



Data Innovations Announces Launch of IMLink for Real-Time System Monitoring

July 23, 2008

SOUTH BURLINGTON, VT: Data Innovations, Inc. (DI) is pleased to announce the launch of its latest Instrument Manager (IM) service offering, IMLink. IMLink is free to customers covered by our current support and maintenance plan and with the appropriate IT infrastructure. IMLink combines an intelligent agent installed on the customer's IM system with a secure backend system hosted at DI corporate headquarters in South Burlington, VT. All communication occurs over a Secure Sockets Layer (SSL) path and all data exchanges are encrypted and never in plain text.

One feature of IMLink is the real time monitoring of IM, whereby IM status is automatically transmitted. Certain events or alarms automatically generate incidents in our Customer Relationship Management (CRM) system which, in turn, notifies our Customer Services team so that they may proactively support the system. Some of the items monitored are CPU, disk, and database usage, database and operating system log files, and the connection between the primary and shadow for Hot-Backup systems.

IMLink also provides automatic backup of IM critical files allowing DI to provide offsite disaster recovery assistance. IMLink aids in remote support as customers may easily upload files to assist in research and diagnostics and also may authorize a remote access session.

For more information about this service offering please contact our Worldwide Customer Services departments.

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Please also see *Data Innovations Selects Axeda for Remote Service of Clinical Lab Middleware* at http://www.axeda.com/pr_7_23_08/news_press_detail.htm.