

PRODUCT FAMILY BRIEF: WILY INTROSCOPE

Wily Introscope

Wily Application Performance Management

Wily Introscope®

Wily Introscope® Extensions

Wily Introscope® PowerPacks



Wily Introscope

Essential Visibility and Control for Today's
Complex and Heterogeneous Environments

Heterogeneous Environment Visualization

Heterogeneous Triage and Diagnostics

Powerful Capabilities for Today's Demanding
Web Application and Emerging Technology
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Share Critical Data throughout the Enterprise

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Wily Introscope® PowerPack for WebSphere
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Wily Introscope® PowerPack for SiteMinder Web
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Industry Leading for a Reason

Introscope Benefits

Manage Complex Emerging Technology
Components and Infrastructure

The CA Advantage

The Wily Introscope® family proactively monitors complex Java and .NET web applications and other emerging technology environments 24x7, detects problems before they affect users and enables IT to resolve issues quickly to ensure that mission-critical web applications and webservices meet business and performance goals. In addition, the emerging technology functionality that is included with Introscope allows the IT organization to visualize dependencies within the environment and provides key metrics for industry leading Enterprise Service Bus (ESB) technology.

Overview

In today's complex web application environments, the success or failure of your enterprise can depend on the health and availability of your Java and .NET web applications. Wily Introscope® provides 24x7 web application and transaction monitoring, incident detection, rapid triage, root-cause analysis and historical data reporting to ensure superior service delivery and successful customer experiences.

Benefits

With Wily Introscope, you can identify and remove bottlenecks, eliminate unplanned outages, optimize your resources and lower the costs associated with maintaining complex Java and .NET web applications and Web services. Introscope lets IT teams and business stakeholders work collaboratively to ensure that mission-critical web applications successfully meet business and performance goals.

CA Advantage

Trusted by more than 1200 customers worldwide to manage their business critical applications, Introscope is unique in its ability to monitor every transaction in the production environment in real time with near-zero overhead. It has patented root-cause diagnosis technology and its instrumentation technology is now the industry standard.

Managing the Most Complex Heterogeneous Application Environments

Wily Introscope® is a key component of the Wily Application Performance Management solution. Wily Introscope, combined with Wily Customer Experience Manager comprises a solution that provides powerful capabilities for managing the end-user-experience of customers that access your online services. In addition, the solution helps your organization manage Service Level Agreements, measure the business impact of poorly performing transactions, proactively identify and prioritize problems based on business impact, and conduct incident diagnosis and triage across complex and heterogeneous application environments.

Essential Visibility and Control for Today's Complex and Heterogeneous Environments

Today's enterprises rely on web applications to execute critical business functions. The success or failure of your business depends on your customer's ability to complete online transactions reliably and IT's ability to find and fix problems quickly, before Service Level Agreements (SLAs) are breached and customers are affected. Achieving these goals becomes more difficult as the web application environment becomes more heterogeneous and complex with the rapidly growing number of Java and .NET applications. In addition, for customers that have implemented other leading technology platforms, complexity and interdependencies are a critical issues. As a result, key IT and line of business stakeholders lose visibility into customer experiences, business transaction performance, dependencies of services within the environment, and service availability.

To help ensure superior service delivery and excellent customer experiences, IT teams need real-time intelligence about application performance and the ability to quickly find the causes of incidents when they arise. With Wily Introscope, you regain essential 24x7 visibility into vital Java and .NET web applications and Web services in production environments. By using this industry leading application performance management solution, you can quickly isolate problems before they affect customer satisfaction, impact your bottom line or violate SLAs.

Wily Introscope is a key part of the Wily Application Performance Management (APM) solution, which also includes Wily Customer Experience Manager. By using the complete Wily APM solution, you gain end-to-end visibility into the end-user experience, allowing you to measure SLAs, prioritize incidents based on business impact, monitor transactions across heterogeneous application environments, and improve the quality of services.

