

MERCURY BUSINESS AVAILABILITY CENTER

OPTIMIZE

BUSINESS AVAILABILITY

MERCURY[™]
BUSINESS TECHNOLOGY OPTIMIZATION

MERCURY

BUSINESS AVAILABILITY CENTER

Today, infrastructure management is not enough to ensure enterprise applications are meeting business goals. Why? Because users experience applications, not infrastructure, and the risk of application failure is material. Forward-thinking IT executives are using Mercury BTO Enterprise™ software to ensure their applications, systems, and infrastructure are optimized to produce intended business outcomes.

Mercury BTO Enterprise provides a user-centric, top-down view into application management – not just a limited, bottom-up view of the systems and infrastructure.

Mercury BTO Enterprise enables you to:

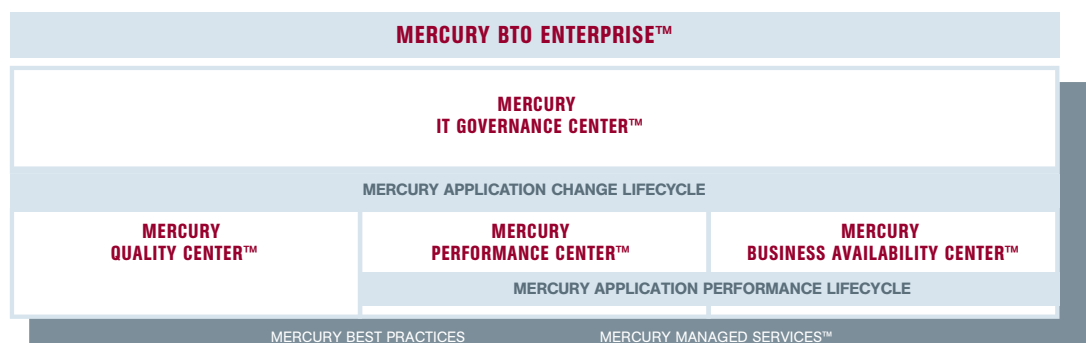
- Reduce the costs and risks of delivering business results with custom and packaged applications.
- Map the relationship between applications and infrastructure to ensure the infrastructure supports business service-level agreements.
- Optimize quality, performance, availability, and problem resolution of applications in pre- and post-production.
- Implement change and configuration management.

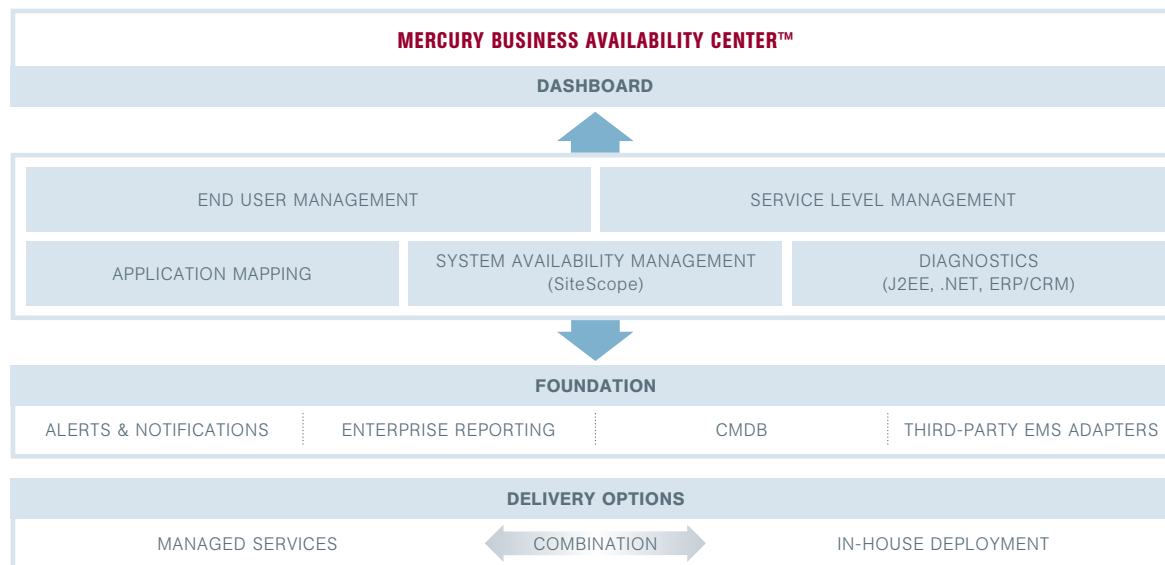
MERCURY BUSINESS AVAILABILITY CENTER

A strategic part of Mercury BTO Enterprise, Mercury Business Availability Center™ enables you to measure, manage, and maximize critical business processes to deliver the intended business results. You can use Mercury Business Availability Center to succinctly present business impact, manage by service levels, understand end-user experience, and map dependencies between application service levels and the underlying infrastructure. It offers an innovative top-down approach to integrating business, end-user, and system perspectives – going beyond the traditional software development lifecycle approach in which IT executives are left to fix the infrastructure problem and hope it will positively impact application performance.

With Mercury Business Availability Center, you can:

- Reduce application failure risk.
- Translate business goals into IT operational level agreements (OLAs).
- Ensure alignment between LOBs and IT by measuring and reporting on service levels from an end-user perspective.
- Proactively identify, triage, and diagnose problems to prevent application downtime and minimize impact to customers.





MERCURY BUSINESS AVAILABILITY OFFERINGS

Mercury Business Availability Center includes a business dashboard and several integrated applications:

Mercury Business Availability Center Dashboard™ delivers up-to-date business service configuration and active drill down to application components. It provides the LOB, IT management, and IT operations staff with real-time decision-making and execution capability.

Mercury End User Management™ proactively monitors website and application availability in real time, from the end-user perspective. This enables you to fix issues before customers experience problems, mitigating business risks and costs by reducing the number and duration of application outages.

Mercury System Availability Management™ enables you to seamlessly deploy and maintain an enterprise infrastructure monitoring solution to achieve 100-percent coverage. It reduces hardware, software, and support overhead associated with managing business-critical applications and infrastructure.

Mercury Service Level Management™ enables you to proactively manage service levels from the business perspective and provide service level agreement (SLA)-compliance reporting for complex business applications in distributed environments. This allows you to easily translate business SLAs into IT service metrics.

Mercury Application Mapping™ provides visibility into the dynamic relationships between your applications and the underlying infrastructure. It enables you to reduce downtime and improve productivity with application diagnostics and root cause analysis for permanent resolution of issues.

Mercury SiteScope® provides the industry's first and leading agentless monitoring solution designed to ensure the availability and performance of distributed IT infrastructures – e.g., servers, operating systems, network devices, network services, applications, and application components. It enables you to lower total cost of ownership (TCO) by consolidating support and maintenance tasks to a central agentless server.

Mercury Diagnostics™ helps you ensure 24x7 application availability and performance by proactively detecting problems before they affect customers, rapidly isolating problems to system or application tiers, and pinpointing root causes to specific application components. Mercury Diagnostics lowers costs by reducing fault management efforts as well as your hardware and software investments.

Mercury Business Availability Center Services help you achieve efficient deployment of Mercury Business Availability Center for the fastest route to successful implementation. Mercury Services provides the best way to guarantee you receive the full value of your investment.

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Mercury Business Availability Center addresses the need of enterprises to manage IT according to business priorities. It enables an organization to map its business processes to the underlying operational infrastructure, providing a view of key business processes and key performance indicators in real time and from an end-user perspective.

ENTERPRISE MANAGEMENT ASSOCIATES

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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

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