



BMC Transaction Management Application Response Time

KEY BENEFITS

- > Monitors applications across the enterprise, including Web, mainframe, packaged, and custom applications
- > Monitors end-to-end quality of service at regular intervals to help detect performance problems
- > Quantifies complete end-to-end response time, accuracy, 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 service
- > 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.

BUSINESS CHALLENGE

Without an accurate understanding of the end user perspective, IT teams can be overwhelmed 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.

THE BMC SOLUTION

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

Business critical transactions are recorded and saved, 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, based on specified rules.
- > 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 hosts being used for other purposes.
- > 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, Oracle Applications, 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



This product integrates with BMC Atrium technologies.

SUPPORTED PROTOCOLS

Web browser

- > Web transaction (HTML/HTTP/S)
- > Web low level (HTTP/S)
- > Flash Remoting
- > WebDAV (MS Outlook Web Access)
- > Remedy ARS Web

Internet

- > Email (SMTP/POP)
- > Directory server (LDAP)
- > FTP
- > Streaming media (MS, Real)
- > TCP/IP based application

Terminal Emulation

- > TN3270, TN5250
- > VT100, VT200+

ERP/CRM

- > SAPGUI
- > SAP NetWeaver (Web)
- > Oracle PeopleSoft
- > Oracle Applications (Oracle EBusiness)
- > Siebel (Web Client also)
- > Chordiant CRM
- > Clarify 8-10 (Tuxedo)
- > Wireless
- > WAP
- > i-Mode
- > Radius

Web Services

- > XML/SOAP (recording Web Service client)
- > .NET Explorer
- > Java Explorer

Database

- > Oracle
- > ODBC
- > DB2 CLI
- > ADO

Application Server/Component Models

- > Oracle Forms
- > Corba (IIOP)
- > EJB (RMI over IIOP)
- > Tuxedo (ATMI, JOLT)
- > COM/DCOM/MTS/COM+/ADO
- > .NET Remoting
- > Jacada

Terminal Services

- > Citrix MetaFrame

Java

- > Java RMI/EJB (recording)
- > Java Explorer, Java Framework

APPLICATION RESPONSE TIME MEASUREMENT

- > Captures response time for the entire transaction and individual steps within a transaction
- > Allows setting of service levels for an entire transaction, and individual steps
- > Notifies operations consoles if response times exceed established service targets
- > Captures response-time data locally and relays it to a management console

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, availability and accuracy information is processed by BMC TM ART Central. From there, performance and event information can also be directly integrated into BMC Performance Manager (to aid in problem isolation), BMC Impact Manager (to integrate into the BSM infrastructure) or BMC Service Level Manager (for tracking service level compliance).

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.

In addition to the integrations mentioned above, BMC TM ART also includes a BMC PATROL Knowledge Module, for seamless integration into BMC PATROL legacy implementations.

ADDITIONAL APPLICATIONS

Protocols not listed in the sidebar at the right can be monitored using SilkTest for BMC TM ART by Borland 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 by Borland Software enables users to easily simulate end-user actions at the GUI level. Additionally, SilkTest for BMC TM ART by Borland Software 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.

For more information about BMC Transaction Management products, such as BMC Transaction Management Real Experience Monitor, and BMC Transaction Management Root Cause Analysis, please visit our web site, at www.bmc.com/transactionmanagement.

SYSTEM REQUIREMENTS

- > Microsoft Windows 2000/XP/2003
- > Hardware:
 - o Intel Pentium III processor, 800MHz
 - o 512MB RAM (more recommended)
 - o Virtual memory equivalent to 3 x RAM
 - o At least 2GB free disk space on the machine that hosts MS SQL Server
 - o 100Mbps network adapter
 - o ISDN or faster TCP/IP network connection
- > Databases: Microsoft SQL Server 2000, Microsoft SQL Server 2005, Oracle 9i, Oracle 10g.

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC® Atrium™ technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsize business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. www.bmc.com.



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