

CA Wily Introscope®

CA WILY INTROSCOPE® MONITORS COMPLEX WEB APPLICATIONS IN PRODUCTION ENVIRONMENTS 24X7, DETECTS PROBLEMS BEFORE THEY AFFECT YOUR CUSTOMERS AND LETS YOU RESOLVE THESE ISSUES QUICKLY AND COLLABORATIVELY.

Overview

In today's web-based business environment, the success or failure of your enterprise can depend on the health and availability of your web applications.

Introscope provides 24x7 web application monitoring, incident detection and notification, rapid triage, root-cause analysis and historical data reporting to help ensure superior service delivery and successful customer experiences.

Benefits

With Introscope, you can identify and remove bottlenecks, eliminate unplanned outages, optimize your resources, and lower the costs associated with maintaining complex web applications.

Introscope lets IT teams and business stakeholders work collaboratively to ensure that mission-critical web applications successfully meet business and performance goals.

CA Advantage

Introscope is unique in its ability to monitor every transaction in the production environment in real time, 24x7. Its instrumentation technology is now the industry standard.

Introscope is platform-independent, making it a critical component in the CA Enterprise IT Management (EITM) vision to unify and simplify IT management across the enterprise.



CA Wily Introscope® Monitors Live Web Applications End-to-End, 24x7

Today's enterprise relies on web applications to execute critical business functions. The success or failure of your business depends on your customers' ability to complete online transactions reliably and IT's ability to find and fix problems quickly, before service level agreements (SLAs) are breached. Achieving these goals becomes more difficult as the web application environment increases in complexity and the number of transactions grows. Key IT and line of business stakeholders lose visibility into customer experiences and business processes in these distributed environments.

To help ensure superior service delivery and excellent customer experiences, IT teams need real-time intelligence about application performance and the ability to quickly find the causes of incidents when they arise. With CA Wily Introscope®, you regain essential 24x7 visibility into vital web applications in production environments. By using this industry-leading application performance management tool, you can quickly isolate problems—before they affect customer satisfaction, impact your bottom line or violate SLAs.

Essential Visibility into Web Transactions

With comprehensive end-to-end transaction visibility across your entire infrastructure—application and web servers, messaging middleware and databases—you can identify and resolve performance problems no matter where they originate.

Introscope enables you to isolate bottlenecks in your application, right down to individual Servlets, JSPs, EJBs, Classes and Methods. You can use it to monitor individual problem transactions in your production environment, across multiple processes, and quickly determine where slowdowns and failures occur in the transaction path. Introscope monitoring can be extended to any type of application subsystem that impacts performance using Environment Performance Agent (EPA). Because Introscope is platform-independent, it can be used to monitor any unique web application environment.

Users can customize the Introscope dashboards to create deep, intuitive views of the application infrastructure. Less technically skilled users can rely on auto-generated views of the application environment, and always-on baselining to triage out-of-bounds performance conditions. Using a simple slider, you can also switch seamlessly between live and historical performance data.

When you integrate Introscope with CA Wily Customer Experience Manager, you gain even greater end-to-end visibility into customer transaction errors and critical business processes. Together, these products offer a unified view of customer experiences and web infrastructure performance from the transaction perspective.

How Introscope Works

When a problem occurs, an automatic alert enables IT teams to take immediate action. Operations or application support personnel can rapidly triage the incident, gather essential data about the nature of the issue, and assign the fix to the right person. Your application performance experts can then run root cause diagnostics to solve the problem quickly—with minimal impact on your IT resources.

You can save all of the Introscope historical data using the SmartStor feature. IT and lines of business can use this historical data to manage SLAs, plan for future needs, analyze trends and comply with corporate governance initiatives. By improving application performance—executing high-volume transactions reliably and delivering superior response time—you can meet, or even exceed, an application's business objectives.

Extend the Introscope Reach

You can realize even greater value by enhancing Introscope with additional products. For example, you can rapidly diagnose the cause of change-related web application performance issues with CA Wily Introscope ChangeDetector, which detects, aggregates, verifies and analyzes application changes in the production environment. Or, track down hard-to-find memory leaks in J2EE applications with CA Wily Introscope LeakHunter and eliminate a major source of application slowdowns and failures.

