

Application Performance Management

Performance and availability for business-critical applications

Overview

The modern enterprise relies on multitier applications— with transaction paths crossing client, Web, database, middleware, networking, and storage elements—for critical business operations. Application slowdowns consume 24 percent of IT staff time, thus impacting the organizations, top and bottom line. Worse, customers report that performance delays drive them to abandon transactions and seek out competitors—one in five customers finds slow performance intolerable. Application availability and consistent high performance are imperative—yet traditional approaches to service management fragment attempts to analyze and control critical applications. Precise offers application performance management solutions that deliver visibility and control to help IT master complex application environments, and solve the right problem using the right resources at the right time.

The challenge of application complexity

Organizations in telecommunications, financial services, online retail, healthcare, government and elsewhere count on multitier applications for critical operations like service provisioning, banking, securities and sales transactions, supply-chain management, and more. They choose multitier applications for their modularity, extensibility and scalability. But they must master their complexity, to meet exacting requirements for availability, performance, and the expectations of customers, suppliers and partners who react to unresponsive applications by taking their business elsewhere.

In multitier applications, transactions cross the Web, application, middleware, database, and storage tiers, all across public and private networks. Current approaches to managing the performance of critical multitier applications fall short:

- Platform-focused solutions lack an applications perspective and visibility across tiers
- Manual processes can't possibly keep pace with their speed or examine complex interactions
- Build-your-own (BYO) automated solutions are expensive to create, validate and maintain

Increased dependence on multitier applications risks abandoned online transactions, lost customer loyalty, impaired IT staff productivity, and reduced customer and shareholder confidence.

Application Performance Management Solutions from Precise – a history of innovation

Corporate & Market Events

					Precise acquires Savant Corporation real-time application diagnosis and management solutions
1990 Precise Software Solutions begins developing and marketing APM	1995 APM available for Oracle database environments	1996 Precise introduces Precise/CPE interoperability middleware	1998 Precise/Interpoint application performance tuning solution for Oracle and SAP R/3 ERP	1999 Precise Enterprise 3.0 introduces Application Performance Warehouse Introduces Swift-e Web site performance monitoring	2000 Launches Precise/Insight end-to-end monitoring and analysis based on end-user response Acquires EQase, basis of Indepth for J2EE



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Application performance management from top to bottom

Precise Software Solutions takes a comprehensive approach to managing multilevel applications, with integrated components for coordinated management of every element affecting performance of multilevel applications. Application Performance Management (APM) from Precise supports custom and packaged applications, middleware, databases, storage, and more—across all major OS, application, server, and storage platforms.

More than 15 years of sustained investment and development has positioned Precise’s solution as a leader among application performance management alternatives. Precise’s Application Performance Management solution helps meet service-level requirements at even the most demanding organizations.

Designed for non-intrusive monitoring of production environments, the Application Performance Management solution reports directly on end-user response times, identifies emerging performance bottlenecks within or across tiers, and provides actionable advice when application performance departs from targets or norms. Unlike isolated point-solutions or resource-intensive local efforts, Precise raises application performance management to the levels expected by the most demanding enterprise users to meet Service Level Agreements (SLAs) set for their most important applications.

			Veritas acquires Precise, begins offering and supporting Veritas i ³ APM software		
			Symantec acquires Veritas		
2001	2002	2003	2004	2005	2006
Launches Precise/Savvy, correlating application response times to Web transaction analysis Integrates application performance management solutions as Precise i ³	Acquires and integrates SAP R/3 analysis and management software from EMC		Acquires technology underlying Insight Inquire from Tonic Software Veritas Indepth for J2EE introduces adaptive instrumentation software	Insight Inquire 2.1 released	Symantec i ³ 7.5 adds new problem-identification and root-cause analysis capability, broader OS platform coverage Symantec announces Data Center Foundation, incorporating i3 Application Performance Management



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Advanced, integrated technologies for Application Performance Management

Application Service Dashboard integrates key monitoring and analysis viewpoints on a single screen, to help IT staff focus on the highest-priority applications and most valuable information for quick identification of root causes. In contrast to single-tier point solutions, the Application Service Dashboard is:

- Applications-focused, with relevant performance information collected on one screen, with no need to flip back and forth among multiple tools
- Operations-aware, with role-based views that maximize the effectiveness of IT specialists responsible for monitoring, tuning and troubleshooting each layer
- Business-relevant, with views organized around application service-level agreements so applications management stays aligned to business goals

Precise i³™ tightly integrates the collection, correlation and performance tuning advice relevant to the performance of multitier applications:

- **Inform** analyzes critical performance information across tiers, and taps a central performance warehouse to track performance with actionable alerts and reports, and long-term performance trends. Inform answers the question, “Do I have a problem?”
- **Insight** aggregates response information across tiers, applying unique SmartLink algorithms to correlate activity to individual transactions. SmartLink helps identify problems quickly—often before users are aware of them. Insight answers the question, “Where is the problem?”
- **Indepth** provides drill-down to root causes for collaborative resolution before problems affect end-users or SLAs. Integrated SmartTune technology shows how IT can fix problems now and avoid them in the future. Indepth answers the questions, “What is the problem, and what can I do about it?”

