

# Precise™ Corporate Overview

Performance and availability management for business-critical applications

## Overview

The modern enterprise relies on multitier applications— with transaction paths crossing client, Web, database, middleware, networking, and storage elements—for critical business operations. Application slowdowns consume 24 percent of IT staff time, thus impacting the organizations, top and bottom line. Worse, customers report that performance delays drive them to abandon transactions and seek out competitors—one in five customers finds slow performance intolerable. Application availability and consistent high performance are imperative—yet traditional approaches to service management fragment attempts to analyze and control critical applications. Precise offers application performance management solutions that deliver visibility and control to help IT master complex application environments, and solve the right problem using the right resources at the right time.

## The challenge of application complexity

Organizations in telecommunications, financial services, online retail, healthcare, government and elsewhere count on multitier applications for critical operations like service provisioning, banking, securities and sales transactions, supply-chain management, and more. They choose multitier applications for their modularity, extensibility and scalability. But they must master their complexity, to meet exacting requirements for availability, performance, and the expectations of customers, suppliers and partners who react to unresponsive applications by taking their business elsewhere.

In multitier applications, transactions cross the Web, application, middleware, database, and storage tiers, all across public and private networks. Current approaches to managing the performance of critical multitier applications fall short:

- Platform-focused solutions lack an applications perspective and visibility across tiers
- Manual processes can't possibly keep pace with their speed or examine complex interactions
- Build-your-own (BYO) automated solutions are expensive to create, validate and maintain

Increased dependence on multitier applications risks abandoned online transactions, lost customer loyalty, impaired IT staff productivity, and reduced customer and shareholder confidence.

### Corporate & Market Events

					Precise acquires Savant Corporation real-time application diagnosis and management solutions
<b>1990</b> Precise Software Solutions begins developing and marketing APM	<b>1995</b> APM available for Oracle database environments	<b>1996</b> Precise introduces Precise/CPE interoperability middleware	<b>1998</b> Precise/Interpoint application performance tuning solution for Oracle and SAP R/3 ERP	<b>1999</b> Precise Enterprise 3.0 introduces Application Performance Warehouse Introduces Swift-e Web site performance monitoring	<b>2000</b> Launches Precise/Insight end-to-end monitoring and analysis based on end-user response Acquires EQase, basis of Indepth for J2EE



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## Application Performance Management Solutions from Precise – a history of innovation

Precise Software Solutions takes a comprehensive approach to managing multilevel applications, with integrated components for coordinated management of every element affecting performance of multilevel applications. Application Performance Management (APM) from Precise supports custom and packaged applications, middleware, databases, storage, and more—across all major OS, application, server, and storage platforms.

More than 15 years of sustained investment and development has positioned Precise’s solution as a leader among application performance management alternatives. Precise’s Application Performance Management solution helps meet service-level requirements at even the most demanding organizations.

Designed for non-intrusive monitoring of production environments, the Application Performance Management solution reports directly on end-user response times, identifies emerging performance bottlenecks within or across tiers, and provides actionable advice when application performance departs from targets or norms. Unlike isolated point-solutions or resource-intensive local efforts, Precise raises application performance management to the levels expected by the most demanding enterprise users to meet Service Level Agreements (SLAs) set for their most important applications.

## Advanced, integrated technologies for Application Performance Management

Application Performance Management is critical to the success of modular application-building approaches like Service-Oriented Architectures (SOA), and a significant contributor to process-improvement frameworks such as the Information Technology Infrastructure Library (ITIL).

In a wider business context, the Application Performance Management solution removes barriers to organizational growth and flexibility. When application environments and infrastructures are properly understood, balanced, tuned, and managed, organizations are free to pursue new business models, expansion goals and acquisition opportunities at lower levels of risk.

		Veritas acquires Precise, begins offering and supporting Veritas i <sup>3</sup> APM software			
<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2008</b>
Launches Precise/Savvy, correlating application response times to Web transaction analysis Integrates application performance management solutions as Precise i <sup>3</sup>	Acquires and integrates SAP R/3 analysis and management software from EMC	Symantec acquires Veritas	Acquires technology underlying Insight Inquire from Tonic Software Veritas Indepth for J2EE introduces adaptive instrumentation software	Insight Inquire 2.1 released	Symantec spins out Precise. Precise again an independent company 100% focused on Application Performance Management



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Precise provides an integrated solution for collection, correlation and performance tuning advice relevant to the performance of multitier applications.

