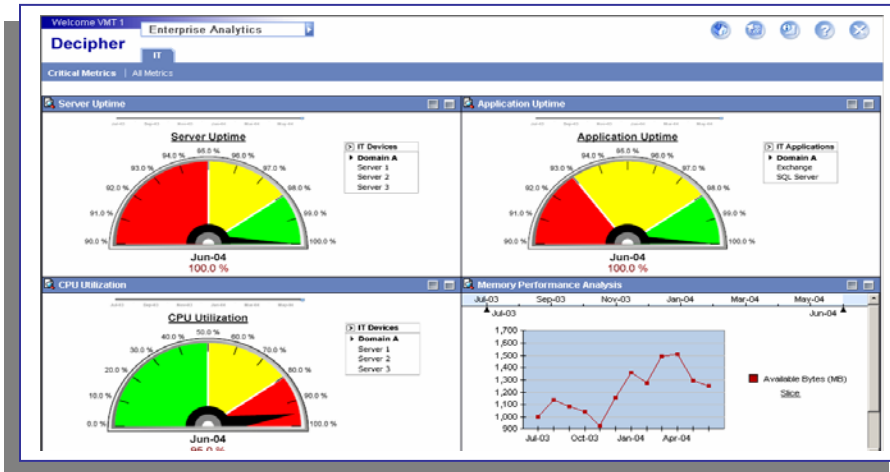




Monitor Your IT Infrastructure Through the VMT Decipher IT™ Dashboard



VMT's monitoring and infrastructure management tools gather thousands of data points about the status and overall health of your information system. To most eyes, except the highly trained, this data would be meaningless. What is needed is a dashboard – one place to view the results and impact of the data on the health of your business. VMT has introduced Decipher to provide this panoramic view.

Web-Based Access

Decipher IT is available to VMT clients via the web. By accessing the VMT web site, users can access the dashboard through a secure online session. The Decipher IT dashboard is configurable for each client selecting from a variety of different infrastructure metrics such as CPU utilization, memory performance, system uptime, disk performance or application uptime. These metrics are presented in user-definable graphics that translate the myriad of data points into a single screen that provides meaning and perspective on the health of your IT operation.

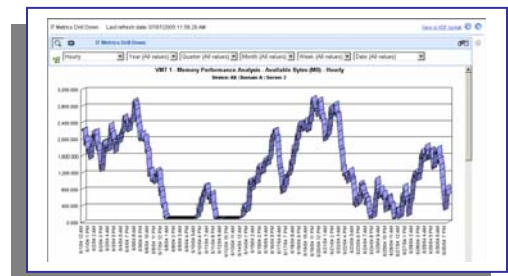
Drill Down

The VMT Decipher IT Dashboard has the unique capability of drill down to multiple lower levels of the data store to gain a better understanding of the information. For example, if CPU utilization is particularly high for one server, you can double click on the server to see when peak utilization periods are being experienced.

Scorecard

Decipher IT can also be used as a scorecard to highlight all the key metrics that drive the IT organization. A simple red, orange or green light let's you know if metrics are within tolerances.

The VMT Decipher Dashboard is a highly flexible information tool that provides management perspective on your IT operations – in a simple, easy to read and easy to understand graphical format. All via the web. Visit www.vmtech.net to learn more about VMT's interactive dashboard, Decipher IT and our other IT Services.



This screenshot shows a Balanced Scorecard for June 2004. The table below summarizes the data presented in the scorecard.

Perspective	Metric	Actual	Target	Variance
Financial Perspective	Revenue Growth	9.0%	8.0%	1.0%
	EBITDA Margin	25.4%	25.0%	0.4%
	Free Cash Flow Conversion	83.4%	80.0%	3.4%
	Free Cash Flow Conversion %	4.7%	5.7%	-1.0%
Customer Perspective	Customer Satisfaction	54.0%	54.0%	0.0%
	Customer Churn	4.7%	5.0%	-0.3%
	Customer Loyalty	9.0%	15.7%	-6.7%
Internal Perspective	Process Accuracy	100.0%	100.0%	0.0%
	Market Share	1.2%	1.2%	0.0%
	Customer Retention	79.0%	80.0%	-1.0%
Learning & Growth Perspective	Employee Satisfaction	76.0%	80.0%	-4.0%
	Employee Turnover	9.5%	8.3%	1.2%
	Employee Training Hours	44.7%	40.0%	4.7%
	Employee Training Hours %	48.0%	47.5%	0.5%
	Employee Training Hours %	48.0%	47.5%	0.5%