

MERCURY APPLICATION MAPPING

Mercury Application Mapping™ provides IT Operations with visibility into complex dependencies between applications and the underlying infrastructure to optimize IT service management.

Enterprise applications are central to a company's operations, and the availability of these applications is therefore critical to the business. Application availability is impacted by planned and unplanned changes to the IT operating environment. With hundreds or even thousands of changes made daily in many situations, companies are forced to rely on manually created maps to understand the relationship between applications and the underlying infrastructure. This is an error-prone, costly, overwhelming, and ultimately inefficient process.

Mercury Application Mapping addresses this challenge. It:

- Dynamically maps constant changes in the environment directly to the businesses that depend upon them, enabling you to initiate new services, make changes to existing services with more confidence, and facilitate smooth data center transitions.
- Helps manage and analyze planned and unplanned changes to your applications and infrastructure, improving availability and performance.
- Automatically discovers and maps all configuration items and their interrelationships, storing them in the Universal CMDB.
- Helps manage change, support best practices in configuration management, and assist in root-cause analysis.

Mercury Application Mapping is a dynamic solution that ensures businesses can keep their applications available with minimal effort and cost. It:

- Simplifies the complexity of understanding and controlling IT services like networks, systems, and application interdependencies and how they support the business processes.

- Automatically discovers and maps relationships, and populates the CMDB unlike first-generation solutions that depend upon a manual, repetitive approach to perform mapping or CMDB maintenance.

HOW IT WORKS

Mercury Application Mapping provides continuous, non-intrusive discovery of IT services, applications, and infrastructure within the production environment. Then it determines the inter-relationships between the enterprise applications or configurations and their underlying infrastructure. This yields the most accurate, comprehensive CMDB offering on the market today.

Mercury Application Mapping enables you to:

- Automate configuration management by automatically discovering, populating, and maintaining the CMDB on a continuing basis.
- Leverage the dynamic IT service dependency mapping to gain visibility into the business impact of production incidents.
- As part of Mercury Business Availability Center™, Mercury Application Mapping drastically reduces time-to-resolution by mapping directly to the root cause of a production issue or to an unplanned change.
- Leverage efficient discovery of IT services with holistic interlinked service dependency mapping to detect and diagnose disruptive problems in real-time.

DISCOVERY TECHNIQUES

Mercury Application Mapping provides more than 100 different discovery techniques for configuration items such as network equipment and servers; legacy equipment such as mainframes; or specific application elements such as SAP, BEA WebLogic, Oracle, or SQL. You can modify a pattern or enhance results by running multiple patterns simultaneously.

Mercury Application Mapping discovery techniques provide:

- Out-of-the-box intelligence.
- Controlled accuracy of exploration and frequency of updates.
- Multiple techniques combined to form turnkey application modules.

Some of the application packages supported today are SAP, Oracle E-Business, Siebel, SQL Server, BEA WebLogic, IBM WebSphere, Microsoft Exchange, CICS, and WebSphere MQ.

TARGETED DISCOVERY

Because Mercury Application Mapping is both data-driven and event-driven, the universal service model within the CMDB can manage the relationships among configuration items (CIs) scattered across the production environment. Mercury Application Mapping:

- Automatically discovers and maps IT applications and services.
- Populates the Universal CMDB with the discovered CIs and their relationships.
- The Universal CMDB is based on an object-oriented framework that provides a configuration breakdown structure out-of-the-box.

OPTIMIZE APPLICATION MANAGEMENT

Mercury has a straightforward and unique approach to optimizing application management. Our solution:

- Encompasses an automated, end-to-end application management process based on a common CMDB.
- Delivers specific role-based perspectives (views).
- Automatically discovers and maps the IT service dependencies.
- Enables rapid enterprise deployment and cost-effective manageability.

MERCURY BUSINESS AVAILABILITY CENTER

Mercury Application Mapping is part of Mercury Business Availability Center, an integrated set of software, solutions, and best practices for monitoring and managing business applications and systems.

MERCURY BTO ENTERPRISE

Mercury BTO Enterprise™ is the industry's first software and services suite that ensures the business outcome of IT. Unlike other offerings that focus on improving internal IT processes, Mercury BTO Enterprise

FAQS

- Q. What level of security permissions are required for automated discovery?**
- A. Mercury Application Mapping only requires security domain access similar to that of an enterprise management system. In most cases this is only user-level permissions.
- Q. What is the impact on the network of automated discovery?**
- A. Mercury's revolutionary spiral discovery methodology minimizes the amount of network traffic and burden on servers.
- Q. Does Mercury Application Mapping automatically build and maintain the CMDB?**
- A. Yes, Mercury Application Mapping populates the Universal CMDB with all the object instances and the relationships among them.
- Q. Can the Universal CMDB within Mercury Application Mapping be used by third-party applications?**
- A. Yes, the Universal CMDB can be integrated or federated with third-party applications and CMDBs.

automates and integrates the strategic touch points between business and technology to ensure that IT investments produce the intended outcome. With Mercury BTO Enterprise, you can shift your focus from managing IT projects to optimizing business outcomes.

FEATURES

- Enables you to detect planned and unplanned changes.
- Allows you to determine how these changes impact business processes and applications.
- Provides comprehensive reporting of IT service dependencies, assets, and changes.
- Provides comparison against standard configurations of servers and environments.
- Provides comprehensive base-lining or snapshots of IT services and applications.
- Automates discovery of applications and their infrastructure dependencies and stores them in the Universal CMDB.
- Automatically maintains IT service dependency maps.
- Enables you to continuously update and maintain IT service dependencies in real-time.

BENEFITS

- Enables you to discover applications and their interdependencies, while populating a federated CMDB.
- Provides a comprehensive application topology map.
- Provides IT with operational visibility to gauge business impact of change.
- Reduces time-to-problem resolution.
- Enables you to manage change, plan data center moves, support geographic replication and disaster recovery,

MERCURY™

Mercury is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business outcome of IT.
WWW.MERCURY.COM