Supporting both Java and .NET applications in a single solution, Introscope provides comprehensive end-to-end transaction and component dependency visibility across your entire infrastructure—applications, business processes, services, SOAs, and ESBs—so you can identify and resolve performance problems no matter where they originate. Introscope enables you to isolate bottlenecks in your application, right down to the individual components in Java and .NET environments such as Servlets, JSP s, EJBs, ASP .NET , ADO .NET ASMX and much more. You can use it to monitor individual problem transactions in your production environment, across multiple processes and quickly determine where slowdowns and failures occur in the transaction path. Because Introscope is platform independent, it can be used to monitor today's most complex and heterogeneous web application and new emerging technology environments.

Heterogeneous Environment Visualization

SERVICE DEPENDENCY MAPPING Presents a graphical visualization of interdependent services within the application environment based on performance metrics and the analysis of errors and events. Enables the Application Support manager to instantly grasp the layout of the environment and it's components in a visual manner.

REAL-TIME DASHBOARDS FOR EMERGING PLATFORMS Provides a quantitative summary of the health of the complex environment. Provides an up-to-date status display and helps the Application Support team to identify trends and changes in the architecture without needing to create manual dashboards or manually analyze or group service metrics.

Heterogeneous Triage and Diagnostics

EXTENSIBLE CROSS PROCESS TRANSACTION TRACING Extends cross-process transaction tracing to common-denominator protocols HTTP & JMS. Also includes script-based extensibility framework to enable rapid extension to new platforms and protocols. Support for leading emerging infrastructures - Provides out-of-the-box dashboards & performance metrics for middleware layers including Oracle ESB & WebSphere Process Server, providing critical visibility to help IT Operations teams quickly troubleshoot distributed performance issues involving these new transaction hubs

Enhanced MQ Support

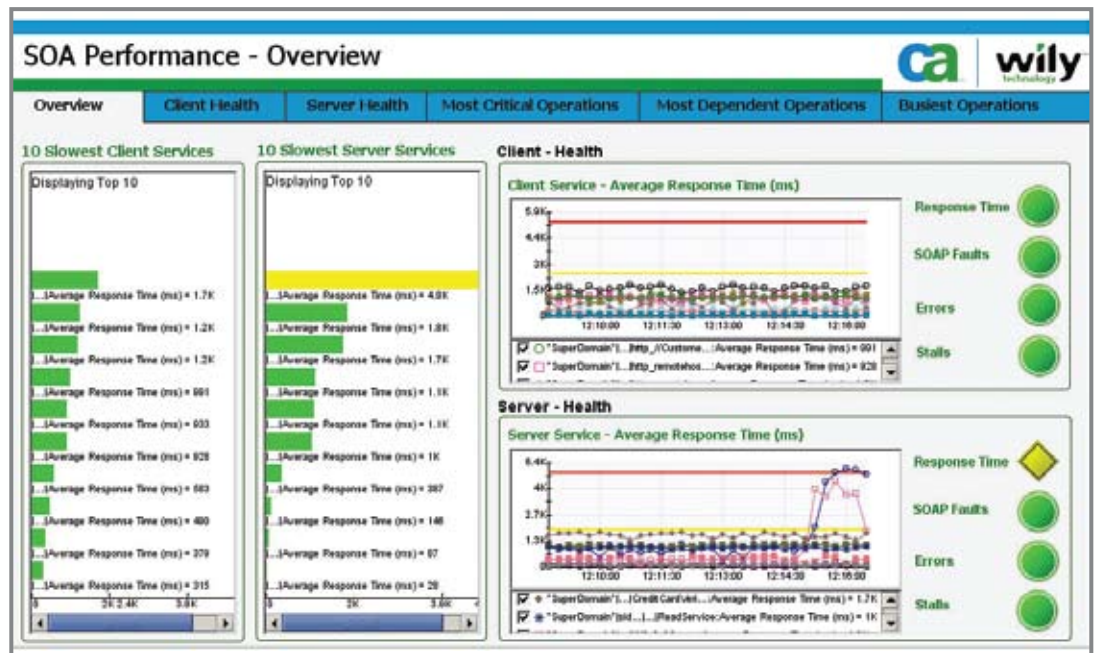
Increased Visibility for MQ Environments - Rapidly acquire and understand MQ performance information sufficiently well in order to quickly identify and solve performance problems that are caused by MQ from Servlet all the way to the Queue Manager.

