

# BMC Transaction Management Root Cause Analysis

## KEY BENEFITS

- > Keep your business-critical applications performing by accelerating problem isolation and resolution
- > Take the frustration out of solving application problems by eliminating finger-pointing
- > Reduce the cost of problem resolution by assigning problems to the right groups the first time
- > Provides out-of-the-box configurations for monitoring all commonly distributed application environments
- > Ensures satisfied and productive users by decreasing the time to resolution for application problems
- > Ensures minimal impact to service level agreements when problems are detected due to a shortened resolution time

When mission-critical applications fail to perform, it is vital to restore service promptly. Yet the sheer complexity of today's distributed applications makes problem resolution inefficient and costly. BMC® Transaction Management Root Cause Analysis accelerates problem resolution and reduces costs through detailed and accurate problem isolation and diagnosis — all the way down to the faulty component.

## BUSINESS OPPORTUNITY

IT operations staff are under constant and increasing pressure to keep applications available and performing to meet business needs. However, growing application complexity and the resulting span of responsibility across multiple organizations and teams make problem resolution a daunting, costly process. Since problem symptoms rarely reflect their true root cause, isolating the problematic component requires detailed analysis and involves multiple IT teams, taking many IT staff members from other business-critical work unnecessarily. To optimize the problem isolation and resolution process and bring costs down, the IT staff must have the ability to:

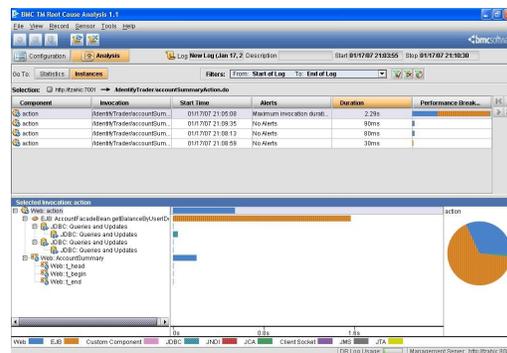
- > Quickly identify the infrastructure or application component that needs repair
- > Determine who in the organization should be assigned to resolve the problem
- > Receive detailed, actionable root cause data in order to minimize time-to-resolution
- > Maximize end-user productivity and satisfaction by maintaining the highest levels of application performance and availability

## THE BMC SOLUTION

BMC Transaction Management Root Cause Analysis helps IT operations and application support staff isolate problems in distributed applications running in J2EE™, Microsoft® .NET, or legacy Windows environments. By quickly determining where the root cause of the problem lies, the product enables IT staff to route the problem to the appropriate domain expert for resolution. As the process of involving multiple IT groups to diagnose the problem is eliminated, the entire problem resolution process is expedited; service is restored promptly; and end users are satisfied that they can be productive again.

## FEATURES

- > **Aggregated statistics** – Presents a bird's eye view of application performance and availability
- > **Transaction analysis** – Sorts transactions by time or tier, and enables drill-down into individual transactions for deeper analysis
- > **Transaction breakdown** – Records detailed performance data for the execution of SQL queries, EJBs, Servlets, JSPs, JMS, JCA, JTA, JNDI, ASP/Xs, COM/COM+, and more
- > **Transaction drill-down** – Pinpoints the specific component and method that caused the application slowdown
- > **Cross-platform support** – Works with J2EE, Microsoft .NET, and legacy Windows applications



BMC Transaction Manager Root Cause Analysis breaks down performance of an application transaction to isolate slow-performing components.

## PLATFORM SUPPORT

BMC Transaction Management Root Cause Analysis supports a wide variety of application environments:

### J2EE

- > BEA WebLogic server, BEA WebLogic Express, Portal and Integration 6.1 and 7.0x, 8.1x
- > IBM WebSphere server, IBM WebSphere Express, Portal and Business Integration 5.0x, 5.1.x, 6.0
- > JBoss 4.0x

### MICROSOFT WINDOWS

- > Windows NT 4.0 SP4 or higher
- > Windows 2000
- > Windows XP
- > Windows Server 2003
- > Microsoft .NET Framework 1.0, 1.1, 2.0
- > Unmanaged native Windows applications

## ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC® Atrium™ technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).

## BMC INFRASTRUCTURE MANAGEMENT AND BMC APPLICATION MANAGEMENT SOLUTIONS

BMC provides a comprehensive solution for managing transactions in distributed, business-critical applications.

### Problem Detection

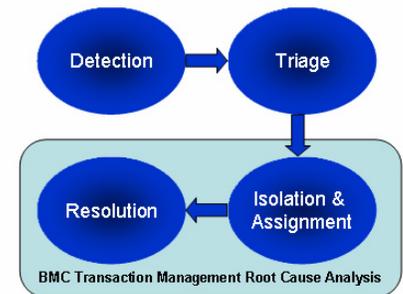
Application problems are automatically detected through a powerful combination of real and simulated user monitoring. BMC® Performance Management solutions monitor all infrastructure components and alert the IT staff when a performance threshold is breached. BMC® Transaction Management Application Response Timer generates synthetic transactions and alerts to any violation of the baseline or service level objective (SLO).

### Problem Routing and Triage

Once a problem is detected, an alert is routed through BMC® Event Management. The IT operations staff performs an initial analysis of the incident and its business impact using BMC Performance Management and BMC® Service Impact Management. The high-level snapshot provided by these solutions enables the IT staff to determine the severity of the problem, as well as the location and application in which it occurred. As an example, if the problem lies at the application level, the trouble ticket is routed to the appropriate application support team for handling, based on the assessed priority.

### Problem Isolation and Resolution

BMC Transaction Management Root Cause Analysis helps the application support staff analyze the problem at a higher level of detail. Starting from high-level application performance metrics and then drilling down into individual transaction instances, the application support staff can isolate the problem down to the specific component, method, or database call. Then, following the problem isolation, the support staff can either fix the problem or assign it to the appropriate domain expert, thereby eliminating the need for an inefficient, "all hands" meeting.



Problem resolution process with BMC Infrastructure Management and BMC Application Management solutions

## BMC TRANSACTION MANAGEMENT ROOT CAUSE ANALYSIS AND BUSINESS SERVICE MANAGEMENT

Business Service Management (BSM) is the most effective approach for managing IT from the perspective of the business. BSM helps your IT organization do more of what supports the business and less of what doesn't. With BSM, you will reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility.

BMC Transaction Management Root Cause Analysis contributes to a comprehensive BSM approach by:

- > Optimizing problem isolation and diagnosis processes across the organization
- > Minimizing the impact of application problems on business processes by quickly restoring service levels upon failure
- > Reducing the cost of problem resolution by assigning problems to the right groups the first time

To learn more about BMC Transaction Management Root Cause Analysis, please visit [www.bmc.com](http://www.bmc.com).



To learn more about how BMC can help activate your business, visit [www.bmc.com](http://www.bmc.com) or call 800.841.2031

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