

# INTEGRATING MERCURY MANAGED SERVICES FOR BUSINESS AVAILABILITY CENTER WITH MERCURY SITESCOPE

Mercury Managed Services for Business Availability Center™, integrated with Mercury SiteScope®, is a 24x7 hosted offering that monitors the performance and availability of your mission-critical applications.

IT organizations must now deliver maximum results with fewer resources in an increasingly complex technology environment. While many companies now have limited IT resources, they are still expected to improve quality, reduce costs, and align IT initiatives with business goals. They must still strive to maintain a competitive edge by implementing new technology that benefits the company. This includes measuring mission-critical business systems and applications to ensure they are performing at peak levels.

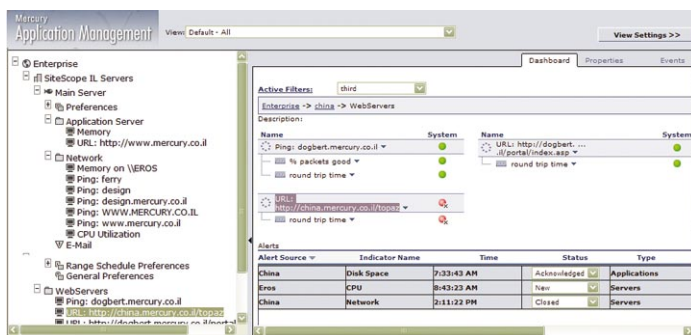
By integrating Mercury SiteScope data with Mercury Managed Services for Business Availability Center, your IT organization is better able to manage the performance of these critical systems and applications. You can now integrate relevant system and

application metrics from behind the firewall, such as memory and CPU utilization, with end-user measurement for faster, more cost-effective problem resolution.

Mercury Managed Services is the only hosted monitoring solution to accurately monitor the performance and availability of all your mission-critical applications, whether they reside inside or outside the firewall.

With Mercury Managed Services, your IT organization can measure the end users' perspective of performance, service levels, and business availability from within your infrastructure or from any of Mercury's 80 global points of presence (PoPs). Mercury Managed Services supports all applications within Mercury Business Availability Center, including our offerings for service-level and end-user management.

As the industry-leading application management offering, Mercury Managed Services provides the requisite infrastructure, resources, and expertise for successful monitoring. This enables your company to focus its limited resources on key business initiatives and leveraging existing core competencies. By measuring business processes across all layers of the internal and external infrastructure, Mercury Business Availability Center gives IT professionals unprecedented visibility into application, systems, and business-process performance.



Mercury System Level Management enables the lowest TCO for monitoring of system and applications, and seamlessly deploys and maintains enterprise infrastructure monitoring to achieve 100 percent coverage.

SiteScope is a standalone application with a non-intrusive “agentless” architecture that continuously monitors the real-time performance of a company’s business-critical distributed systems – including hardware, operating systems, applications, and application components in all tiers of a distributed computing environment. Web servers, applications servers, messaging servers, database servers, networking devices, and backend systems, such as ERP and databases, are all supported with SiteScope’s 65+ built-in monitors. SiteScope’s proactive alert notifications enable administrators to avoid availability and performance crises without the significant overhead and maintenance costs of agent-based management software.

### Getting Started

The Mercury Managed Services and SiteScope integration is straightforward and secure. You simply request a username and password to link your SiteScope data to your Mercury Managed Services profile. All communication is outbound from the SiteScope server over standard ports, and additional security options are available. Data transfer occurs in real-time.

### Key Reports and Information

#### SiteScope Reports

- Real-time availability
- SiteScope summary report
- Network, system, URL, and other SS monitor diagnostics

#### Mercury Managed Services Reports

- Application response over time
- Application performance and availability over time
- Transaction breakdown summary
- Service-level management
- More than 25 additional reports

#### Combined Reports

- Infrastructure availability reports
- Correlation of system and end-user measurements
- Trend reports over time
- NOC views of performance
- Customized reports

### FEATURES AND BENEFITS

- Resolve problems faster by combining agentless SiteScope system-level monitoring with the end-user perspective from Mercury Managed Services, the only service that manages the performance of applications that reside inside or outside the firewall.
- Expand your monitoring footprint to identify problems outside your firewall with load balancers, firewalls, ISPs, or other issues. Mercury Managed Services encompasses more than 80 global locations.
- Drastically reduce installation, configuration, and maintenance time and expense through SiteScope’s agentless architecture and Mercury Managed Services’ pre-deployed, shared environment.



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