

MERCURY MANAGED SERVICES FOR BUSINESS AVAILABILITY CENTER

Mercury Managed Services for Business Availability Center™ leverages our 24x7-hosted infrastructure, operations, and expertise to ensure that you get the maximum value from your investment in Mercury Application Management offerings.

In today's complex business environment, IT organizations are continually challenged to provide more value with limited internal resources. As a result, many companies find they don't have the resources necessary to implement new technologies that would improve quality, reduce costs, and align IT initiatives with business goals. Nonetheless, companies that want to maintain a competitive edge must find ways to benefit from new technology that integrates with and supports their current IT environments, and that enables their internal resources to concentrate on core competencies and key business initiatives.

Mercury Managed Services for Business Availability Center enables companies to better manage their enterprise application monitoring, while reaping faster results and reducing costs.

Because Mercury Managed Services provides the requisite infrastructure, resources, and expertise for successful monitoring, your company can focus limited resources on key business initiatives and existing core competencies. Mercury Managed Services is also the only hosted solution to map, measure, and manage the business impact of web, custom, and packaged applications and tightly integrate with backend monitoring.

RESPOND TO BUDGET PRESSURES

According to recent surveys, more than three-quarters of IT executives report budgets as flat or down, a trend expected to continue throughout 2004. IT managers need to take on new projects that improve results

and support line-of-business initiatives, although more than 75 percent of budgets are generally allocated to maintaining existing systems.

Mercury Business Availability Center is the only application management solution that provides the ability to view key business process and system indicators in real time from an end-user, business-level, and service-level perspective. By measuring business processes across all layers of the internal and external infrastructure, Mercury Business Availability Center gives you unprecedented visibility into application, systems, and business-process performance.

For companies without the resources to deploy Mercury Business Availability Center, Mercury Managed Services removes the burden of implementation from internal teams and minimizes the risks associated with enterprise implementations. You can successfully deploy Mercury Business Availability Center quickly and cost-effectively, gaining faster time-to-benefit. You can also seamlessly migrate your Mercury Business Availability Center implementation in-house at any point.

KEEP FOCUS ON KEY BUSINESS INITIATIVES

In today's environment of doing more with less, Mercury Managed Services lets companies focus on key business initiatives rather than on managing Mercury Business Availability Center. Since all management of the system and deployment is handled by Mercury Managed Services, you can concentrate on using the information gained from Mercury Business Availability Center to optimize the performance and availability of mission-critical applications.

Mercury Managed Services augments your team's resources and provides the expertise to meet both IT and business needs. By working closely with IT organizations to understand monitoring needs and business users to understand the impact on the bottom line, Mercury Managed Services consultants can bridge the gap between IT and lines of business and create a common language around performance.

OPTIMIZE THE ENTIRE IT INFRASTRUCTURE

Mercury Managed Services has deployed the largest Mercury Business Availability Center infrastructure managed around-the-clock, including:

- Professional IT implementation with standardized machine specifications.
- Data storage and backup services.
- Tight security policies and regular ongoing security scans to detect potential vulnerabilities.
- Built-in high availability, redundancy, and failover procedures.
- The ability to upgrade migrations with no customer impact.

In addition, Mercury Managed Services integrates with and supports today's most common and complex IT environments, including:

- CRM and ERP applications from Oracle, PeopleSoft, SAP, Siebel, and others.
- Legacy mainframe applications, client/server systems, web applications, and others.
- IT application infrastructure from companies such as BEA, Citrix, IBM, Oracle, Sun, and others.
- Databases from Microsoft, Oracle, and Sybase.
- Java/J2EE, Web Services, .NET, and XML technologies.

EXPERTISE MAKES THE DIFFERENCE

Mercury Managed Services provides infrastructure and resources, but most importantly it provides the expertise to enable you to fully leverage Mercury Business Availability Center. Mercury Managed Services' experienced team includes developers, system administrators, network administrators, database administrators, application administrators, and business analysts.

Mercury Managed Services assigns dedicated consultants to work with you to understand your unique business and technical needs. The

consultant scripts all transactions to ensure key metrics are captured, such as the response time of a business process that runs across multiple platforms.

You can rely on Mercury Managed Services 24x7 for assistance in:

- Assessing IT and business requirements.
- Defining monitoring needs and scripting business processes.
- Setting thresholds and alerts.
- Responding to IT and business changes, which impact monitoring requirements.
- Diagnosing application problems and analyzing performance trends.

FEATURES AND BENEFITS

- **Achieve faster time-to-value.** Mercury Managed Services provides the infrastructure, resources, and expertise for faster time-to-benefit of Mercury Business Availability Center.
- **Achieve a higher-quality Mercury Business Availability Center rollout via Mercury best practices for product installation, configuration, and integration; organizational design; and processes.**
- **Reduce total cost of ownership.** Mercury Managed Services minimizes hardware, software, and human resource costs, freeing up IT budgets to focus on new initiatives.
- **Focus on core competencies.** Mercury Managed Services enables your IT organization to place its best resources on projects that fully leverage existing skills. Enterprises can extend their internal teams with Mercury consultants, who have experience deploying, managing, and analyzing data for more than 1,000 customers.
- **Achieve an objective view of performance.** Mercury Managed Services provides an objective, third-party view of performance to help resolve disputes quickly.
- **Receive 24x7 customer support with ongoing mentoring from dedicated product experts.**

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