You can also enhance your triage and diagnostics capabilities with CA Wily Introscope Browser Response Time Adapter, which gives you the ability to determine whether incidents are network- or application-based. Improve web transaction completion rates with CA Wily Introscope ErrorDetector, the first and only tool that detects and diagnoses the cause of serious errors—such as “404 Not Found.”

CA Wily Introscope PowerPack offerings provide out-of-the-box views into critical application server resources such as threads, pools and queues. Introscope PowerPack offerings are also available with pre-built views of back-end connectors, enabling you to locate performance issues in specific systems within the application environment such as databases, transaction servers and messaging systems.

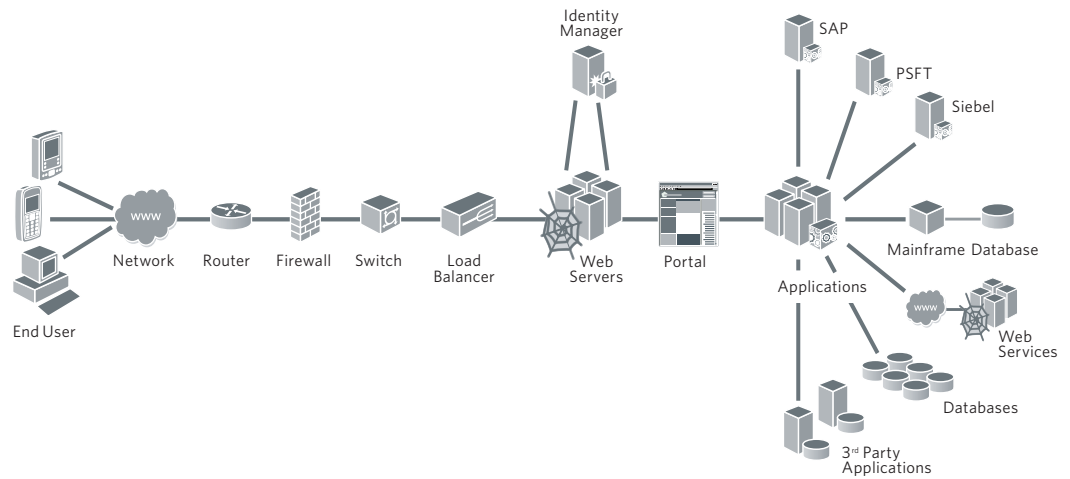
Key Capabilities

Introscope provides a number of unique capabilities to meet the monitoring needs of your individual enterprise. It can be clustered for superior scalability in large, complex web application environments. Introscope discovers systems and components automatically without requiring coding. It provides pre-configured, intuitive views of managed environment and immediately monitors 100% of all transactions. It can even monitor transactions across processes to give comprehensive, component-level views in the context of the transaction path. Introscope is platform-independent and works in any web application environment whether J2EE or .NET, distributed or mainframe, physical or virtual. It integrates easily with systems management frameworks, but does not require them so that you can fit it into existing management processes while creating new web applications management best practices for your team. It records 100% of the performance data for problem solving, trend analysis and capacity planning.

FIGURE A

Introscope provides comprehensive visibility into complex web application environments.

END-TO-END WEB APPLICATION MANAGEMENT



Supported Application Environments

APPLICATION SERVER

IBM® WebSphere®, BEA WebLogic®, Sun Java System Application Server 7, Oracle® Application Server, Fujitsu Interstage, ATG Dynamo, Macromedia Jrun, SAP NetWeaver® and others. CA Wily Introscope also supports open source solutions such as JBoss Application Server.

JVM

JDK 1.3 and later JVMs, including Sun IBM, HP HotSpot JVM and BEA WebLogic JRockit JVM.

OPERATING SYSTEMS AND VIRTUALIZATION SOFTWARE

AIX, AS/400, HP/UX, Linux, S/390, Solaris, Windows, z/OS, VMware ESX Server, BEA WebLogic Server, Virtual Edition and others.