Monitor MQ Over Secure Environments - Extends MQ monitoring to environments where customers have limited access to the MQ system for security reasons to allow access only via a secure channel.

FIGURE A

New Introscope features strengthen and simplify management of the largest and most complex web application environments.

SUPPORT FOR EMERGING TECHNOLOGY PLATFORMS



Powerful Capabilities for Today's Demanding Web Application and Emerging Technology Platforms

Introscope provides a number of unique capabilities to meet the application performance management needs of your individual enterprise. It can be deployed in clustered environments for superior scalability in large, complex and heterogeneous environments. Introscope discovers systems and components automatically without requiring coding. It provides pre-configured, intuitive views of the managed environment and immediately monitors 100% of all transactions. In addition, it can provide superior visibility into very complex Web applications and SOAs and the underlying infrastructure. It can even monitor transactions across processes to give comprehensive, component-level views in the context of the transaction path. Wily Introscope, together with Wily Customer Experience Manager, are key components of the Wily APM solution and provides a comprehensive solution for understanding important IT and business metrics.

Introscope is platform-independent and works in any web application environment whether J2EE or .NET, distributed or mainframe, physical or virtual. Wily Introscope has also been strategically integrated with other CA solutions such as CA DCA Manager, CA CMDB, CA SPECTRUM service assurance manager, and CA NSM, Wily Introscope works together with these solutions, other non-CA solutions or as a stand-alone solution. It records 100% of the performance data for problem diagnosis and triage, trend analysis and capacity planning. Introscope empowers your IT organization to create an effective and necessary process for detecting and resolving web application performance issues. With customizable graphical displays, its easy-to-use dashboards can be tailored for individual users to offer deep, intuitive views of the application infrastructure. Alternatively, less technically skilled users can take advantage of auto-generated views of the application environment for easy triage of out-of-bounds performance conditions. Introscope's robust analytics engine models application behavior out of the box, providing the information that your team needs to manage transactions and applications proactively.

FIGURE B

New Introscope features strengthen and simplify management of the largest and most complex web application environments.

COMPREHENSIVE SUPPORT FOR COMPLEX COMPOSITE APPLICATIONS

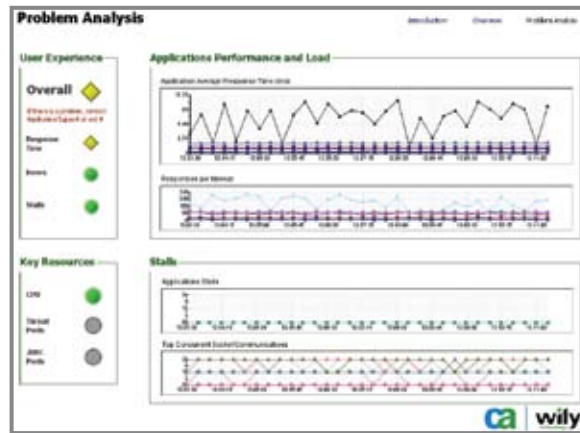
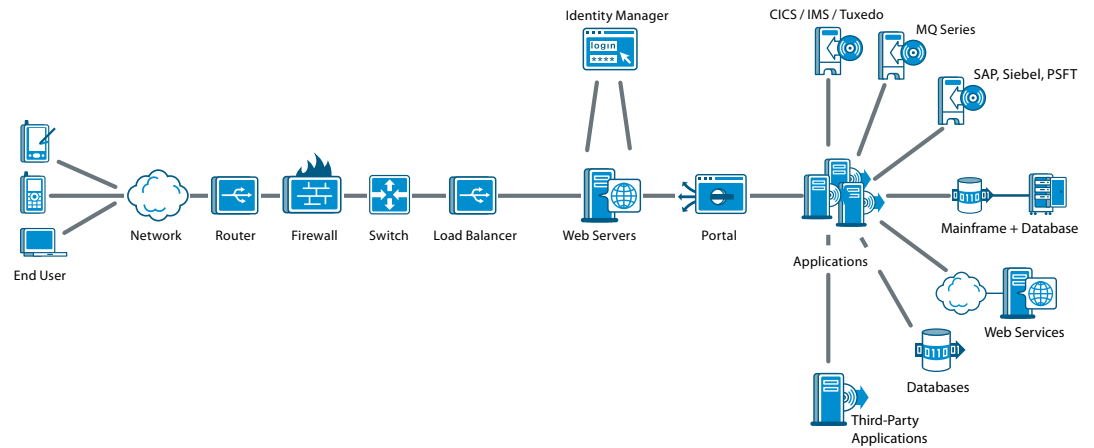


