



BMC Transaction Management Application Response Time

Key benefits

- > Monitors applications across the enterprise, including Web, mainframe, packaged, and customer applications
- > Monitors end-to-end quality of service at regular intervals to help detect performance problems
- > Quantifies complete end-to-end response time and availability data for business transactions to reflect user experience
- > Enables faster isolation of root causes
- > Quantifies variations in end-user experience, including geographical, network, and user group variations
- > Accurately reflects the quality of end-user experiences related to the business process
- > Enables improved customer satisfaction
- > Optimizes the user experience by measuring against service levels to ensure that SLAs are met in production

Measuring and reporting application response times from the end user's perspective is increasingly important to validate system performance and enable quantifiable management and reporting of service level agreements (SLAs). It also serves as the foundation of business service management, providing critical performance information about the infrastructure on which the business depends.

Without an accurate understanding of the end-user perspective, IT teams can be blindsided by dissatisfied end users and violated service level agreements.

To avoid problems such as these, organizations must ensure that their production applications meet the expectations of their users in terms of performance, availability, and accuracy in the most efficient and cost-effective manner.

Our solution

BMC® Transaction Management Application Response Time (BMC TM ART) measures the performance of business applications by executing business transactions and monitoring response times.

Key transactions are recorded and saved locally, then scheduled for execution as background processes in user-defined locations representing key geographical or network locations. Upon execution of the recordings, BMC TM ART reports application response times. Where response time degradation occurs, BMC TM ART assists in alerting and determining the root cause by identifying the problematic locations, transactions, and transaction steps.

Specific benefits and features

- > **Synthetic user response time measurement:** Detailed views of end-user experiences let you proactively trace out and correct performance problems before they impair availability.
- > **Parallel transaction execution:** Running scripts simultaneously eliminates the need for creative scheduling to accomplish accurate response time measurement.
- > **Background script execution:** Users can run scripts on computers being used for other purposes.

- > **No requirement for dedicated computers:** Customers can configure computers to run transactions, or they can use existing computers instead.
- > **Browser-based administration:** Application administrators can configure application monitoring without having to learn specialized client interfaces.
- > **Web-based reporting engine:** Enables detailed application performance monitoring and summary tracking for a wide range of users in your environment.
- > **Installation wizard:** A simple wizard-based installation enables quick and easy deployment.

Enterprise environment support

- > Integration of response-time data to support Service Level Management objectives
- > Support for common packaged applications such as SAP, Siebel, and PeopleSoft
- > Support for Windows®-based client/server, Citrix, 3270, and rich-client applications
- > An administration system that enables local and global management of recordings, locations, execution servers, and schedules
- > Easy editing and maintenance of these scripts via a mature scripting language or an included wizard

Application response time measurement

- > Captures response time for the entire transaction and individual steps within a transaction
- > Allows setting of service levels for entire transaction and individual steps
- > Notifies operations consoles if response times exceed established service levels
- > Captures response-time data locally and relays it to BMC TM ART Central

Easy transaction scripting

- > Creates scripts in a user-friendly, object-based development environment
- > Supports script flexibility including changing passwords and variable objects
- > Randomizes data to avoid false measurements caused by caching

Central administration and management

Response-time data collected by the execution servers is received and processed by BMC TM ART Central. The data can then be retrieved by the BMC TM ART Knowledge Module (BMC TM ART KM) and used as input to BMC Service Level Management, reporting tools, and event management systems.

When a step takes too long or fails to play back (because the application is unavailable), an alarm is raised. You can use this event to send e-mail, page an administrator, or perform a corrective action.

The BMC TM ART KM also monitors the locations and BMC TM ART Central and can raise alarms if they are not available.

The BMC TM ART KM is highly customizable. You can choose to alarm on some events and ignore others, or require multiple events before an alarm is raised.

Additional applications

Protocols not listed in the sidebar at the right can be monitored using SilkTest for BMC TM ART by Segue Software. This separate product, an add-on to BMC TM ART, can be used to capture Windows-based transactions, driving the user interface to capture appropriate response-time metrics.

With a powerful scripting language and user-friendly development environment, SilkTest for BMC TM ART enables users to easily simulate end-user actions at the GUI level. Additionally, SilkTest for BMC TM ART feeds performance and availability metrics in the BMC TM ART Central, allowing data from protocol-level transactions as well as GUI-level transactions to be viewed from a central location with a unified view.

System requirements

- > Microsoft Windows 2000/XP/2003
- > Hardware:
 - Intel Pentium III processor, 800MHz
 - 512MB RAM
 - Virtual memory equivalent to 3 x RAM
 - 300MB free disk space, at least 2GB free disk space on the machine that hosts MS SQL Server
 - 100Mbps network adapter
 - ISDN or faster TCP/IP network connection
- > Database: Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) or Microsoft SQL Server 2000
- > KM: The BMC TM ART Knowledge Module is compatible with all BMC Performance Manager agents and consoles that support Knowledge Modules.

About BMC Software

BMC Software helps IT organizations drive greater business value through better management of technology. Our industry-leading Business Service Management solutions ensure that everything IT does is prioritized according to business impact, so IT can proactively address business requirements to lower costs, drive revenue, and mitigate risk. BMC solutions share BMC® Atrium™ technologies to enable IT to manage across the complexity of diverse systems and processes — from mainframe to distributed, databases to applications, service to security. Founded in 1980, BMC Software has offices worldwide and fiscal 2005 revenues of more than \$1.46 billion. BMC Software. Activate your business with the power of IT. For more information, visit www.bmc.com.

Supported protocols

Web browsers

- > HTTP(S)/HTML (high level)
- > HTTP(S) (low level) Internet

Internet

- > E-mail (SMTP/POP)
- > FTP
- > Streaming media (Microsoft, Real)
- > SSL
- > Directory server (LDAP)
- > TCP/IP-based application
- > UDP-based applications
- > WebDAV

Wireless

- > WAP 1.x (including WTLS)
- > Multimedia Message Service (MMS)
- > RADIUS
- > i-Mode

Web services

- > XML/SOAP
- > Microsoft .NET SOAP Stack
- > Apache Axis Java SOAP Stack

Middleware

- > CORBA (IIOP)
- > EJBs (BEA WebLogic, IBM WebSphere, and so forth)
- > Java RMI
- > .NET Remoting
- > (D)COM (COM+, MTS, COM, ADO, Active X, and so forth)
- > Tuxedo (ATMI, JOLT)
- > .NET Serviced Components

Databases

- > ADO
- > ODBC (SQL Server, DB2, Oracle, Informix, Sybase, etc.)
- > Oracle OCI
- > IBM DB2 CLI

Open interfaces

- > .NET Framework
- > Java Framework
- > Visual Basic Framework
- > .NET Remoting
- > COM Interface
- > DLL Interface

CRM/ERP systems

- > PeopleSoft 7 and 8
- > Siebel 6 and 7
- > SAP Web Portals
- > JD Edwards
- > Chordiant
- > e.Piphany
- > Lawson



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