Tivoli. software

Performance and availability: meeting the challenge

Manage your e-business resources for enhanced ROI with Tivoli software

Manage all your IT resources to drive business value.

More than ever, the success of your business depends on the health of your IT resources. Your employees, customers and business partners rely on e-business systems and networks. When those resources aren't available, it can cost you dearly in terms of lost productivity, forfeited sales or damage to the company's reputation and brands.

As the stakes continue to rise, the management challenge is also intensifying. With the addition of each new application or piece of hardware, your IT environment grows more complex and more difficult to manage. You need to be able to see individual IT resources in the context of the business processes they support.

Now there's an effective way to answer this challenge—with the Performance & Availability management solution from Tivoli® software.

"Having 100 percent availability is my goal. It's what the business demands. We are employing Tivoli software to manage, control and monitor our entire IT environment statewide."
– Avery Cloud, CIO, INTEGRIS Health

A complex e-business environment requires an integrated management solution.

Wide-ranging systems management

Performance and availability management means more than measuring whether a given system or set of IT resources is performing as expected. To meet the expectations of the lines of business you serve, you must be able to effectively manage the entire e-business environment.

This multifaceted challenge requires that you be able to:

- *Proactively monitor resources so that you can identify problems, determine their root causes, notify other systems of pending issues and automatically take action to fix the problems and prevent recurrences.*

- *Effectively manage across a complex range of resources, including traditional host-based systems, distributed client-server environments or Web-based environments, that all support specific business processes and require their own applications, middleware, networks, operating systems and hardware.*

- *Draw on your operating data and experience to improve future performance so that you can create service-level agreements (SLAs) with line-of-business clients and measure your ability to deliver on those SLA commitments.*

Tivoli software has the breadth and depth to help you tackle today's management challenges— providing insight at three distinct levels of your e-business environment.

Business Impact Management
Line-of-business views, workflow, business process integration, cross-discipline analysis, predict, optimize, analyze, account, report

Event Correlation and Automation
Cross-system and domain root-cause analysis

Monitoring
Discover, collect metrics, probe (for example, user experience), perform local analysis, filter, concentrate, determine root cause, take automated action

Tivoli software offers a broad range of products to enhance your ability to manage—at the level of individual resources, across systems and networks or even across business processes.

Supported to provide true business insight

Tivoli software gives you the breadth and depth to tackle today's IT management challenge with an integrated Performance & Availability management solution. Tivoli products simplify the complexities you face by offering a common look-and-feel across a broad range of software tools. These products help provide insights at three distinct levels of your e-business environment—insights that can help you increase the return your company sees on its IT resources investment.

Tivoli monitoring solutions help you at the level of individual resources, making it easier to collect performance metrics, analyze trouble spots and automatically fix many problems before they affect other resources. Tivoli monitoring solutions also are designed to support other Tivoli Performance & Availability management products.

Tivoli event correlation and automation solutions provide a broad, panoramic window into the overall health of your IT systems and networks. They can automatically and intelligently combine information from many different resources, and correlate specific events, to help you determine the cause of your problems across multiple systems, networks, applications and hardware. They also can automate many systems management tasks, giving you the ability to proactively solve problems and prevent them from recurring.

Tivoli business impact management solutions help you match the performance of IT resources to the operating requirements of the internal clients you serve. These business-savvy solutions let you see management data in the context of how your systems and networks are functioning to support a specific business process or a particular line of business. By deploying these solutions, you can have the insight you need to set meaningful SLAs with customers or internal clients, monitor your performance in meeting those agreements and help predict or avoid events that could keep you from hitting your service-level targets.

## *Improve your control over a variety of e-business resources.*

Reducing complexity to enhance ROI

Your e-business environment probably has a wide range of computing hardware, operating systems, network resources and related components that all were chosen for their ability to deliver best-in-class performance. As each new element is added to the mix, it becomes more difficult to manage the overall performance of your environment.

That's precisely why Tivoli software offers a tightly integrated Performance & Availability management solution. Tivoli software tools help create common ground in a complex, heterogeneous environment. They work together intelligently, reducing the effort and expertise required to manage your IT systems, networks and Web-based components, as well as the operating systems, middleware and applications running on those resources.

