

## Eliminate Issues to Ensure Web Applications Meet Business Needs

### BUSINESS CHALLENGE

Increasingly, business success depends on the performance of online applications. When those applications perform poorly or fail outright, your revenue, productivity, customer satisfaction, and company's reputation pay the price. In the face of an increasingly complex and interconnected online environment, Application Performance Management (APM) helps you simplify, unify, and manage it.

The CA Wily Application Performance Management (CA Wily APM) solution is comprised of a comprehensive suite of industry-leading products that manage the performance and availability of applications, portals, and service-oriented architectures (SOAs). CA Wily APM provides end-to-end visibility into customer transactions in real time, 24 x 7. It delivers the data every stakeholder needs - in a customized view - to remediate a performance problem quickly and help ensure service-level compliance.

### BUSINESS BENEFITS

- *Immediately identifies and resolves application problems before end users are impacted and SLAs are breached*
- *Provides a common language for viewing transactions so you can quickly detect a problem and trace it to the granular level*
- *Promotes closer alignment between IT and Business by providing visibility into business process performance and availability, customer experiences, and SLA compliance*
- *Significantly improves IT efficiency and eliminates much of the risk associated with poorly performing web applications, reducing overall business costs*
- *Optimized for large, complex production applications across distributed and mainframe environments - a capability not available elsewhere*

### SOLUTION OVERVIEW

CA Wily leads the industry in managing business-critical online applications and services. Major industry analysts recognize CA Wily APM as a leading solution. The Java Community Process has adopted CA Wily's byte code instrumentation technology as a standard by integrating it with J2SE.5.0 and above. Leading enterprises around the world rely on the APM solution to manage their online applications. CA Wily APM is a part of CA Wily's visionary approach to unify and simplify overall IT environments by integrating the management of all IT functions. This vision, Enterprise IT Management (EITM), is the key to developing a truly business-centric IT organization.

- Full 360-degree visibility into the production environment
- Real transaction, user-experience, and metric data, and historical data
- 24 x 7 application health and availability monitoring
- Comprehensive problem triage and deep-dive diagnosis capabilities
- Lowest system overhead in the industry



## CASE STUDY

Headquartered in Australia, Qantas is one of the world's leading long-distance airlines. With more than 37,000 staff and a fleet of 224 aircraft, Qantas flies to 145 destinations in 37 countries around the world.

The airline's website is Australia's largest and most popular travel site, and is responsible for a significant proportion of Qantas' business through bookings, frequent flier redemptions and airport and flight information.

To provide a global Web service, Qantas has six regional Internet sites, and 21 local language sites. Brad Tate, Manager Enterprise Solutions for Qantas, comments, "Many customers now book and purchase flights online, so Qantas.com has become an essential revenue stream for the company. Online customers will quickly turn to competitors, however, if the website isn't highly available."

To ensure its various websites offer a high quality user experience, Qantas relies on many applications to provide comprehensive functionality and improve usability, which means that the company's Internet infrastructure is extremely complex.

As a result of this complexity and the growing volume of Web traffic, maintaining high levels of availability was proving a significant challenge for Qantas. As Tate explains, "Our websites have to deal with a very high volume of traffic, which is constantly increasing. Following events, such as the introduction of promotional programs and even Christmas, Internet traffic will spike, which can cause availability problems."

The number one priority in such situations is getting the website back up and running as quickly as possible. With only homegrown tools to rely on, investigating the cause of Web availability problems was inefficient and time consuming for Qantas. As Tate explains, "The only analysis we were able to carry out following an outage was using log files. This made it difficult to pinpoint the exact cause of a problem which meant it was more likely to recur."

After experiencing significant website outages, Qantas realized that it needed to protect this vital online revenue stream by ensuring the availability and performance of its Internet applications.

## SOLUTION DETAILS

Qantas selected the CA Wily Application Performance Management solution for its comprehensive functionality and reputation as a best-of-breed product.

Qantas uses CA Wily Introscope, which integrates with the company's BEA WebLogic sever, to monitor its Web applications and underlying infrastructure, source information for load planning and pro-actively identify issues before they cause website outages.

The solution has proved particularly useful when rolling out new applications. For example,

Qantas' Dynamic Promotions application stores user information, such as regular flight routes, to create personalized promotional messages. As Tate explains: "When the Dynamic Promotions application was initially rolled out, it caused considerable performance issues on the website. By using the analytical data from CA's solution, we were able to identify the root cause and re-write the application to avoid the issue recurring."

CA Wily Application Performance Management has also helped the airline's Web team create a site that can cope with spikes in online traffic of over 12 million page views a week — without any availability problems.

Using the CA Wily solution, Qantas is able to identify faults with its Web environment up to five times faster than previously, and test and apply fixes more quickly.

- Through pro-active monitoring of its Internet applications, Qantas has been able to:
- Reduce website outages, thereby safeguarding a critical revenue stream
- Enhance the efficiency and effectiveness of its Web team through faster fault identification
- Improve the online experience for millions of customers
- Increase its competitive advantage by deploying new online applications faster



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