Proactive performance monitoring of servers, databases and applications

With server performance monitoring from Compuware Vantage, IT managers and administrators can work proactively to control their environments, leverage resources and reduce downtime, as well as identify and resolve problems before they affect business-critical processes and end users. The bottom line: increased application availability and reduced response times.

Applications are increasingly visible and must be available and performing optimally, especially given the recent trend of focusing on cost and IT’s contribution to the overall business. Users expect consistent performance and rapid resolution of problems. Today’s challenge is to keep these applications up and running, and ensure the servers that host or reinforce these applications perform within acceptable limits. When those applications are not available or perform poorly, the repercussions are tremendous—loss of customers, revenue, credibility and reputation.

Via agent-based or agentless technology, Compuware Vantage monitors the availability and performance of applications, databases and servers. It allows administrators to centrally manage all application components—web servers, firewalls, application servers, file systems, databases, middleware and operating systems.

Simultaneously monitoring and correlating information for quick and accurate problem detection, Vantage analyzes both historical and real-time events. Once a problem is identified, Vantage can automatically dispatch predefined corrective actions or notify the appropriate person to respond. Information is communicated easily across the organization through a web console—providing access anywhere via your intranet. Collecting extensive data and communicating through integrated reporting helps IT organizations resolve performance issues quickly, recognize trends and generate key status and analysis information for management.

COMMUNICATE BUSINESS VALUE

Vantage offers management-facing reports that help communicate IT’s value to the business in connection to delivering mission-critical applications. The Server Performance Summary, Top Server report and Server Load Characterization report provide high-level views of server performance, utilization and workload that help management align IT and business initiatives.

MANAGE APPLICATION SERVICE WITHOUT IMPACTING THE INFRASTRUCTURE

Vantage provides a comprehensive solution without impacting your environment. Intelligent agents and collectors, strategically located throughout the infrastructure, collect performance data to provide a fault-resilient architecture. These nonintrusive agents deliver autonomous monitoring capabilities and send exception notification to the web-based central management console. Also, for a variety of applications, application servers and operating systems (SAP R/3, BEA WebLogic, IBM WebSphere, Windows Server 2003), Vantage offers remote (agentless) monitoring so that there’s no requirement to install a physical agent on the target machine.

The Enterprise Server Management Dashboard provides visibility into availability and performance of mission-critical applications, databases and servers—all in one view.
MANAGE NUMEROUS ENVIRONMENTS WITH A SINGLE SOLUTION

IT environments consist of client/server, web-based, thin-client and mainframe-centric applications, running over a great variety of networks, servers and desktops, and utilizing a heterogeneous mix of middleware, databases and operating systems. Application performance managers must monitor these integral enterprise components effectively.

Vantage provides monitoring for Sun, HP, AIX, Linux, Compaq, Windows 2000/2003 and Novell Netware, all from one interface.

It also monitors applications such as SAP, J2EE, WebLogic, WebSphere, PeopleSoft, Oracle, Microsoft Exchange and IIS, as well as Lotus Notes. Extensive Microsoft Windows support includes Microsoft Exchange, IIS and .NET servers, Active Directory services and cluster-server monitoring. Monitored databases include Oracle, DB2, Sybase and Microsoft SQL Server.

ACCESS DATA ACROSS THE ENTERPRISE

The Vantage web console provides the ability to work from any browser-equipped machine in your organization. This eliminates the need for an administrator or manager to be tied to one machine when managing and configuring enterprise-wide servers. Because the web console is based on open-standard web technology, you'll notice significant improvements in scalability and performance over older, proprietary GUI-based products.

LEVERAGE SCARCE RESOURCES WITH PROACTIVE MONITORING

In times of shrinking IT budgets, scarce resources and varying skill levels, Vantage server performance monitoring is easy to implement and provides immediate value. It reduces the learning curve and automates the tedious manual tasks required to monitor the performance and availability of critical applications.

Predefined templates automatically establish all the necessary metrics, give reasonable thresholds for alarms and help you understand how your applications perform. These metrics enable IT staff to monitor and manage hundreds of key performance indicators, including:

- top CPU/memory users
- log file analysis/error checking
- database/SQL statistics
- service/process availability
- connection up/down
- average download time
- URL content/connectivity.

Total CPU utilization is compared across two different machines. Drilling down on the highest data point provides further insight into resource consumption and highlights the conservative resource footprint of Vantage server monitoring (highlighted).
REDUCE OPERATIONS COSTS

Because enterprises change rapidly and suddenly, Vantage offers intelligent functionality like wildcarding and blackout capability to help operators quickly configure, deploy and change server-monitoring tasks and rules—even for large and varied environments.

TROUBLESHOOT PERFORMANCE PROBLEMS EFFECTIVELY

By the time end users report a problem, it's too late. IT professionals find out after the problem has affected users and customers. Critical information is needed before, or at the beginning, of a performance slowdown to provide proactive problem detection before the user community is affected. Vantage not only collects the right information at the right time, it notifies the right people through paging, e-mail or SNMP alerts to third-party framework products when preset warning-level thresholds are passed.

The first step is to locate the problem. Is it in the network, the server, the application or the database? Vantage collects a wealth of information to help answer vital questions.

Vantage automatically responds to events with preventative and corrective actions, such as re-establishing a network connection or restarting an application. This provides confidence that problems can be solved without higher-level intervention—saving time and money.

GET AN INTEGRATED VIEW OF PERFORMANCE

Vantage provides a powerful reporting engine to create, view and deliver web-based reports. Information can be reported at a wide variety of levels, from management-level summaries to detailed accounts with drill-down capabilities for staff to use to troubleshoot. Ad hoc reports are created easily and can be saved for later viewing or duplicated to be customized for new requirements. Reports can contain a few hours of data for troubleshooting, or weeks/months of data for trending.

The Vantage reporting engine is highly customizable. Multiple graphing, streamlined navigation and server grouping let you look at server, database and application activity the way you want to view it. Reports can be customized with company logos and scheduled for delivery to an e-mail address or web site. With Vantage, it's easy to create reports that satisfy management and allow operations to get an at-a-glance idea of enterprise server health.

The Server Performance Summary report shows performance and availability measurements according to Key Performance Indicators (KPIs) for a single server or groups of servers. This gives you an overall understanding of a server’s health without analyzing a large amount of server metrics and charts.
The Server Load Characterization report shows how a server is utilized in terms of the applications running on it. This report gives IT managers more insight into which applications can be consolidated without hurting performance, as well as which applications need to be watched more closely because their resource consumption is growing.

Vantage Enterprise Alert reports display client, network and server alerts for your complete Vantage enterprise deployment. Users may customize alert reports for their specific needs as well as acknowledge alerts from a central location.

Compuware Vantage provides a real-time, comprehensive picture of service delivery, helping align IT services with business-critical objectives. Vantage includes:

- **End-user experience monitoring:** response time and availability metrics
- **Application performance management:** integrated root-cause analysis
- **Business service management:** linking critical business processes to IT services
- **Service-level management:** real-time and historical service-level reporting
- **ITIL and Six Sigma support:** continual service quality improvement

To learn more, visit: [www.compuware.com/vantage](http://www.compuware.com/vantage)