## **“Do I have a problem?”**

Precise analyzes critical performance information across tiers, and taps a central performance warehouse to track performance with actionable alerts and reports, and long-term performance trends.

## **“Where is the problem?”**

Precise aggregates response information across tiers and correlates activity to individual transactions. This allows IT to identify problems quickly—often before users are aware of them.

## **“What is the root cause of the problem? How do I fix it?”**

Precise provides drill-down to root causes for collaborative resolution before problems affect end-users or SLAs. Integrated expert system technology provides recommendations on how IT can fix current problems and avoid them in the future.

## **“What is my application availability?”**

Precise provides an out-of-the-box active-monitoring solution to track availability and performance of critical applications or Web services. In as little as an hour, Precise can be configured to include synthetic transactions into an application’s transaction stream, monitoring availability and performance from multiple points of presence.

## **“How can I share this information with everyone in my organization?”**

The Precise Application Service Dashboard integrates key monitoring and analysis viewpoints on a single screen, to help IT or executive staff focus on the highest-priority applications and most valuable information for quick identification of a problems’ scope, impact, and root cause. In contrast to single-tier point solutions, the Application Service Dashboard is:

- Applications-focused, with relevant performance information collected on one screen, with no need to flip back and forth among multiple tools
- Operations-aware, with role-based views that maximize the effectiveness of IT specialists responsible for monitoring, tuning and troubleshooting each layer
- Business-relevant, with views organized around application service-level agreements so applications management stays aligned to business goals

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## Implementing the Performance Management Center

**People** and **Products** can go a long way to ensuring acceptable application performance. In addition, Precise recommends creating a Performance Management Center to institutionalize the performance management **Process**.

Precise Professional Services can help you outline a plan to:

- Help manage and tune application-enabling infrastructure
- Align performance management with business goals
- Define a central reference point for end users, Help Desk staff and internal experts

Precise Services provides consulting, education and support services to help you optimize performance and productivity, and maximize returns from your Application Performance Management investment.

- Precise Consulting Services applies the expertise of experienced consultants throughout the assessment, design, implementation and management phases of your solution's lifecycle.
- Precise Education Services offer technical product training for Precise from beginner to advanced levels, in a variety of class formats.
- Precise Enterprise Support Services deliver unmatched support through a broad portfolio of flexible service offerings, up to Business Critical Services for individualized support from elite technical professionals.

## Why Precise for application performance management

The Applications Performance Management solution is built on integration. Count on it to aggregate, correlate, analyze and report applications-relevant information across:

- Windows and UNIX operating systems
- File-oriented data plus DB2, Sybase, Oracle and SQL databases
- Enterprise applications including SAP, Oracle Applications, Siebel, Peoplesoft and many others
- Web and middleware platforms including .NET, J2EE, Oracle, and SQL Server
- Networks, storage platforms from Hitachi, EMC, IBM, and Hewlett-Packard, and specialized environments including Citrix and Tuxedo

The Application Performance Management solution excels at aggregation of performance, end-to-end correlation of application events, and broad cross-platform support.

- Both synthetic transaction and real transaction monitoring options
- A standardized solution for heterogeneous data centers
- Expert tuning advice to assist in addressing performance problems
- Centralized performance warehouse to analyze current performance status against historical trends

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## Summary

Applications define your business interactions with customers, employees, suppliers and partners. But their growing complexity—including multi-level and service-oriented architectures—risks loss of performance when you need it most. Precise Application Performance Management products, solutions and expert services provide the visibility and control organizations need to maintain and tune the applications supporting their most important business processes. To learn more, visit [www.precise.com](http://www.precise.com).

## About Precise Software Solutions

### Commitment, Focus, Experience

For over 15 years Precise Software Solutions has helped our Global 2000 customers manage business performance in complex, heterogeneous environments, assuring availability and business continuity. Precise offers a complete solution – from discovery through ongoing management – that allows our customers to focus on their core business. We offer the broadest platform support, in terms of enterprise application, operating system, database, and development environment coverage. Precise is the solution of choice for IT as an organization-wide standard for application management.

### Visit our Web site

[www.precise.com](http://www.precise.com)

### To speak with a Product Specialist in the U.S.

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