

PRECISE for SIEBEL

Transaction Performance Management for Siebel

Companies invest heavily to deploy global Siebel systems, and expect the system to demonstrably improve their business. However, deployment is just the first step. Adoption and sustained use are essential. If the Siebel system suffers from poor performance the benefits it promised will never materialize. To ensure the Siebel system helps increase business productivity, IT needs to proactively manage it's performance. Effective Siebel 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

Many problems can occur in a complex Siebel environment – either in the network, the web components, the Siebel application servers, the database, or the storage devices. The problem is amplified by the unpredictable volume of requests and the criticality of the information being requested.

In most deployments, integration with external applications (via Enterprise Application Integration) or data driven integrations (via Enterprise Integration Manager) are common, further increasing complexity.

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 Siebel provides businesses with the information it needs to optimize the performance of their Siebel 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 Siebel takes a comprehensive approach to managing complex Siebel 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 Siebel reports directly on end-user or batch process response times, identifies emerging performance bottlenecks within or across tiers, and provides actionable advice when application performance departs from targets or norms.

Benefits

» **VIEW** Siebel performance by user, title, view, URL, location, component and more

» **REDUCE** the total cost of ownership through proactive monitoring

» **MANAGE** the performance of transactions across complex Siebel environments

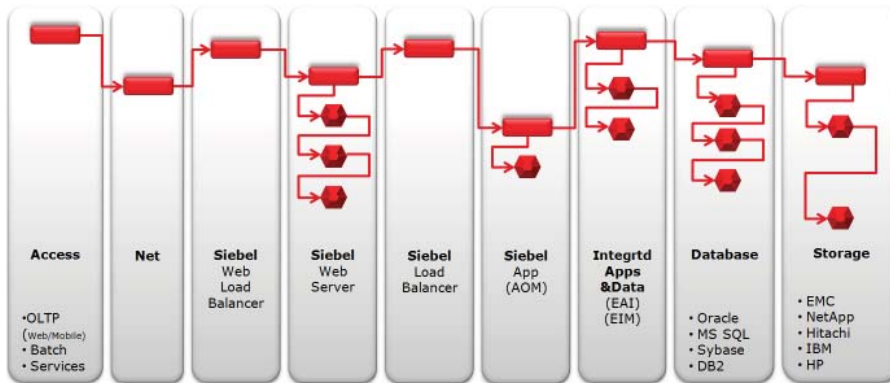
» **DRILL** quickly into root cause of problems at the server, method call, SQL query or storage level

» **LEVERAGE** best practices knowledgebase to solve complex Siebel performance problems

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 Siebel provides business and technical users the data they need to keep performance problems from impacting critical business transactions.



Tier-based SLA's don't work. 99% AOM compliance doesn't equate to acceptable overall application performance.

RESOLUTION

Because of their complex and “black-box” nature, Siebel systems are notoriously difficult to manage. Precise helps IT drill into Siebel 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 Siebel systems, proactively preventing performance problems can result in more business efficiency and revenue. Precise for Siebel 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 Siebel 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. Performance Warehouse 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

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.