FIGURE C

Introscope provides comprehensive application performance management for today's highly complex web application, emerging technology platforms, and virtualized environments.

WILY APM MANAGES THE MOST COMPLEX ENVIRONMENTS IN THE WORLD



End-to-End Web Application Environment

Share Critical Data throughout the Enterprise

Wily Introscope® provides a common language that senior management, Line of Business managers, operations personnel, system administrators, QA and development teams can use to ensure that applications are successfully achieving business and performance goals. Its flexibility lets every stakeholder utilize performance data collectively for application health and availability monitoring, incident triage, SLA management, compliance with quality initiatives, trend analysis, capacity planning and SOA infrastructure management .

Wily Extensions and PowerPacks—Standard Components that Add Valuable Visibility

To maximize the value of your Introscope investment, Wily Introscope® PowerPacks and Extensions are standard components of the Introscope offering. Wily Introscope PowerPacks provide out-of-the-box custom views into critical application and application server resources such as threads, pools and queues. They offer pre-built views of back-end connectors, enabling you to proactively locate performance issues in specific systems within the application environment such as databases, transaction servers, messaging systems, SOA infrastructures and dependencies, and resources that are telecommunications specific. These standard components include:

Wily Introscope® Change Detector

Wily Introscope® ChangeDetector combines real-time change data with real-time performance metrics, enabling application support personnel to quickly detect and diagnose change-related web application performance issues.

Wily Introscope ChangeDetector allows application support teams to:

- Detect application changes in production
- Aggregate, verify, and analyze change events
- Diagnose the cause of change-related web application performance issues

Wily Introscope® ErrorDetector

Wily Introscope® ErrorDetector allows application support personnel to detect and diagnose the cause of serious errors, which can prevent end users from completing web transactions. These kinds of application availability issues typically result in error messages to the user such as “404 Not Found” and others, yet the error message lacks specific information that IT personnel need to isolate the root of the problem. ErrorDetector allows you to detect these serious errors as they occur in live production applications, determine the frequency and nature of the errors, and deliver specific information about the root cause to developers.

Wily Introscope ErrorDetector allows IT teams to:

- Better ensure superior end user experiences
- Determine the frequency of anomalous transactions
- Determine whether logged exceptions affect end users
- See exactly where errors occurred within the transaction path
- Obtain the information needed to reproduce, diagnose and eliminate serious errors

Wily Introscope® LeakHunter

Wily Introscope® LeakHunter identifies hard-to-find memory leaks in J2EE and .NET applications—a major obstacle to achieving high levels of application availability. Introscope LeakHunter allows IT personnel to better ensure availability by identifying potential memory leak problems that cause performance degradation, unpredictable execution, or application crashes. It also eliminates the frustration of finding memory leaks and reduces the time and effort required to ensure peak application performance and availability.

Wily Introscope LeakHunter allows application support teams to:

- Isolate hard-to-find potential memory leaks in pre-and post-deployment environments
- Dramatically increase application availability
- Track growth pattern of data caches
- Control memory management problems
- Save time and money spent re-booting applications to work around problems

Wily Communication Service Provider Extension

Wily CSPE is designed to be embedded into next generation solutions from Network Equipment Manufacturers (NEMs) and Independent Software Vendors (ISVs) in order to enable deep visibility into the service execution and delivery processes and interfaces, and to ensure the top performance and availability of the overall system.

