

Optimize service and performance for critical Web applications

DRIVE CUSTOMER SATISFACTION AND BUSINESS ALIGNMENT WHILE CONTROLLING COSTS

BUSINESS CHALLENGE

From revenue generation to supply chain management and delivery of essential services, Web applications are consuming a larger and more mission-critical percentage of companies' technology environments. As these Web environments grow in size, they're also becoming increasingly complex. Web-based business transactions typically travel over diverse and interconnected infrastructures – through networks, application servers, firewalls and virtualized systems; via heterogeneous operating systems and distributed service oriented architectures (SOAs). As a result, each Web application is subject to multiple points of failure, and transaction management is difficult.

The continued rise of Web applications increases pressure on your IT staff to ensure high-quality service and rapidly troubleshoot issues. Not only are Web applications often directly tied to your company's revenue stream, but, in many respects, IT has become the front-line between customers and the business. After all, Web application performance directly impacts customer satisfaction. As a result, management expects you to measure real-time compliance with service level agreements (SLAs), rapidly diagnose and fix problems, and accurately report on the customer transaction experience.

The traditional point solutions you've relied on in the past don't offer the visibility into Web applications that you need to ensure success with these directives. Each of those tools was designed to monitor the functions of a specific component of the IT infrastructure such as database or network element performance. None offers an end-to-end view of business transactions across composite applications. With the average large company employing 50 different point solutions, it's difficult to correlate data and isolate problems efficiently. Often the "blame game" ensues. Similarly, it's an uphill battle to measure SLAs accurately and improve service delivery. With so many interlinked challenges, where do you begin?



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SOLUTION OVERVIEW

A Platinum-level CA partner with more than 20 years of experience, Rolta TUSC can help you adopt a strategic and comprehensive approach to managing your mission-critical Web applications by integrating CA Wily Application Performance Management (APM) into your infrastructure.

Recognized as the industry leader, this low-overhead solution delivers end-to-end visibility into business transactions, enabling you to manage the health and availability of your critical Web applications as well as the end-user experience from one integrated source. It allows you to rapidly detect and diagnose application slowdowns and failures and to better assess the impact of application performance on business success. As a result, you improve customer service, business alignment and IT efficiency.

Completely platform independent, CA Wily APM is ideal for complex, heterogeneous Web application environments and provides diagnostic capabilities for leading Web-based technologies including J2EE, .NET, Web services, enterprise portals and more.

To ensure the solution fully meets your needs, Rolta TUSC provides expert end-to-end services around CA Wily APM, from initial assessment through integration and rollout.

BENEFITS

- **Increase IT efficiency** — With a proven method to rapidly detect and triage performance issues, you significantly improve IT efficiency
- **Control costs** — Reduce costs associated with downtime, SLA violations and low user/customer satisfaction
- **Provide better service** — React immediately to performance issues before they impact end users and monitor customer transactions in real-time
- **Become a more strategic partner to the business** — You gain visibility into business process performance, customer experience and SLA compliance. By understanding the business impact associated with problems, you can fix them in accordance with business priorities

TESTIMONIALS

"The City of San Jose expresses our sincere appreciation and recognition for the outstanding technical services provided by Rolta International, Inc. Rolta conscientiously performed the most labor intensive and time demanding tasks of the project. Despite the detailed nature of this project, the complexity of the requirements, Rolta consistently delivered high quality data within budget and ahead of schedule."

—Assistant Director of Public Works

"We sincerely appreciate all the hard work, determination, dedication, and efforts for us. You are one of the most technical wizards I have worked with in 25 years of my service. I was simply amazed with your skills and ability to communicate so well. We are really thankful to Rolta for offering such a great service."

—Technical Program Manager

ABOUT Rolta TUSC

A Platinum-level CA partner, Rolta TUSC provides end-to-end services including solution architecture, customization, integration and expert implementation of CA solutions. In addition, we provide expert functional and technical solutions in the areas of Oracle E-Business Suite Consulting, Business Intelligence / Data Warehousing, Project Management and Implementation Support, Custom Development (includes Fusion Middleware), Oracle DBA and Database Services, Managed Services for Remote DBA and E-Business Suite Support, Oracle Software Licensing, and Oracle Training & Mentoring.



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SOLUTION DETAILS

Rolta TUSC expertly integrates CA Wily APM into your environment, helping you optimize service delivery and performance for your critical Web applications. The solution supports monitoring and troubleshooting for SOA-based technologies including J2EE, .NET, Web services, enterprise portals and more.

The CA Wily APM solution is comprised of two key scalable and modular tools:

CA Wily Customer Experience Manager (CEM) – CEM allows you to understand and respond to the online experience of each customer, partner or employee. It identifies and prioritizes performance problems by monitoring every transaction in real time and analyzing the performance and quality of Web-enabled business processes. It enables you to troubleshoot problems before end users are impacted, accurately measure SLAs, resolve issues based on business impact and improve service delivery.

CA Wily Introscope – Introscope allows you to monitor complex Java and .NET environments in production 24x7 and detect and resolve problems before they impact customers. Fully integrated with CA Wily CEM, your teams can monitor transactions from browser to application components to back-end systems and correlate that data to determine how customers are being affected by application issues. With powerful capabilities for rapid triage, root-cause analysis and historical data reporting, Introscope makes it possible to identify and remove bottlenecks proactively, eliminate unplanned outages, manage service levels, optimize resources and lower the costs associated with maintaining web applications.

If Web applications play a central role in your business processes, you can't afford to rely on point solutions to manage your environment any longer. You need a solution that can monitor 100 percent of user transactions in real-time, assess the business impact of failures and help rapidly resolve issues. Through expert integration of CA Wily APM, Rolta TUSC stands ready to deliver all these capabilities and more.