Share Critical Data Throughout the Enterprise

Organizations worldwide rely on Introscope to help ensure successful customer transactions, secure revenue streams and manage the costs associated with maintaining complex web applications. Introscope instrumentation technology, validated by leading application platform providers, is now the industry standard for effective web application performance management.

Additionally, Introscope enables you to share information throughout the enterprise. It provides a common language that senior management, line of business managers, operations personnel, system administrators and QA and development teams can use to help ensure that applications meet their business and performance goals. This flexibility enables every stakeholder to use performance data collaboratively for application health and availability monitoring, incident triage, SLA management, Sarbanes-Oxley and ITIL® compliance, trend analysis, capacity planning and much more.

Introscope Benefits

MANAGE APPLICATION AVAILABILITY Introscope helps ensure a consistently superior user experience and enables you to meet SLAs. It also helps identify and remove bottlenecks, allowing you to eliminate unplanned outages.

IMPROVE APPLICATION PERFORMANCE Introscope helps you meet or exceed the application's business objectives. It enables you to maximize the performance of your web infrastructure—executing high volume transactions with greater reliability, while delivering superior response times.

CONTROL INVESTMENT AND RISK Introscope delivers exceptional quality of service, allowing you to improve the quality of your applications. It also enables you to control cost and resource utilization by helping to speed up your application deployments.

CA Advantage

Introscope manages application performance end-to-end, 24x7, in the production environment, providing real-time, actionable intelligence. It is platform-independent and integrates or works seamlessly with other tools, applications, platforms and systems. You can find and fix problems quickly and help ensure a positive user experience.

The Enterprise IT Management Vision

As a key component in the CA Application Performance Management (CA APM) solution, Introscope is also an integral part of the CA EITM vision to unify and simplify enterprise IT management. To maximize the performance, reliability and efficiency of your overall IT environment means tightly integrating the control and management of additional functions, including operations, storage, security, life cycle and services management. CA's comprehensive portfolio of modular IT management solutions helps the enterprise unify, simplify and secure IT to better manage risk, costs and service—helping ensure that IT meets the business needs of the enterprise.

Add Value with CA Wily Professional Services

CA Wily Professional Services offers a wealth of knowledge and experience to CA customers through its collaborative, phased APM life cycle approach. You work side-by-side with our professional services team to build an effective, proactive performance management solution. We help you assess your requirements, create the design, implement and integrate the solution, and optimize complex processes to deliver quality, value and success. CA Wily Professional Services offers its application management expertise to enterprise IT teams in three essential areas: Best Practices, Deployment and Performance.

Realize Value with CA Wily Education Services

Courses from CA Wily Education Services are specifically designed to transfer our application management expertise directly to your staff, enabling your organization to achieve best-in-class performance and availability management. With a well-trained staff, your organization can minimize application downtime and maximize IT resources. CA Wily Education Services is committed to providing IT professionals with the knowledge and skills necessary to become world-class managers of enterprise web applications.

Learn more about how CA Wily
can help you transform your business.

wilytech.com

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CA Wily Introscope® gives us real-time, 24x7 visibility into the performance of all our web applications without impacting performance. The most compelling features of Introscope were its ease of deployment, simplicity of configuration, and rapid time-to-value.

Jean-François Margalef
Systems Engineer
Generali France

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While converting from mainframe applications to SOA, we utilized CA Wily Introscope to provide comprehensive, end-to-end visibility into the performance and availability of all our Java applications. CA Wily Introscope has allowed multiple teams to support the business needs of our hotels while successfully implementing new web services.

Keith Kelly
Vice President—Web Technology
Starwood Hotels and Resorts

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Next Steps

CA Wily Introscope® provides an array of features and capabilities—24x7 application monitoring, incident detection and notification, rapid triage, root-cause diagnosis, SLA management, trend analysis and planning, to mention a few—that help ensure successful customer transactions and protect vital business functions such as revenue streams.

To find out more about Introscope or other products from CA Wily Technology, email wily-info@ca.com, visit www.wilytech.com, or contact one of our worldwide offices.

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