardian’s immediate notification of security breach attempts, which not only protects sensitive data but also furnishes documented proof about monitoring activity and actions taken for validation during security.

Total Savings	\$1,800,000
Total Cost of Ownership	\$426,000
Payback Period	4.2 months
Return on Investment	423%
Net Present Value	\$566,940

**Table 1: Fortune 500 Financial Firm Three-year ROI and NPV Benefits**



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## Soft Benefits

Soft benefits, by definition, are largely non-quantitative, but that doesn't make them any less real for the companies interviewed for this report. The circles pictured in the diagram all represent tangible value for the company. Beyond FTE savings, the company has found that the monitoring, alerting, and automated features of Argent's products have contributed directly to:

- Lower operating and infrastructure costs
- Greater infrastructure resource utilization and availability
- More accurate capacity planning due to Argent Predictor's reporting and analysis
- Improved IT staff productivity
- Heightened sense of IT governance best practices through improved risk management and strengthened security tools
- Overall improvement in IT's ability to support business decision-making and critical enterprise applications

## EMA Perspective

In this report, EMA assessed Argent's market positioning, core technology expertise, product capabilities, and perceived value through an in-depth customer interviews. Based on these considerations, EMA makes the following evaluation of Argent's strengths, challenges, and opportunities that influence the company's current competitive situation, and also anticipates what the future may hold for Argent going forward.

## Strengths

Argent Guardian and Argent Predictor exhibit outstanding functionality and, leveraging Argent's high-value Extended Technology packaging, are more tightly integrated with other Argent modules as well as with third-party resources. Aggressive pricing fees, fast deployment, exceptional ease of use, and top-notch support all add up to a very

attractive ROI value proposition. The downloadable demo is very persuasive, since at least one of the Argent customers interviewed purchased the product based on this "first look" experience.

Market-leading product features produce measurable benefits, as demonstrated by the rapid payback period shown by the large financial services firm. Crisp monitoring and alerting mean higher availability and lower mean time to repair. Improved productivity can lead to reduced staffing. Better reporting and trending pays off in more accurate capacity planning projections. With Argent, there is a clear connection between product attributes and end-user benefits.

## Challenges

For all its product strengths and compelling value proposition, Argent needs to raise its name recognition and industry stature. This is a common situation with many IT companies, who focus so strongly on technology, product, and customer support that they tend to overlook the sales and marketing programs that can accelerate customer growth. For example, neither company profiled learned of Argent without outside help. The brokerage EMA interviewed literally "stumbled" across the company on the Internet, while the financial services firm vaguely recalls some word-of-mouth recommendation. Argent is not a small company, but it is privately held. While it has an adequate marketing budget, more should be done to establish greater awareness and differentiation of the company and its products within the enterprise IT industry. To that very point, Argent remains vulnerable to the louder voice and deeper pockets of the larger and better-known framework vendors, who continue to claim the superiority of their approach over the point vendors.

Argent was late to enter the UNIX and Linux markets, which may compromise its drive to establish a leadership position. The company also needs to expand market awareness that it is a network device vendor, as this is a hidden capability of the product line. The trick is to pull this off while still retaining its point product profile so it is not incorrectly identified as a framework provider.



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## Opportunities

Argent delivers what a growing number of enterprises need today: flawless management of Windows, UNIX, and application servers; low total cost of ownership; flexible configuration; scalable architecture; modular products; positive ROI; and outstanding customer support.

The two companies profiled likely are representative of the vast majority of highly-satisfied Argent customers. Every enterprise IT department wants value without sacrificing performance, and that describes Argent's value proposition. Though not a household name, Argent has become very successful at sticking to its core competence and exceeding customer expectations.

## About Argent Software

Argent is one of the world's leading systems management software companies. Argent's primary product lines include monitoring, and alerting, batch job scheduling, and Web site analysis solutions for Windows 200x and UNIX systems. Argent was founded in 1991, is privately held, and has no venture capital funding.

Argent maintains strategic sales and support offices throughout the US, including Raleigh, Houston, Londonderry, San Francisco, and Farmington. Argent also has international offices in Toronto, London, and Hong Kong. As of June 2004, Argent had approximately 170 employees located in offices worldwide. With more than one thousand customers worldwide, Argent supports some of the world's largest organizations, such as Clear Channel Communications, GE Capital, Baker and McKenzie, Citigroup, and Royal Bank of Scotland.

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