



Product FAQ

1. What problems does RTO Discover™ address?

RTO Discover™ provides a solid, dependable application for tracking and reporting IT asset information, identifying differences from standard configurations, maintaining comprehensive and up-to-date information about application software licenses including: deployment locations, number of licenses and when they will expire for the users who have been assigned the licenses.

Keeping an accurate inventory of hardware and software in real-time has become a challenge for businesses of all sizes. Without standardized tools for managing assets, many organizations are struggling to manage their technology investments through cumbersome spreadsheets and homegrown systems. Also IT staff needs to obtain real-time information about license usage to meet compliance requirements in the event of an audit.

In short, RTO Discover answers questions such as: What's out there? How is it deployed? Is it configured like I expect it to be?

RTO Discover also maps application dependencies and provides the ability to drill-down and annotate multiple views such as a network view, an infrastructure view, a configuration view and an application view. This allows multiple IT users to view the infrastructure from their own perspective and obtain simple blueprints showing relationships between servers, applications and infrastructure resources.

2. What value does RTO Discover™ deliver for Enterprise IT?

RTO Discover demonstrates its business value by giving enterprise IT an accurate and up-to-date picture of their application infrastructure. The easy-to-read blueprints identify assets and show dependency maps between applications and the infrastructure. As a result, organizations can quickly get a real-time view of their application/server infrastructure anytime, recognize exceptions from standard configuration policies and accurately document deployment for compliance audits. Moreover, being able to see the relationships between applications and servers in an intuitive graphical user interface makes the decision process for assessing changes or doing root cause analysis clearer.

3. What industry trends are driving the need for RTO Discover™?

The increasing complexity and sheer volume of the IT infrastructure due to new technologies such as Virtualization, 64-bit systems, Web Services, and the ongoing need for continuing to extract value out of legacy home-grown and standard enterprise applications are the key drivers for RTO Discover.

RTO Discover enables an organization to know what is in the infrastructure at any given point. This is a key business requirement for 3 primary reasons—IT organizations need to:

- Satisfy compliance and configuration standardization requirements
- Access accurate information to make infrastructure and/or application consolidation decisions
- Ensure optimal utilization of applications and infrastructure from a ROI perspective.

4. When will RTO Discover™ become available for purchase?

RTO Discover is available for purchase since April 2007. Prospective customers can choose from several packages on the [RTO Store](#) and buy it online safely and securely.





5. How is RTO Discover™ different?

RTO Discover™ has critical features that are necessary to provide a holistic view of what is active in the real-time infrastructure. As adoption of SOA (Service Oriented Architecture) models increase and enterprise IT infrastructure becomes more service-oriented, these features become an integral part of the application/service management solution.

6. What key features are included in the first version of RTO Discover™?

The first version of RTO Discover will have the following features:

- ✓ A single, agent-less collector that scans the infrastructure domains to discover assets and configuration data
- ✓ Audit configuration discrepancies against a “Gold” or “Reference” standard
- ✓ Multiple printable views including—network, infrastructure, and application
- ✓ Powerful standard reports and ad-hoc reporting facility with user-driven custom queries
- ✓ RTO “Open CMDB” that holds all the dynamic information collected by the RTO Discover collector

7. How does RTO Discover™ integrate with RTO PinPoint™?

RTO PinPoint's real-time events and alerts are linked to views provided by RTO Discover. One can view alerts for any given application or server by drilling-down from the RTO Discover graphical views. From a real-time data integration standpoint, RTO Discover and RTO PinPoint™ interact with the RTO Open CMDB (Configuration Management Database).

8. How does RTO Discover™ integrate with other vendor CMDBs?

RTO Discover aggregates real-time data on the deployed enterprise infrastructure, including application dependency maps, configuration audit information, application deployment details and related information from other vendor CMDBs in the RTO Open CMDB. This data is maintained in XML technology which can be easily retrieved through a published RTO API.

9. What is the Time-To-Value and ROI for RTO Discover™?

RTO Discover can be installed and deployed typically within a day. Further, IT staff can start using the application instantly and realize the value of the investment immediately since the graphical views are simple and intuitive.

10. How much does RTO Discover™ cost in relation to other similar products?

The first version of RTO Discover is expected to be an affordably priced, enterprise-class product that typically costs less than 50% of comparable products and suites. For volume purchases, RTO Software offers even more competitive pricing so customers can achieve a rapid ROI and a lower total cost of ownership (TCO) on RTO PinPoint purchases. For detailed pricing information and purchase, please contact your RTO Software Sales Executive by calling 866-987-2900 or email sales@rtosoft.com.