The Tivoli Performance & Availability management solution provides the reliability your staff needs to monitor individual system resources, diagnose problems quickly and take corrective action automatically.

Tivoli software helps you understand the interplay among the elements of your environment, such as the hardware, operating systems, network connections and middleware. This capability can speed root-cause determination, making it possible to isolate problems and permit coordinated action across the enterprise.
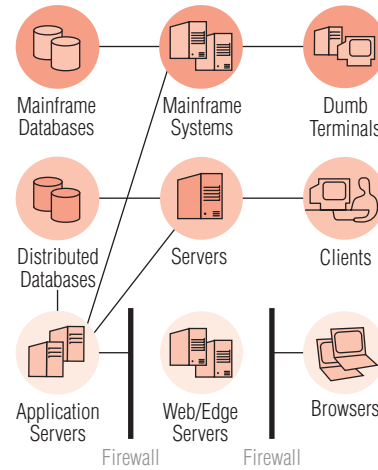
An integrated management solution reduces the expertise required to run a complex computing environment.

Tivoli software helps improve control over your deployed solutions. Tivoli software also enhances the investment you've made in systems and networks by helping reduce downtime and by giving you the ability to fine-tune how individual elements perform within your environment.

With Tivoli Performance & Availability management products, you can begin to leverage your investment in management resources and staff. Rather than constantly training and retraining people to handle specialized tasks or software tools, you can take advantage of the built-in intelligence and common interface of the Tivoli products and spend your time developing your staff's management skills.

Exceptional time-to-value

In today's business environment, you cannot wait months or years to see a return on investment (ROI) in your IT resources. Whether you start small with a single Tivoli monitoring solution or choose a full-scale deployment of Tivoli management technology, you will find that Tivoli software products can provide out-of-the-box functionality. The Tivoli Performance & Availability management solution incorporates intelligent tools that can automatically "learn" the IT landscape in your enterprise. Once installed, the Tivoli products scan your environment to help determine what needs to be managed, and then suggest how the management solution can be configured for increased effectiveness.

Beyond ease of installation, the Tivoli Performance & Availability management solution is equipped with the built-in intelligence to rec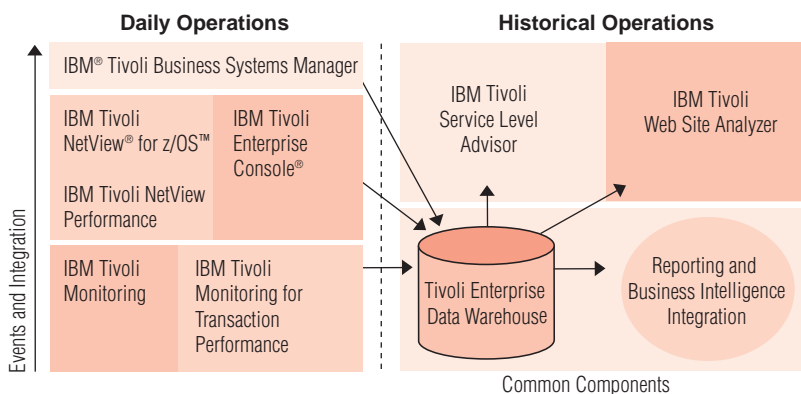ognize potential problems in a given resource or set of resources. Tivoli software can also act automatically to resolve common problems without requiring human intervention.

Because the Tivoli Performance & Availability management solution is tightly integrated, its value grows with each new Tivoli product you deploy. Tivoli products collect management data from one layer of your environment and automatically send that data to other Tivoli solutions. These sophisticated links provide numerous benefits, making it easier for you to spot trends, minimize downtime and plan for future needs.

With the Tivoli Performance & Availability management solution in place, you are able to move beyond a reactive mode of management. You have the information you need to make smart, proactive investments in people and resources— investments that support critical business goals.

Tivoli software can help you align IT resources with your e-business goals.

