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**BELGACOM ICT COMMERCIAL DATA CENTER HOSTING SERVICES
SELECTS ACCELOPS INTEGRATED DATA CENTER MONITORING SOLUTION**

**AccelOps Brings Automated Infrastructure and Business Service Monitoring
Platform to European Enterprises and Service Providers**

SANTA CLARA, CALIF. – August 31, 2010 – [AccelOps](#), the integrated data center and cloud service monitoring leader, today announced that Belgacom ICT's Data Center has selected AccelOps' integrated data center monitoring solution to fortify operational efficiency and proactive response for Belgacom's hosted commercial IT service customers. AccelOps announced it is growing its European business with plans to extend its channel program (announced earlier this month) to European partners.

AccelOps provides award-winning data center and cloud service monitoring software delivered as a virtual appliance or SaaS for enterprises and service providers. The integrated approach enables monitoring of data center, network infrastructure and cloud environments across service, performance, availability, security and change management.

"As a leading global service provider, Belgacom must optimize resources and enhance services to extend our competitive advantage and best serve our enterprise customers," said Akin Tatar, data center manager, Belgacom ICT. "AccelOps' integrated monitoring platform was selected because of its functional depth, usability, customization, implementation and scalability strengths over the other leading vendors we tested."

Belgacom ICT employs the AccelOps' platform to monitor, alert, assess and report its data center hosted services that support over 200 commercial enterprise-class customers. AccelOps offers Belgacom a single pane of glass with operations and customer views of all network devices, systems, applications performance and event correlated activity, as well as mapped business services. This will enable the team to optimize resources, better preempt issues in order to increase availability and maintain SLA commitments, as well as expedite root-cause analysis to reduce MTTR.

Akin adds, "With AccelOps, we can gain significant operational coverage and efficiency, shorten MTTR, increase results from our support resources, and be proactive to lower ticket volume - all of which positively impacts our operating costs and customer service."

In its extensive evaluation process, Belgacom ICT determined that AccelOps had more to offer than competitors. Key capabilities that figured prominently in making the AccelOps selection were:

- **Implementation:** Automated discovery and CMDB without agents allows for easier deployment and administration with broad operational controls
- **Integration:** Integrated monitoring approach and dynamic web GUI offers more effective benefit for root-cause analysis and collaboration across IT functions
- **Strong analytics and powerful cross-correlation engine:** Cross-correlates across network, application and storage layers for efficient root-cause. Rules are built-in, customizable and easy to maintain supporting simple to highly complex logic
- **Reporting flexibility:** Breadth of predefined reports and ad hoc search functions support diverse parameters for any device over time
- **Service monitoring:** Bottom-up, pragmatic approach to map and monitor customer infrastructure by business service for service level tracking and priority
- **Multi-tenancy and scalability:** Virtualized, clustered architecture with dynamic provisioning assures high availability and performance

"Organisations of all sizes are under pressure to reduce IT operational costs and improve efficiencies in terms of managing IT resources, services and service-levels," said Patrik Bihammar, research manager, infrastructure software, IDC Europe. "Effective management of physical, virtual and cloud-based IT resources is becoming a key challenge for many organizations. AccelOps provides an innovative solution to help customers address this challenge by providing metrics, visibility and automation capabilities across these diverse environments."

AccelOps In Europe

AccelOps is experiencing increased demand from enterprises and service providers, such as Belgacom, in Europe and abroad. AccelOps recently announced its channel partner program to enable authorized regional system integrators to market and sell its products.

Interested system integrators, partners and agents can learn more by visiting www.accelops.net/partner.php. The company looks forward to announcing additional major European customer and partner wins in the near future.

“The decision to choose AccelOps by a company of Belgacom’s size, stature and experience underscores the value of AccelOps’ integrated and service-oriented approach to data center management,” said [Imin Lee](#), CEO of AccelOps. “We are extremely delighted to work with Belgacom ICT and we are committed to support their ongoing success.”

About AccelOps - Intelligent. Proactive. Secure.

AccelOps provides award-winning data center and cloud service monitoring software delivered as a virtual appliance or SaaS. The all-in-one solution monitors data center, network infrastructure and cloud environments across service, performance, availability, security and change management. The integrated approach aggregates, cross-correlates and manages diverse operational data, both on-premise and in the cloud, to yield end-to-end visibility, efficient root-cause analysis, reduced MTTR, operational efficiency and compliance automation. The Silicon Valley-based company is privately held, venture-backed and led by experienced technology executives who created the popular Cisco MARS security information management appliance. Do more, control more and save more by visiting <http://www.AccelOps.net>.

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