Concord strengthens flagship product with new version of eHealth Suite

Submitted by: Pleon
Wednesday, 25 June 2003

Enhancements include embedded Oracle database, expanded foreign language support and improved agents

June 25, 2003 -- Concord Communications (NASDAQ: CCRD) today announced the availability of the newest version of its flagship software product, the eHealth Suite. The new release of the eHealth suite, version 5.6, includes a variety of enhancements including an Oracle embedded database, expanded language support, and faster agent configuration and deployment.

Concord's eHealth Suite is currently used by 3,000 customers worldwide to optimise application performance and availability across networks and systems. The eHealth Suite provides an integrated view of the entire IT infrastructure spanning networks, systems, and applications. Delivering a single seamless view provides enterprises, telcos and service providers with the ability to proactively identify and resolve potential infrastructure issues before they impact customer satisfaction or compromise service level agreements (SLAs).

The eHealth Suite version 5.6's enhancements include:

• Oracle embedded database: that leverages Concord's membership in the Oracle Embedded Software License (ESL) program to deliver faster and more seamless installations and upgrades using the industry's leading database technology widely recognised for scalability and improved performance.

"Concord's enhancements to the eHealth Suite, featuring an Oracle embedded database, are further evidence that application availability and performance, coupled with a market leading database, allows Concord customers to maximise the value of their IT infrastructure investments," said Robert Shimp, vice president of Oracle 9i database marketing. "The powerful combination of the eHealth Suite's market leadership with the world's leading database technology raises the industry bar for integrated fault and performance management."

• Expanded foreign language support: the eHealth Suite is now available in Spanish for the first time, and has extended its Japanese capabilities. Localised support for the eHealth Suite now encompasses English, French, Japanese and Spanish. This enhanced internationalisation extends the reach of the eHealth Suite for geographies that require localised user interfaces.

Concord's software development team worked closely with customers in Spain and Japan to deliver enhancements that align with their business and IT needs for enhanced foreign language support. According to Nobuyuki Abe, general manager with CTC Corporation in Japan, "Having Japanese language support for the eHealth Suite is an important milestone for us, and will allow us to expand our deployment of the software both at CTC and in our customers' IT organisations."

• Faster agent deployment and configuration: reduces the time and costs of deploying and configuring agents. The eHealth Suite's agent enhancements enable customers to more easily set management policies

once from a single console using user-defined or Concord templates and apply them across the infrastructure to increase productivity.

"The enhancements to our eHealth Suite are a result of significant developments based on market demands and in response to our customers' growing need to manage their entire end-to-end IT infrastructure," said Frank Kettenstock, vice president of product marketing at Concord. "These new software features further establish Concord as a leader in delivering application availability across networks and systems."

Concord's eHealth Suite version 5.6 is available immediately in English and will be available in Japanese, Spanish and French on July 21, 2003.

About Concord Communications
Concord Communications, Inc. (Nasdaq: CCRD) is an industry leader in optimising application performance and availability across networks and systems. Concord's 3000 customers worldwide use the eHealth Suite as the software solution to manage their IT infrastructure to drive profitable business operations, reduce costs, and increase competitive positioning.

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