Built on the proven Wily Introscope platform used by 20 out of 30 Tier-1 CSPs worldwide, Wily CSPE is the only solution on the market capable of deep monitoring of real user transactions in real time with very little overhead in production environments. Complete with a Software Development Kit (SDK), an out-of-the box reference implementation for the Session Initiation Protocol (SIP), and a comprehensive development guide with best practices and code samples, Wily CSPE is ideally suited to be customized for a broad range of solutions.

Wily CSPE enables NEMs and ISVs to:

- Build deep visibility into Java-based service delivery and call control functions
- Create fully-integrated dashboards, reports, and alarms
- Extend the existing network management tools into application software layers

Wily Introscope® PowerPack for IBM WebSphere MQ Connectors

Wily Introscope® PowerPack for IBM WebSphere MQ Connectors and Messaging System allows you to monitor WebSphere MQ Java connectors as well as critical activity inside the WebSphere (MQ) messaging system and WebSphere Message Broker (WMB). This enables you to better ensure the health and availability of MQ and WMB connected web applications by quickly isolating MQ and WMB related performance problems and effectively communicating with MQ and WMB administrators for fast problem resolution.

Wily Introscope PowerPack for IBM WebSphere MQ allows you to:

- Monitor the performance of the WebSphere MQ infrastructure and Java connectors
- Correlate WebSphere MQ and WebSphere Message Broker performance with application activity
- Verify applications' use of WebSphere MQ and WebSphere Message Broker capacity
- Verify that WebSphere MQ and WebSphere Message Broker are meeting application Service Level Agreements

Wily Introscope® PowerPack for IBM z/OS

Wily Introscope® PowerPack for IBM z/OS provides advanced performance management for Java applications running in a z/OS environment. Introscope PowerPack for z/OS enables IT personnel to monitor Java components and mainframe processes simultaneously in production and rapidly identify the level of critical z/OS resources consumed by each one. It increases operational efficiency by facilitating communications between Java and non-Java system administrators, so that performance issues can be identified and resolved quickly.

Wily Introscope PowerPack for IBM z/OS allows application support teams to:

- Monitor mainframe resources in real-time
- Fine-tune systems for optimal performance
- Increase operational efficiency for Java and mainframe system administrators

Wily Introscope® PowerPack for WebSphere Application Server for z/OS

Wily Introscope® PowerPack for IBM z/OS provides advanced performance management for any production WebSphere mainframe environment. Wily PowerPack for WebSphere for z/OS continuously monitors critical WebSphere resources, quickly isolates WebSphere configuration issues causing application bottlenecks, and consistently ensures high availability of WebSphere and applications.

Wily Introscope PowerPack for WebSphere Application Server for z/OS allows application support teams to:

- Fine-tune WebSphere performance
- Improve WebSphere availability
- Optimize performance of WebSphere applications

Wily Introscope® PowerPack for SiteMinder Web Access Manager

Wily Introscope® PowerPack for SiteMinder Web Access Manager monitors the performance and availability of CA SiteMinder Web Access Manager, the industry-leading security management and site administration product. When web application slowdowns occur, application administrators need to understand the performance of every system in their environment, including SiteMinder, so they can rule out those that are performing well and focus on the source of the problem. This allows IT teams to better ensure the performance of SiteMinder—connected web applications and prevent administrators from spending valuable time and resources tracking down issues that, in the end, are unrelated to SiteMinder.

Wily Introscope PowerPack for SiteMinder enables IT teams to:

- Measure the impact of SiteMinder on overall application performance
- Eliminate finger-pointing when performance issues arise
- Optimize the performance for SiteMinder-connected applications

Wily Introscope® PowerPack for Web Servers

Wily Introscope® PowerPack for Web Servers provides visibility into the availability, performance, and load of web servers, including Apache, Microsoft IIS, IBM HTTP Server (IHS), iPlanet/Sun® Java System Web Server and Oracle HTTP Server. It enables you to better ensure the health and availability of web applications by quickly isolating web server-related performance problems and effectively communicating with web server administrators for fast problem resolution.