Precise Insight Inquire™ provides an active-monitoring alternative to track availability and performance of critical applications. Insight Inquire injects synthetic transactions into an application’s transaction stream, monitoring availability and performance from multiple points of presence. Insight Inquire:

- Monitors availability of business-critical Web services
- Identifies problems created by infrastructure components including J2EE application servers and databases
- Can be up and running in less than an hour
- Is easy to manage and requires no complicated scripting

Application Performance Management is critical to the success of modular application-building approaches like Service-Oriented Architectures (SOA), and a significant contributor to process-improvement frameworks such as the Information Technology Infrastructure Library (ITIL).

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In a wider business context, the Application Performance Management solution removes barriers to organizational growth and flexibility. When application environments and infrastructures are properly understood, balanced, tuned, and managed, organizations are free to pursue new business models, expansion goals and acquisition opportunities at lower levels of risk.

Implementing the Performance Management Center

Precise recommends creating a Performance Management Center along with your Application Performance Management solution deployment to:

- Own and manage APM resources
- Help manage and tune application-enabling infrastructure
- Align performance management with business goals
- Provide a central reference point for end users, Help Desk staff and internal experts

Precise Consultants can help you design and implement a Performance Management Center through:

- Assessment and design
- Validation and rollout
- Selection and training
- Development of business-based performance management services

[Precise Global Services](#) provides consulting, education and support services to help you optimize performance and productivity, and maximize returns from your Application Performance Management investments.

- [Precise Consulting Services](#) applies the expertise of experienced Precise consultants throughout the assessment, design, implementation and management phases of your solution's lifecycle.
- [Precise Education Services](#) offer technical product training for Precise i³ from beginner to advanced levels, in a variety of class formats.
- [Precise Enterprise Support Services](#) deliver unmatched support through a broad portfolio of flexible service offerings, up to Business Critical Services for individualized support from elite technical professionals.

Why Precise for application performance management

The Applications Performance Management solution is built on integration. Count on it to aggregate, correlate, analyze and report applications-relevant information across:

- Windows and UNIX operating systems
- File-oriented data plus DB2, Sybase, Oracle and SQL databases
- Enterprise applications including SAP, Oracle Applications, Siebel, Peoplesoft and many others

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- Web and middleware platforms including .NET, J2EE, Oracle, and SQL Server
- Networks, storage platforms from Hitachi, EMC, IBM, and Hewlett-Packard, and specialized environments including Citrix and Tuxedo

The Application Performance Management solution excels at aggregation of performance, end-to-end correlation of application events, and broad cross-platform support.

- Both synthetic transaction and real transaction monitoring options
- A standardized solution for heterogeneous data centers
- Expert tuning advice to assist in addressing performance problems
- Centralized performance warehouse to analyze current performance status against historical trends

Rely on the Application Performance Management solution for actionable information across every infrastructure tier affecting application performance—delivered in real time, any time of the day or night. When your business depends on critical applications, the Application Performance Management solution from Precise helps you to keep them running at peak performance.

Applications define your business interactions with customers, employees, suppliers and partners. But their growing complexity—including multi-level and service-oriented architectures—risks loss of performance when you need it most. Precise Application Performance Management products, solutions and expert services provide the visibility and control organizations need to maintain and tune the applications supporting their most important business processes. To learn more, visit www.precise.com.

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About Precise Software Solutions

Commitment, Focus, Experience

We created the Application Performance Management market and this is all we do.

For over 15 years Precise Software Solutions has helped our Global 2000 customers manage business performance in complex, heterogeneous environments, assuring availability and business continuity. Precise offers a complete solution – from discovery through ongoing management – that allows our customers to focus on their core business. We offer the broadest platform support, in terms of enterprise application, operating system, database, and development environment coverage. Precise is the solution of choice for IT as an organization-wide standard for application management.

Visit our Web site

www.precise.com

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Call toll-free 1 (877) 845 1886

To speak with a Product Specialist outside the U.S.

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