

# MERCURY SYSTEM AVAILABILITY MANAGEMENT

Mercury System Availability Management™ enables you to deploy and maintain an enterprise infrastructure monitoring solution to achieve 100-percent coverage.

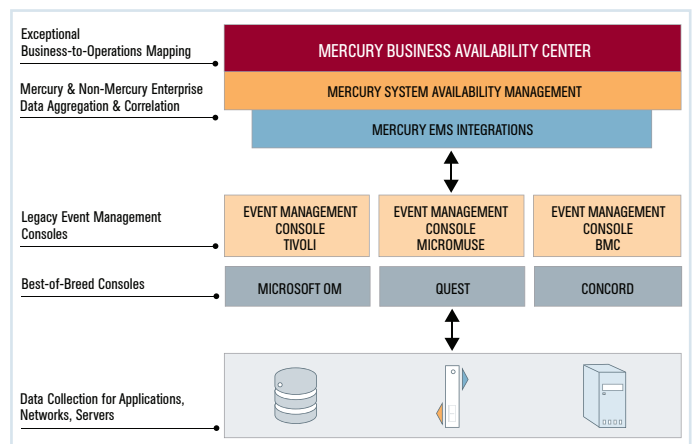
The Yankee Group estimates that enterprise applications automate 90 percent of mission-critical business processes in a Global 2000 company. Infrastructure changes impact application performance and availability – in turn impacting the business processes that rely on them. With hundreds or even thousands of changes and outages daily to the IT infrastructure, businesses need solutions to help manage the performance and availability of their entire enterprise.

Mercury System Availability Management helps you toward your goal of application management by adding an application-centric perspective to your infrastructure data. By providing the ability to integrate with existing Enterprise Management System (EMS) products, Mercury System Availability Management allows you to:

- View infrastructure monitoring data within the context of your application performance.
- See how infrastructure components affect your application performance and availability.
- Collect infrastructure status data, whether you have deployed multiple Mercury SiteScope® servers or use a third-party EMS.

## HOW IT WORKS

Mercury System Availability Management leverages Mercury's EMS Integration Adapters to provide connectivity to EMS tools. This embrace-and-extend approach allows Mercury System Availability Management to be the central consolidator of events and metrics



Leverage Mercury and non-Mercury systems to gain business perspective on mission-critical services.

from multiple sources. Having access to multiple data points gives a business a broader view of what is happening in the infrastructure, and, more importantly, how it affects critical applications and business services.

Once the system data is collected, it is mapped to the applications and business services that depend on those systems. This provides your line of business (LOB) with insight into what applications and services are being affected by which infrastructure outages or performance issues. Data is collected and stored in the Mercury Business Availability Center repository.

With Mercury System Availability Management, you can:

- Protect your existing investment in monitoring tools or use Mercury SiteScope.
- Reduce troubleshooting time associated with mapping business-critical applications to infrastructure outages.
- Reduce costs with topology-based correlation by measuring and managing all critical applications, services, and the related infrastructure.
- Increase administrator productivity via prioritized alerts based on service-level or operational-level breaches, instead of a flood of alerts.

### **MERCURY BUSINESS AVAILABILITY CENTER**

Mercury System Availability Management is integrated with Mercury Business Availability Center™, an integrated set of software, solutions, and best practices for monitoring and managing business applications and systems.

Combine System Availability Management with Mercury Business Process Monitor™, Mercury Real User Monitor™, Mercury Service Level Management™, and Mercury Application Mapping™ to:

- Provide insight into application performance and availability from an end-user perspective.
- Discover and map relationships between your infrastructure components and applications.
- Track service-level agreements (SLAs) and objectives for your infrastructure and your applications.

### **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**

- Monitor infrastructure availability using easy-to-manage, flexible, Mercury SiteScope agent-less technology.
- Centralized system availability monitoring for disparate monitoring tools.
- Integrated with Mercury End User Management™, Mercury Application Mapping, and Mercury Service Level Management applications.
- Represent and view performance and availability data collected by third-party systems.
- Provides an application perspective to the multitude of system data.
- Applies a business perspective to system management.
- Integrates with major ticketing systems.

### **BENEFITS**

- Gain comprehensive infrastructure coverage.
- Achieve agent-less monitoring (Mercury SiteScope) for lowest total cost of ownership (TCO).
- Provide view of application impact instead of numerous low-level system metrics.
- Leverage current investments in infrastructure monitoring tools.
- Leverage systems data collected from other systems.
- Rapid ROI and lower TCO through early identification of end-user and service impact.

# **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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