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Howard County, Maryland Improves Organizational Efficiency with eTelemetry

eTelemetry's Metron Enterprise helps flag policy violations and misconfigured PCs, saving bandwidth and energy

Annapolis, MD (October 9, 2007) – eTelemetry, Inc., announced today that Howard County (MD) Government is using Metron Enterprise to gain visibility into employee Internet activity that impacts the network and thereby the government's daily operations.

Metron is a passive network appliance that monitors network activity, providing individual and departmental bandwidth and productivity accounting. Metron Enterprise bundles eTelemetry's Metron and Locate appliances and leverages Locate's patented technology to passively map people to their IP address, PC (MAC address), and switch port in real-time, as well as, historically. The bundled solution provides powerful and user friendly information that can be utilized by IT, HR, and Management.

Howard County recognized immediate value with Metron Enterprise by using Locate to quickly identify employees even though the underlying IP and directory schemes were in flux. "Locate has proven to be invaluable as we migrate from one IP address scheme to another. It enables us to quickly identify the PCs we have missed in our conversion process and pinpoint their physical location for remediation," said Howard County's CIO, Ira Levy. "In the past we had to locate people based on a time-consuming, manual process. The time savings involved in rapidly identifying an employee's physical location based on their IP or MAC address makes my IT organization more efficient."

Metron's user-friendly reports enable Howard County to identify and solve a variety of network and behavioral issues. The County configured local update servers to provide anti-virus and Microsoft updates in order to reduce Internet bandwidth consumption. However, Metron revealed that a number of PCs were misconfigured and were pulling updates directly from Symantec's and Microsoft's Internet sites. The bandwidth consumed by this activity represented a significant percentage of the total bandwidth available. In addition, Metron showed PCs that were streaming audio from the Internet. The bandwidth impact of these activities caused the County's offsite backup solution to fail because the backup application was starved for bandwidth. eTelemetry's Metron Enterprise solution made it easy to identify and pinpoint the physical location of the offending devices for remediation which quickly freed up available bandwidth for important County applications.

Additionally, Howard County leverages Metron's Gateway Anomaly Detection Dashboard to identify employees who are leaving their PCs on after-hours, a violation of policy that not only presents a security problem, but also consumes energy unnecessarily. "The combined solution was easy to deploy and was very unobtrusive to our daily operations," commented Levy. "The eTelemetry solution solved organizational problems as well as IT-specific problems, allowing us to operate county government more efficiently for our tax-payers."

About eTelemetry

eTelemetry is the leader in extracting real-time business information from network activity. eTelemetry's innovative products tell you everything about the people on your network, answering the who, what, where, when, and how much. By applying its proprietary technology, eTelemetry's award-

winning products provide information leading to increased productivity, risk identification, reduced costs, greater network efficiencies, and insights into how people collaborate. Since 2004, eTelemetry has been *Turning Network Traffic into Business Intelligence*[™]. For more information, call 888-266-6513 or visit <http://www.etelemetry.com>.

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