

# MERCURY BUSINESS AVAILABILITY CENTER FOR SIEBEL BUSINESS APPLICATIONS

Mercury Business Availability Center™ for Siebel® business applications optimizes the performance and availability of the critical business processes delivered by the Siebel application.

How does Siebel internally manage its availability and performance of the application from a business and user perspective? By using Mercury Business Availability Center.

Siebel CRM-packaged business applications have become key enablers of an enterprise's customer-facing business processes. Enterprises make significant investments in Siebel applications, and executives, lines of business (LOBs), and IT all have a stake in their success. Yet in many cases an application fails to meet the anticipated availability and performance when it's rolled out. For example:

- Call center agents can't access customer information in a timely manner, so customers are on hold for longer.
- Sales people can't complete order quotations, which quickly takes time away from selling.
- Business partners and customers can't get self-service support over the web, which causes them to phone the call center.

To avoid these types of problems, managing the availability and performance of Siebel business applications has become a corporate objective that requires collaboration between Siebel application teams and IT operations. But because Siebel applications are complex and run on a dynamic infrastructure, it can be difficult to proactively address problems before end users are negatively impacted.

## THE ANSWER: MERCURY BUSINESS AVAILABILITY CENTER

Mercury Business Availability Center for Siebel business applications provides visibility and control over Siebel business applications processes, components, and the entire supporting infrastructure.

With this Mercury offering, IT management is able to:

- Monitor Siebel application performance and availability from the end-user perspective.
- Receive notification of potential problems before service-level agreements (SLAs) are broken.
- Quickly diagnose application problems into the specific tier – Siebel application server, gateway, database, etc.

IT operation and application teams are able to:

- Detect how changes to the underlying infrastructure impact the availability of applications.
- Gain diagnostics capabilities to quickly pinpoint and resolve bottlenecks.
- Conquer the challenge of detecting and tracing problems to individual application or system components.

## HOW IT WORKS

By monitoring the entire Siebel application infrastructure, business processes, and real users, Mercury Business Availability Center for Siebel business applications enables you to proactively detect problems that impact your business. It:

- Correlates end-user experience issues to Siebel business applications infrastructure components, enabling your IT operation to prioritize problems according to business impact.
- Isolates Siebel business applications issues from external problems to ensure correct escalation processes within your IT team, Siebel business applications support team, and Siebel business applications expert services.

## FAQS

### Q: Which versions of Siebel are supported?

A: Mercury Business Availability Center for Siebel Business Applications supports versions 6.0 through 7.8.

### Q: Can you capture Siebel user IDs so I know which user has a problem to fix?

A: Yes, Mercury Business Availability Center provides the ability to capture specific users for IT to proactively manage application service levels. Additionally, it proactively identifies problems affecting specific modules, user groups, or locations.

### Q: Do you support Siebel Application Response Measurement (SARM)?

A: Yes, Mercury jointly developed with Siebel Systems a diagnostics solution that uses Siebel SARM.

Mercury Business Availability Center with Mercury Diagnostics for Siebel Business Applications™ isolates Siebel application performance problems and reduces the mean time to resolution (MTTR) of your performance bottlenecks by isolating and diagnosing the root cause of Siebel user issues.

## 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 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

- Dynamic topology map and status dashboard consolidate Siebel business applications components and business processes.
- Monitors, reports, and alerts on the performance and availability of all Siebel business applications components and tasks, as well as end-to-end user experience.
- Provides trend and SLA reporting.
- Correlates and diagnoses end-user issues to Siebel business application components.

## BENEFITS

- Quickly identify and isolate all Siebel business applications and underlying infrastructure issues to determine problem ownership.
- Precisely report on end-user response time of Siebel applications.
- Measure and manage the success of changes and upgrades from a business perspective.

