

# HOW CAN I DETECT AND ELIMINATE PERFORMANCE ISSUES TO ENSURE WEB APPLICATIONS ARE MEETING BUSINESS NEEDS?

Many organisations are becoming increasingly dependent on the performance of SOA-based Web applications. When those applications perform poorly or fail outright, productivity, revenue and customer satisfaction can be severely impacted.

The move to proactive Application Performance Management (APM) is being driven by the increasingly complex and interconnected nature of the online environment and the need to simplify, unify and manage it. APM focuses on monitoring and managing organisations' software applications to maximise performance and availability and maintain the quality of the end-user experience.

## APPLICATION PERFORMANCE MANAGEMENT SOLUTIONS FROM CA

The Application Performance Management products available through CA provide organisations with visibility into the user experience in order to identify, understand and resolve problems quickly.

### CA WILY CUSTOMER EXPERIENCE MANAGER

Provides actionable information on every customer transaction, enabling organisations and IT to analyse the business impact of incidents, prioritise remediation efforts and ensure that the application meets both customer and business needs.

### CA WILY INTROSCOPE

Monitors organisations' complex web applications (J2EE and Microsoft .NET) in production environments, 24 x 7, enabling automatic detection of performance issues before end users are affected.

### CA WILY INTROSCOPE POWERPACK OFFERINGS

Provide additional visibility into application servers and connections to critical systems, such as databases, mainframes, transaction servers, messaging and more.

## KEY FEATURES & BENEFITS

### COLLABORATE ACROSS IT AND THE BUSINESS

- Understand Web infrastructure performance.
- Measure customer success and the revenue impact when problems occur.
- Manage SLAs and improve ROI.

### REAL TIME MONITORING OF ALL TRANSACTIONS FROM END-TO-END

- Monitor production applications 24 x 7.
- Detect problems before SLAs are breached.
- Correlate the user experience with application performance.

### PROBLEM PREDICTION TO LOWER CUSTOMER IMPACT

- Rapid diagnosis of performance issues to improve availability & performance.
- Diagnose root cause of problems for swift and permanent remedy.
- Maintain higher application availability and transaction success.
- Improve IT productivity and decrease time to repair incidents.

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*"The toolset and services give us information that was not readily available from the application itself – how the application is performing; if it's not, what is broken. It has been very valuable, clearly pinpointing problem origins so we can get the right people on the job straight away. It pays its way on that alone."*

*- Anne Schwass, New Zealand Transport Agency*

## FUJITSU APPLICATION PERFORMANCE MANAGEMENT SERVICES

### FUJITSU FIXED FEE RAPID DEPLOYMENT

Fujitsu's CA Wily specialist team can assist with the transition to proactive APM support utilising CA Wily Solutions and applied best practice.

What is included in a typical two week Pilot?

- Deployment Questionnaire/Project Planning.
- CA Wily configured for one Customer designated application.
- Agents and custom probes deployed in the live environment.
- Alerts and dashboards configured.
- Applicable PowerPacks deployed.

Upon completion a Pilot Report is presented outlining identified issues and recommendations

### FUJITSU PERFORMANCE ANALYSIS SERVICE

Fujitsu's CA Wily specialists work with organisations to ensure they extract the maximum ROI from their APM solutions.

### KEY FEATURES OF THE FUJITSU PERFORMANCE ANALYSIS SERVICE INCLUDE:

- Monitoring and evaluation of application performance providing organisations with highly detailed weekly and monthly reports.
- Collection of data and in depth analysis to provide organisations with recommendations and actions to improve application performance.
- Removing the responsibility for application performance from organisations' own staff enabling redeployment to higher value work.



For more information on these services simply call **0800 4 FUJITSU** or visit **FUJITSU.CO.NZ**.

## ABOUT FUJITSU

Fujitsu is one of the country's leading service providers of information technology, business and communications solutions. Utilising partnerships with world leading suppliers of software, hardware and peripherals and our own team of specialists we work with our customers to consult, design, build, operate and support their business solutions. Through a nationwide network of offices Fujitsu delivers a full range of offerings from strategic consulting to application and infrastructure solutions and managed services.