

# PRECISE for PEOPLESOFT

Transaction Performance Management for PeopleSoft

Companies all over the world use Human Resources Management Systems like PeopleSoft to streamline business processes, enabling fewer people to manage more work. If the performance of that system slows or becomes unavailable, productivity suffers and customer service is impacted. Without visibility into the quality of service being delivered, IT is left scrambling to find and fix the fault. Effective performance management requires IT teams have a common, consolidated high-level view of their application environment, with the ability to drill down into the technical details when problems occur.

## Overview

PeopleSoft's complex multi-tier infrastructure is often managed by pockets of staff with domain-specific knowledge at each tier along the chain of delivery. Webmasters, J2EE developers, Tuxedo Administrators, Database Administrators, System Administrators, and Storage Administrators each have their own set of performance metrics they use to determine the quality of service they are delivering. In many PeopleSoft deployments, integration with external applications are common, further increasing complexity. When end-user response time degrades, this fragmented management approach makes determining the root cause for an end-user's problem difficult, if not impossible.

In order to overcome these challenges, IT must have a way to track these transactions across every tier, and share a common view of that data with other members of their team. Precise for PeopleSoft provides businesses with the information it needs to optimize the performance of their PeopleSoft implementations by managing transaction response times as they are experienced by either the end user or the batch process that called them.

## Comprehensive Approach

Precise for PeopleSoft takes a comprehensive approach to managing complex PeopleSoft environments. Using a suite of integrated components, it provides a framework to report on and manage the components affecting transaction performance. Precise allows Service Level Agreements (SLAs) to be managed based on what matters—business transactions—not on the availability or performance of random bits of IT infrastructure. Precise for PeopleSoft reports directly on end-user or batch process response times, identifies emerging performance bottlenecks within or across tiers, and

## Benefits

- » **PINPOINT** the definitive root cause of PeopleSoft panel slowdowns in minutes
- » **VIEW** PeopleSoft performance by user, panel, URL, location, component and more
- » **INCREASE** the productivity of your PeopleSoft end users
- » **REDUCE** the total cost of ownership through proactive monitoring
- » **MANAGE** the performance of transactions across complex PeopleSoft environments
- » **DRILL** quickly into problems at the server, method call, SQL query or storage level
- » **LEVERAGE** best practices knowledgebase to solve complex PeopleSoft performance problems

provides actionable advice when application performance departs from targets or norms.

## Benefits

### TRANSPARENCY

Scope. Impact. Having these two pieces of information enable application support teams to quickly understand which business functions, users, and/or regions are experiencing poor response times. An historical view of the response time for each tier in the path of the transaction accelerates the triage and escalation process, getting the right technical experts involved as quickly as necessary to resolve the problem. By providing this information in an integrated solution, Precise for PeopleSoft provides business and technical users the data they need to keep performance problems from impacting critical business transactions.

### RESOLUTION

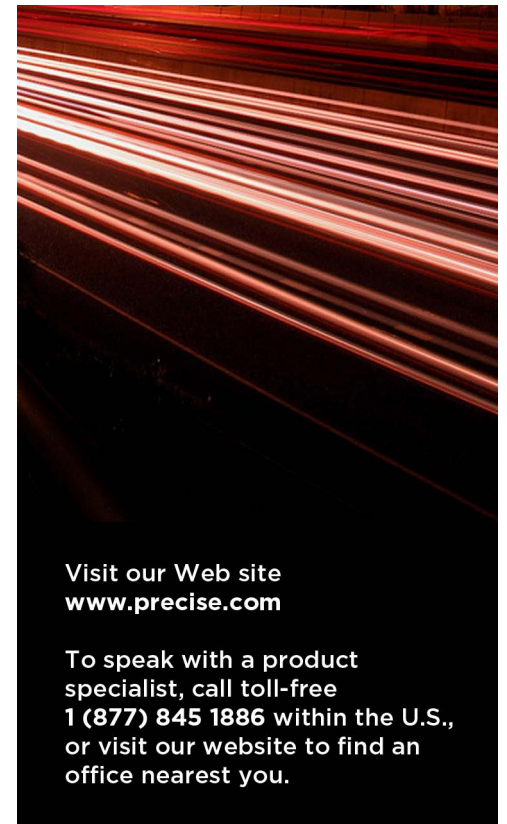
Because of their complex nature, PeopleSoft systems are notoriously difficult to manage. Precise helps IT drill into PeopleSoft transaction paths to see detailed root-cause information. This information helps them solve performance problems quickly, often before end-users or batch processes are impacted. Precise's automated knowledge-base identifies a list of suspects causing the slowdown, recommends corrective actions, and presents "what-if" impact scenarios of those corrective actions to further reduce mean time to repair.

### PREVENTION

Because of the criticality of PeopleSoft systems, proactively preventing performance problems can result in more business efficiency and revenue. Precise for PeopleSoft not only accelerates the mean time to repair for problems you have today, it reduces the number of problems your team will need to face going forward. Precise's Performance Management Database (PMDB) collects valuable performance baseline information at each tier of the PeopleSoft infrastructure, as well as at the transaction level, to enable IT teams to quickly identify decreasing performance trends before they ever impact the end user. PMDB data can also be used to assess the impact of configuration changes prior to deployment.

## About Precise

Precise delivers transaction transparency, fastest time to-repair and game-changing problem prevention to customers worldwide. With Precise business and IT can clearly see where critical transactions spend time and how well they are performing against business expectations, providing a whole new perspective on complex IT infrastructure.



Visit our Web site  
[www.precise.com](http://www.precise.com)

To speak with a product specialist, call toll-free  
1 (877) 845 1886 within the U.S.,  
or visit our website to find an office nearest you.