Daily Operations

Historical Operations

Events and Integration

IBM® Tivoli Business Systems Manager

IBM Tivoli NetView® for z/OS™

IBM Tivoli Enterprise Console®

IBM Tivoli NetView Performance

IBM Tivoli Monitoring

IBM Tivoli Monitoring for Transaction Performance

IBM Tivoli Service Level Advisor

IBM Tivoli Web Site Analyzer

Tivoli Enterprise Data Warehouse

Reporting and Business Intelligence Integration

Common Components

Enhance your predictive management capabilities using your own operating data collected from across your environment into the Tivoli Enterprise™ data warehouse.

Extraordinary business expertise

Tivoli software has helped shape the industry. Leading the way for more than a decade, Tivoli software has helped define and refine the concept of technology management, starting with performance and availability. Backed by the resources and innovation of IBM, the Tivoli Performance & Availability management solution can provide enduring value for your long-term success.

But breadth and depth are just part of the story. Ultimately, you may find that the best reason to choose Tivoli software is to help you align IT resources with your e-business goals. Tivoli solutions are designed with a thorough understanding of the business impact you're trying to achieve through IT. The Tivoli Performance & Availability management solution has been developed with those e-business goals in mind.

For example, if a portion of your e-business infrastructure is devoted to customer relationship management, Tivoli solutions can recognize and help you manage the company's self-service resources as a single process. This includes servers, databases and applications you've put in place to allow customers to initiate and complete transactions.

Tivoli software helps you manage your key e-business processes, such as collaboration (e-mail and document sharing) and supply-chain management (electronic data interchange, enterprise resource planning). The Tivoli Performance & Availability management solution has the built-in expertise to identify which resources are supporting which critical business functions.

Tivoli software also provides powerful capabilities for resource planning and predictive management. This capability addresses your need for a single, consolidated way to collect and use operating data from applications across the enterprise.

Tivoli solutions let you see and manage your IT resources in context. With Tivoli solutions, you get the knowledge you need to:

- *Set priorities based on business impact*
- *Define and communicate how IT will contribute to specific business goals*
- *Track your performance in meeting SLA commitments*

Prudential Insurance

One of the largest diversified financial institutions in the world, the Prudential Insurance Company of America chose the Tivoli Performance & Availability management solution to help integrate, unify and streamline IT management processes across the enterprise.

Prudential's IT environment is extremely complex. The company operates 19 mainframes, 4,000 Microsoft® Windows NT® and UNIX® servers, and more than 100,000 networked Windows NT desktops and Windows® 95 laptops. All these computing resources are linked over a TCP/IP network that includes 1,100 routers, 500 switches, 900 hubs, 3,800 LAN segments, 1,700 WAN links and 7,500 Token-Ring or Ethernet adapter interfaces.

The Tivoli Performance & Availability management solution has helped Prudential achieve a number of key service goals. Since the Tivoli products were deployed, problem resolution times have decreased, and system downtime has been reduced. Prudential also has realized substantial cost savings. In fact, Ernst & Young estimates that Prudential will realize a $40 million savings over five years, thanks to the impact of the Tivoli software solution.

IBM software integrated solutions

The Tivoli Performance & Availability management solution supports a wealth of other offerings from IBM software. IBM software solutions can give you the power to achieve your priority business and IT goals.

- *DB2® software helps you leverage information with solutions for data enablement, data management and data distribution.*
- *Lotus® software helps your staff be productive with solutions for authoring, managing, communicating and sharing knowledge.*
- *Tivoli software helps you manage the technology that runs your e-business infrastructure.*
- *WebSphere® software helps you extend your existing business-critical processes to the Web.*

To learn more

For information on the Tivoli Performance & Availability management solution and integrated solutions from IBM, contact your IBM sales representative or visit **info.tivoli.com**/availability

Tivoli software from IBM

An integral part of the comprehensive IBM e-business infrastructure solution, Tivoli technology management software helps traditional enterprises, emerging e-businesses and Internet businesses worldwide maximize their existing and future technology investments. Backed by world-class IBM services, support and research, Tivoli software provides a seamlessly integrated and flexible e-business infrastructure management solution that uses robust security to connect employees, business partners and customers.

IBM®

*e*business software

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