

Optimize productivity and IT investments by monitoring business transactions.

As companies increasingly seek to transform IT from a cost center into a strategic business partner, IT management needs the ability to document actual system performance and its impact on the business. PerformanceGuard enables IT to monitor its influence on service quality and staff productivity, as well as the overall value it delivers to the business.

The most important IT service metrics should be captured at the end-user level. However, organizations typically lack this ability, and are therefore unable to manage IT as a business service. They are not only spending countless hours trying to find the root cause of end-user complaints, they are also missing the opportunity to proactively manage IT systems and achieve a much higher return on their investments.

PerformanceGuard Business Transaction Monitoring enables IT staff to gain real-time measurements of actual business and web application transaction processing times from the clients' perspective. With this solution, IT is now able to monitor and measure transaction performance and consequently identify and solve performance issues quickly and proactively.

WHAT IT DOES

Business Transaction Monitoring is layered on top of PerformanceGuard – a standard, off-the-shelf solution that provides the ability to monitor enduser quality of service by delivering consistent, accurate measurement of application performance from the end-user perspective in real time. Business Transaction Monitoring takes PerformanceGuard capabilities to the next level by measuring the exact time consumption for an enduser's pc to process business and web application transactions.

BUSINESS APPLICATION TRANSACTIONS

By engaging timers on selected applications, IT staff can define the transactions to monitor, including an option to incorporate the time consumed by the end-user to act, and obtain realtime measurements of processing time from the client's level. Business Transaction Monitoring supports all applications that allow access to the source code, so companies can monitor performance of critical programs, such as accounting, customer service, sales force automation or human resources. For example, a call center manager may need to understand exactly how agents are spending their time on calls.

With PerformanceGuard Business Transaction Monitoring, IT is able to examine how many business transactions takes place during the call from the time it is answered until it is ended. Perhaps they need to determine how long it is taking for the agent to access an existing customer's record, update it, or create a new one. By placing timers at the start- and endpoints of these transactions, the contact center manager will gain an accurate understanding of the time consumed for the entire transaction, including all of its logical components, to be carried out. This data can then be examined across agents and/or geographies to determine performance baselines and goals.

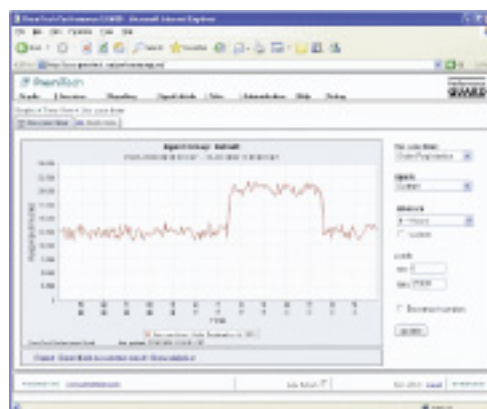
WEB APPLICATION TRANSACTIONS

For web-based application processing, such as loading a web page or conducting business over the internet, Business Transaction Monitoring can also provide response times for any transaction involved in the process for both internal and external web services. By setting up transaction filters – for either http or secure https applications – IT staff can gain an understanding of how often the transaction is taking place, as well as the minimum, maximum and average processing time.

This provides visibility into which web transactions are consistently slow, so they can be optimized for better performance.

Business Transaction Monitoring will list all of the possible transactions that can be monitored. The user determines which to monitor, if not all, without impacting the source code. Ideal for application developers and testers, ASP solution providers or ecommerce vendors, Business Transaction Monitoring enables them to monitor any application that is launched from a browser to gain real-time insight into actual transactions from an end-user perspective. They are also able to perform trend analyses over time.

Take as an example, a sales force that uses the web-based customer relationship management solution salesforce.com. The sales manager does not want to spend time waiting for the application to respond when searching for a prospect's record or saving a new customer record. IT can view all the transactions involved in these processes to determine which are being used most often, which are the slowest, and consequently, which ones need adjustments. Or, a web master can examine the transactions involved in accessing a web site to see which elements are causing the the most latency, and then optimize the web page.



Business Transaction Monitoring times an average order transaction taking 12,5 seconds in the morning and suddenly jumping to 20 seconds in the afternoon.

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