

Cross Enterprise Application Performance Management

Providing new levels of visibility into critical business transactions

Business-critical applications are the lifeblood of large enterprises. Many of these enterprises also rely on mainframes for their data and transaction processing. Their most important applications have to utilize both distributed and mainframe infrastructures to process business transactions. Traditionally, IT organizations have had difficulty managing transactions that span these diverse platforms. They have had limited visibility across these environments, and they also have used different tools, processes and people to support each environment. Application owners and IT executives need solutions that provide visibility into transactions and application performance across the enterprise environment.

CA Wily APM solution is intended to help enable IT teams to deliver competitive, high performing applications and transactions across distributed environments and assure business stakeholders that these applications are successfully completing customer transaction requests at the intended and agreed-on service levels. This visibility also helps provide a high degree of transaction reliability. Now, CA is extending this visibility into the mainframe environment with the integration of the CA Wily Application Performance Management (APM) and CA SYSVIEW® Performance Management products. This integration provides a comprehensive application performance management solution for transactions that span distributed and mainframe environments, physical and virtual, composite or cloud environments.

Business Value

Today's business transactions span across multiple environments. What happens when you lose visibility into transactions? Is revenue impacted because transactions are performing poorly? Can you find out where the issue is occurring? CA now helps enable the IT organization to take control of their infrastructure, as well as their business. When business and IT both understand the impact of transactions on their business and on their infrastructure, productivity can be increased, revenue can be protected and customers are more satisfied with their online experience.

The capabilities of the integrated CA Wily APM and CA SYSVIEW solution help empower IT and the business by providing that much needed visibility into the transaction. This solution provides real-time data and metrics, in a meaningful context, that are important to IT and the business. This integrated solution is designed to help enable organizations to realize key business benefits, such as:

- Faster detection and resolution of performance problems important to the success of revenue-generating and/or business-critical transactions
- Improved service quality, reduced costs and optimized IT resources
- Rapid Return on Investment (ROI) and faster time-to-value
- Greater efficiency and increased collaboration of distributed and mainframe application support teams

Solution Description

The integrated CA Wily APM and CA SYSVIEW solution provides 24x7 monitoring of business transactions for complex application environments. CA SYSVIEW monitors the real-time performance of mainframe subsystems and provides CA Wily APM with this data. CA Wily APM integrates this performance data with the information it is monitoring for Java and .NET Web applications to provide, in real-time, a unified view of the application performance and transaction flow.

This joint solution is designed to help you proactively detect problems before they affect users and enable IT to resolve issues quickly to help ensure that business services meet established SLAs. CA Wily APM's powerful capabilities for rapid triage, root-causes analysis and historical data reporting now extend to the mainframe with metrics provided by CA SYSVIEW. Now, you have a single place to view the performance of the subsystems that support the applications and the transaction status across the enterprise.

Delivery Approach

CA Services offers comprehensive professional services that are streamlined and customized for distributed and mainframe APM deployments. With CA Services, you can apply best practices, and plan and deploy an effective APM solution quickly to help you maximize business results and improve ROI. CA also has close relationships with leading consulting partners to provide a range of consulting services to help ensure your success.

Features

CA Wily APM and CA SYSVIEW are both established, comprehensive products. Together, they help provide deep insight into the application and transaction performance. Key features of the integrated solution include:

Distributed to Mainframe Enterprise Dashboards

- Cross-enterprise performance information is available out-of-the-box through comprehensive dashboards, which help provide a unified view of distributed and mainframe transaction health. When dashboards display metrics that are in an acceptable range, the user can have increased confidence that the system is performing well. When problems do occur, these displays provide notification that can help the user perform fast diagnosis and triage to quickly assign issues to the right organization.
- Customizable dashboard functionality provides the capability to create custom enterprise dashboards. This functionality can provide customers with customized end-to-end views across enterprise platforms.

CICS and MQ Transaction Tracing

- Quickly identify and isolate application and transaction performance problems between distributed and mainframe transactions. Utilize traces to the mainframe to analyze problems within the CICS Transaction Server and MQ environments. Specific transactions are monitored and information is available for the mainframe system programmer and application teams, based on real-time metrics, to help the user resolve problems quickly.
- New customized dashboards display metrics from all CICS regions to help pinpoint transactional issues within the mainframe environment.

CICS Transaction Context

- Map CICS resources to distributed transaction load and provide overall view into the health of a business function.

Benefits

CA provides customers with a proven solution for managing the customer experience, SLAs, business impact of performance issues and comprehensive diagnostics and triage. CA has now extended those capabilities to include management of business transactions that span distributed and mainframe environments. This new functionality provides our customers with:

- Visibility into end-user transactions in real time as they cross from distributed platforms into the mainframe environment, increasing IT's control of the application infrastructure.
- Comprehensive dashboards that display critical distributed and mainframe data (z/OS, USS, TCP/IP, WebSphere MQ, CA Datacom/DB, IMS and DB2) in a single view — empowering IT and the business with the data they need to make informed decisions.
- A solution that allows distributed and mainframe teams to increase collaboration across silos, increasing problem resolution productivity.
- Transactional views of business services that complement CA's infrastructure management solutions and promote Lean IT implementations.

Why CA

CA is a leading software company with the vision and expertise to help organizations govern, manage and secure IT. CA is a premier Enterprise IT Management solution provider with one of the most comprehensive, scalable, cross-platform application performance management solutions in the industry.

The integration of CA Wily APM with CA SYSVIEW provides deep visibility as business transactions traverse multiple platforms, including distributed to mainframe. It is another excellent example of CA's expertise, responsiveness and ability to innovate to meet enterprise IT needs.

Copyright ©2009 CA. All rights reserved. All trademarks, trade names, service marks and logos referenced herein belong to their respective companies.

This document is for your informational purposes only. CA assumes no responsibility for the accuracy or completeness of the information. To the extent permitted by applicable law, CA provides this document "as is" without warranty of any kind, including, without limitation, any implied warranties of merchantability, fitness for a particular purpose, or noninfringement. In no event will CA be liable for any loss or damage, direct or indirect, from the use of this document, including, without limitation, lost profits, business interruption, goodwill or lost data, even if CA is expressly advised in advance of the possibility of such damages.

