



## BMC TM Application Response Time Monitoring Service

### Key Service Features:

- > Fully managed service, powered by BMC® Transaction Management technology
- > Accurately measures the quality of end-user experiences related to business processes
- > Monitoring available for SAP, Siebel, PeopleSoft, web-based applications — in all, more than 60 different applications/protocols
- > Monitor applications in pre-production environments to ensure requirements are met before release — monitor applications in production environments to ensure performance/availability doesn't degrade over time
- > Alert when availability or performance problems are detected — either directly from this solution, or via optional integration to BMC Performance Manager (previously BMC PATROL®)
- > Simple web-based interface provides access to response time data and reports
- > BMC experts in application response time monitoring work as part of your team to deliver results
- > BMC provides the hardware, software, best practices and staff
- > Implement your monitoring solution without the need to manage the underlying technology
- > Subscription-based, pay-as-you-go pricing

**From an end-user's perspective, applications are the only visible or useful aspect of an IT department. When a user's key applications are slow or offline, that user can become a dissatisfied customer.**

Application performance and availability problems are the primary cause of user dissatisfaction with IT. With the growing use of formal service level agreements and other mechanisms to measure IT's service to customers, it is increasingly important for IT to be able to find and fix performance and reliability problems quickly, and to monitor, quantify and report IT results from an end-user perspective.

Implementing an effective monitoring program on an enterprise scale can be challenging. A complete monitoring solution can require tens or hundreds of remote monitor machines distributed across your enterprise, a team of experts with the expertise to administer and maintain the software and the monitors, and application experts to implement the monitoring logic. As important as it can be to achieve a monitoring solution of this type, many organizations will not be able to — due to the high cost of hardware and software, and the challenges of staffing and operating the overall solution.

### THE SOLUTION

The BMC Transaction Management (TM) Application Response Time Monitoring Service offers a complete solution for your end-to-end application performance and availability monitoring needs. It combines award-winning software technology, best-practice methodologies, expert staff and all the hardware required to instrument your enterprise into a comprehensive, turnkey solution that addresses today's IT budget and resource realities.

Delivered as a managed service, the BMC TM Application Response Time Monitoring Service provides all the advantages of BMC Software products, the hardware to run them on, and highly skilled subject matter experts who insure you get the most value from your IT investment — they can even write custom monitoring scripts when needed. With this approach, IT gets new options in how to allocate current resources, and in-house staff can focus their efforts on more strategic

work. You get the expertise, software, infrastructure — and most importantly, application response time information you need — quickly and easily.

### BENEFITS

#### Accurately measure and report application-level SLAs

Many IT shops already have an "element" level monitoring solution such as BMC Performance Manager (formerly BMC PATROL). Element-level monitoring solutions are important because they help IT find and fix problems at the infrastructure level (like a disk drive filling up), but they don't provide monitoring from an end-user's perspective (like an application screen that takes too long to load). The BMC TM Application Response Time Monitoring Service uses real application transactions to quantify the end user experience — can even report differences due to geography, network and user type.

#### Gain world-class resources and expertise

The BMC TM Application Response Time Monitoring Service is a cost-effective way for your organization to obtain industry-leading technology and the staff to operate it. Experts in application response time monitoring as well as BMC Transaction Management technology provide monitoring and reporting from a 24x7x365 network operations center. This enables your in-house IT staff to focus on other more important work, rather than managing yet another piece of infrastructure software.

#### Monitor applications for your entire enterprise

The BMC TM Application Response Time Monitoring Service can monitor a wide array of applications and protocols — over 60 in all. We can also consolidate all application availability and performance data collected into a single centralized database and Web portal, so you can report on your complete enterprise. Gain a complete and holistic view of your performance, rather than one application/customer/data center at a time.

## Benefits at a Glance

- > Understand the performance and availability of your applications and other key business services from an end-user's perspective
- > Collect data required to report your achievement of SLAs
- > Eliminate the investment and risk associated with hiring, training and retaining in-house staff to implement your application response time monitoring
- > Fill short- or long-term staffing gaps
- > Gain instant access to best-practice subject matter expertise in the field of application response time monitoring
- > Achieve results faster by eliminating issues related to technology implementation
- > Free staff to focus on more strategic work instead of managing software
- > Control IT costs with subscription-based, "pay-as-you-go" pricing
- > No need to buy hardware or software — we provide everything

## Provide availability and performance information to everyone

The BMC TM Application Response Time Monitoring Service provides detailed application performance data, as well as summary-level information, via a convenient Web-based interface usable by anyone, whether an IT specialist, a non-IT application "owner" or an end user. If you subscribe to "open book" management, you can enable any of your constituents to understand the service levels you are providing via their own personalized reporting interface.

## Forget about scripting

Providers of application response timing software spend a lot of effort trying to convince you how easy it is to define and capture the transaction logic needed to make measurements. Some are relatively easy and some aren't, but for most IT shops, it simply doesn't make sense to train staff on yet another proprietary scripting language — no matter how easy it is to use. The BMC TM Application Response Time Monitoring Service allows you to completely ignore the issue of how transactions are defined and run in the monitoring software, because we do all that for you. You can focus on using the data our service provides to make business decisions, rather than fiddling with the software.

## Save your capital budget

IT departments are under constant pressure to reduce capital spending, but every new project requires additional software and hardware. With the BMC TM Application Response Time Monitoring Service, you can elect to buy your own hardware and perpetual licenses to our software if you prefer, or you can roll it all into a single service contract and let us provide everything — software, hardware, monitoring logic, reporting solutions, and the experts to operate them — as part of your managed services contract.

## ABOUT BMC MANAGED SERVICES

The goal of IT is to help the business succeed. But delivering the best possible service takes more than just great software. You need the right hardware to run it on, expertise to deploy and manage it, and best practices to ensure you get the results you want. You also need flexible, cost-effective options for acquiring the right resources, for as long as you need them.

That's where BMC Managed Services come in. BMC Managed Services offer three options for provisioning and operating your software. You can choose from on-demand applications, software administration services, and managed IT services — all designed to help you deliver best-practice results, focus on more strategic work, and optimize your IT budget. For more details on BMC Managed Services, please visit [www.bmc.com/managedservices](http://www.bmc.com/managedservices)

## 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](http://www.bmc.com).



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