## MERCURY BUSINESS AVAILABILITY CENTER COMPONENTS

- **Mercury Application Management Dashboard™**: Correlate the performance and availability of Siebel business applications processes and underlying infrastructure with this dynamic dashboard and topology map of the complete Siebel infrastructure.
- **Mercury End User Management™**: Benefit from real-time views as well as historical reports on end-user experience with the Siebel business applications processes and transactions. This module actively simulates users with Mercury Business Process Monitor™ and monitor live Siebel user experience using Mercury Real User Monitor™ and Mercury Client Monitor™ to identify and isolate problems proactively.
- **Mercury Service Level Management™**: Manage service levels of Siebel business applications based on end-user experience with the business process as well as response time and availability of operation-level metrics.
- **Mercury Diagnostics™**: Correlate Siebel business applications' end-user performance and availability problems to their root causes within the Siebel infrastructure. In collaboration with Siebel Systems, Mercury has developed Siebel Application Response Measurement (SARM) Diagnostics, which includes built-in templates that automatically monitor key application metrics – as well as diagnostics that trace, time, and troubleshoot business processes across the Siebel 7 eBusiness application infrastructure. This helps Mercury isolate end-user issues down to the specific IT tier that caused the issue using a combination of capabilities that SARM Diagnostics provides. For example:
  - **Siebel Tasks and Process Analysis**: Siebel tasks and processes are important as they represent interactive user sessions. Analyze and filter them by criteria such as users, application servers, and other Siebel components for running status and errors.
  - **Database Breakdown**: Rapidly isolate database issues by identifying exceptional and worst-performing database queries.
  - **User Sessions Breakdown**: Use SARM breakdown capabilities to analyze user sessions for performance across the various tiers and quickly isolate the faulty tier for problem resolution.
- **Mercury Application Mapping™**: Automatically map, manage, and baseline Siebel configurations; proactively analyze and detect the impact of change; and resolve problems by mapping the relationship between Siebel applications and their underlying infrastructure. Mercury Application Mapping automatically discovers Siebel environments, including platform, infrastructure, and application components such as the workflow manager, and gives IT visibility into the business impact of any change via an automated topology map. All this configuration data is then automatically stored in the Mercury Universal CMDB.

- **Mercury System Availability Management™**: Monitor system availability data from across your entire enterprise, in conjunction with Mercury SiteScope® so you can seamlessly deploy and maintain an enterprise infrastructure monitoring solution and achieve 100-percent coverage. Mercury System Availability Management can help manage the availability of the Siebel infrastructure, including all gateway and application servers, databases, and the underlying network.

## MERCURY BUSINESS AVAILABILITY CENTER MONITORS

- **Mercury Business Process Monitor™**: Run Siebel business applications processes from various locations and collect end-user transaction response time, availability, and network data.
- **Mercury Real User Monitor™**: Measure the experience of all real users of Siebel business applications. This is ideal when there are a large number of users spread across multiple locations and user domains.
- **Mercury Client Monitor™**: Measure the experience of real users from known and identifiable desktops as they utilize Siebel business applications processes. This monitor provides unique client-side monitoring capabilities to work through problems and isolate issues to the last mile.
- **Siebel System Monitors**: Collect key performance measurements from a wide range of infrastructure components using these monitors. They use Mercury SiteScope's "agentless" technology to gather data remotely to ensure non-intrusiveness and ease of configuration and maintenance.
  - **Mercury Application Monitor™**: Dynamically identify Siebel business applications components and benefit from built-in metrics templates. Monitor the Siebel business application servers' status, task information of the Siebel Object Manager component group and individual components, and Siebel web server login session statistics.
  - **Mercury Database Monitor™**: Monitor Siebel database servers and processes as well as simulate client interactions. This monitor supports Oracle, MSSQL, and DB2 databases as well as Sybase and Informix.
  - **Mercury System and Server Monitors™**: Collect key system metrics from all Siebel servers, such as CPU, memory, services, disk space, LDAP, and OS resources.
  - **Mercury Log File Monitors™**: Check specific content in Siebel system logs, such as general or specific error messages.

# MERCURY™

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