Wily Introscope PowerPack for Web Servers allows you to:

- Determine whether web servers are causing application performance problems
- Know which web servers are performing poorly, overloaded, under utilized, or improperly configured
- Pinpoint web servers that are generating user-facing errors (“404 errors”)
- Discover web server load balancing issues
- View problematic connections between web servers and DNS servers

Wily Introscope® PowerPack for IBM CICS Transaction Gateway

Wily Introscope® PowerPack for IBM CICS Transaction Gateway (CTG) monitors the performance of CICS transactions and connections between any production web application and the CICS Transaction Server. Wily Introscope PowerPack for CTG monitors CICS transactions and connections driven from any web application, isolates CICS transactions causing application bottlenecks, and ensures high availability of any CICS-connected web application.

Wily Introscope PowerPack for IBM CTG allows application support teams to:

- Detect and triage CICS-related performance issues
- Optimize the performance of CICS-connected applications
- Verify that CICS meets applications’ Service Level Agreement

Helping our Customers Manage Transactions and Realize Faster Time to Business Value

Industry Leading for a Reason

Over 1200 organizations worldwide rely on Wily Introscope® to help ensure successful customer transactions, secure revenue streams and manage the costs associated with maintaining complex web and emerging technology platforms applications. Introscope instrumentation technology, validated by leading application platform vendors, is now the industry standard for effective web application performance management, and our root-cause diagnosis technology is patented.

Introscope Benefits

MANAGE APPLICATION AVAILABILITY Wily Introscope helps ensure a consistently superior user experience and enables you to meet SLAs. It also helps identify and remove bottlenecks, allowing you to eliminate unplanned outages.

IMPROVE APPLICATION PERFORMANCE Wily Introscope helps you meet or exceed the application's business objectives. It enables you to maximize the performance of your web infrastructure—executing high-volume transactions with greater reliability in today's highly distributed and most complex web and SOA environments—while delivering superior response times.

ACCELERATE TIME TO VALUE Wily Introscope is easy to install and use and you can enable an application with Introscope within minutes. It also allows you to control costs and resource utilization by helping to speed up your application deployments.

Manage Complex Emerging Technology Components and Infrastructure

Wily Introscope is a comprehensive application performance management solution for emerging technology platforms that provides real-time insight into the actual customer transaction experience. Whether you are managing a single domain or a complex federated environment, Introscope provides a view into all layers of the infrastructure including the Web Services environment from the services layer to the messaging system that span Java and .NET.

The CA Advantage

Wily Introscope family manages application performance end-to-end, 24x7, in the production environment, providing real-time, actionable intelligence. It is platform-independent and integrates or works seamlessly with other tools, applications, platforms and systems. You can find and fix problems quickly and help ensure a positive user experience.

Wily Introscope is also integral to CA's Enterprise IT Management (EITM) vision to unify and simplify enterprise IT management. To maximize the performance, reliability and efficiency of your overall IT environment means tightly integrating the control and management of additional functions, including infrastructure management, service management, security, storage and more. CA's comprehensive portfolio of modular IT management solutions helps the enterprise unify, simplify and secure IT to better manage risk, and costs.

Next Steps

To help ensure the performance of your web applications, do you need 24x7 monitoring capabilities, real-time data and visibility into the complex, heterogeneous web application environment? Call Wily for more information on the industry-leading Wily Application Performance Management solution.

To find out more about Wily APM, email wily-info@ca.com, visit www.ca.com/apm, or contact one of our worldwide offices.

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CA, one of the world's largest information technology (IT) management software companies, unifies and simplifies complex IT management across the enterprise for greater business results. Our vision, tools and expertise help customers manage risk, improve service, manage costs and align their IT investments with their business needs.

Wily is the market-leading provider of Application Performance Management solutions. By delivering end-to-end visibility into business transactions in real time, products from Wily enable companies to successfully manage the health and availability of their critical Web applications and the end user experience. CA's comprehensive management approach allows enterprises to rapidly detect and diagnose application slowdowns and failures, and better assess the impact of application performance on business success. This means better customer service, more stable revenue streams, and higher IT productivity.