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***For Immediate Release***

## **RTO Software Unveils Replay Technology**

*Newest Edition of Application Performance Management Tool Allows Administrators to Go Back in Time*

**ATLANTA, GA – February 16, 2006** – RTO Software, provider of application-focused performance monitoring and management tools for business-critical applications in any Windows server environment, today announced the next generation of their application performance monitoring solution, RTO PinPoint™ 2.0. PinPoint 2.0 includes a first-ever application performance recorder that allow users to go back and *Replay<sup>SM</sup>* past performance activity instead of relying on historical information and static reports.

“*Replay* allows administrators to go back in time and see the application performance of their servers in detail,” said David McDonald, vice president of product management. “When they are monitoring a server and see something out of the ordinary, they can pause the server, back it up and repeat.”

PinPoint 2.0 also includes new monitoring tools to help simplify the diagnoses of application and server problems and expedite the resolution of help desk complaints. While PinPoint works for all Microsoft based applications and servers, many customers of Citrix (NASDAQ: CTXS) are finding it particularly helpful in working with Metaframe and Presentation Server issues. By capturing Citrix logon times, script times and CPU abuse metrics, support personnel will be able to validate the actual experience of the individual user.

“After PinPoint alerted our team to a reoccurring server issue, we were still having difficulty diagnosing the problem,” said Carl Valiulis, director of information technology



for Hines Associates. “*Replay* helped us better evaluate the characteristics of the problem. We were able to identify and locate the cause of the problem and ultimately replace a disk that was out of compliance.”

PinPoint *Replay* controls allow the user to rewind to a specific day and time last week, last month or even last year. Then they can fast forward in a time-compressed mode until they reach the problem, pause the live action, zoom to individual servers, drill down on certain alerts and monitor specific metrics.

“Now all PinPoint alerts include a *Replay* link – one click and *Replay* takes the user back in time so they can watch it happen again,” explained Joel Ackerman, vice president of sales. “*Replay* adds a lot of value to alerts that can otherwise be meaningless without the context of the alert.”

“With the addition of the *Replay* technology to PinPoint, RTO is filling an otherwise unmet need in the market for reliable performance information,” said Julie Craig, senior analyst of Enterprise Management Associates. “Improving the access to this type of information should be especially valuable to administrators in large enterprises who do not have the resources to monitor all of their systems in real-time.”

“*Replay* insures that administrators always have complete application performance information available at any time,” said McDonald. “It’s like an insurance policy. When users complain about performance lags on a day when no monitoring or logging was going on, administrators are still covered with *Replay*.”

### **About RTO PinPoint**

RTO PinPoint uses agent-based technology to gather performance information like throughput, resource utilization, transaction times and database queue lengths then communicates the results to the RTO analysis engine. When performance falls below desired thresholds, Route Cause Analysis reports are generated and sent to the management console where they can be easily viewed by both business and IT managers.



## **About RTO Software**

RTO Software, Inc. is an established provider of application-focused performance monitoring and management tools. As an innovative leader in this rapidly growing area, RTO provides software solutions to enterprises and software firms that want to improve the performance and capacity of applications operating in a Windows environment. RTO's solutions are used on thousands of servers around the world in a variety of industries, including financial management, manufacturing, healthcare, telecommunications, and government. RTO Software is based in Alpharetta, Georgia. For more information visit <http://www.rtosoft.com>.