SL Real-Time Visibility

RTView Enterprise Monitor®

REDEFINING END-TO-END MONITORING

Real end-to-end monitoring enables proactive visibility into how critical apps are running across the technology as a whole. It provides visibility and drill-down capability from the high level application health state down into individual component performance metrics.

RTVIEW SOLUTION PACKAGES

Pre-built packages enable end-to-end monitoring across technology tiers and vendors, extending your existing monitoring tools:

- TIBCO EMS
- TIBCO BusinessWorks
- TIBCO BusinessEvents
- TIBCO ActiveMatrix
- TIBCO ActiveSpaces
- TIBCO Hawk
- Oracle Coherence
- Oracle WebLogic
- Oracle Database
- Oracle Enterprise Manager
- IBM WebSphere
- IBM MQ Brokers
- IBM DB2
- VMware
- Tomcat JVMs
- Amazon AWS
- Solace
- RTView UX Monitor
- RTView Host Monitor
- Custom Packages

End-to-End Middleware and Application Monitoring for your Custom, Critical and Complex Applications

TIBCO IBM vmware ORACLE

RTView Enterprise Monitor® is an easy-to-use, easy-to-implement application and middleware monitoring solution designed to provide an end-to-end view of the health state for your most business-critical applications and the software and hardware that support them, including middleware, database, virtual machines, host and network.

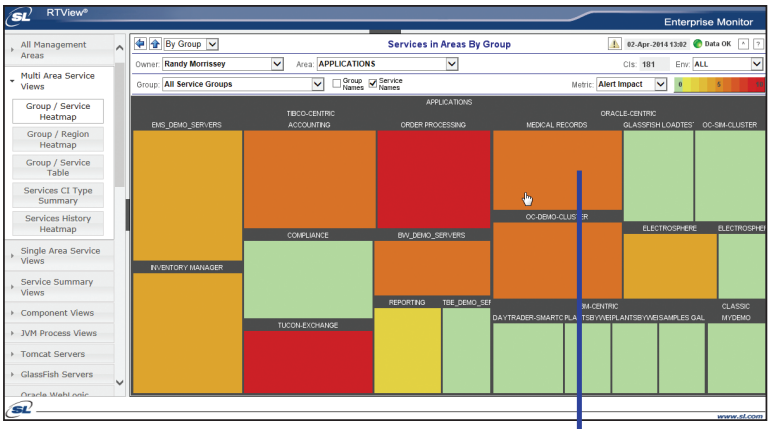
RTView Enterprise Monitor provides a framework that leverages specialized solution packages for TIBCO, Oracle, IBM, VMware and other elements of your deployment environment from which you can pick and choose to tailor the scope of monitoring capabilities to your specific needs.

Application Support and Operations teams can view the high level health state for their critical apps and drill down to the individual component to track real-time and historical performance.

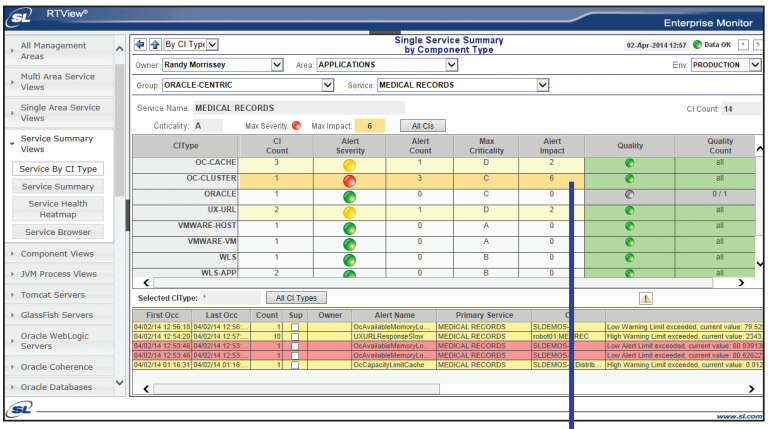
RTView Enterprise Monitor provides the unique ability to utilize intelligent correlation and advanced visualization of monitoring data across any number of disparate elements in your infrastructure and enable application owners, enterprise architects and IT operations personnel to quickly and accurately locate the source of performance and availability issues and proactively address these much more quickly than with competing monitoring solutions.

RTView Enterprise Monitor enables users to:

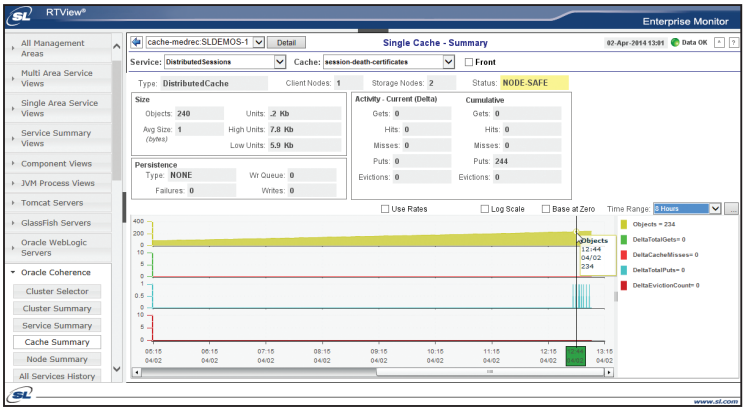
- **Improve application performance** – by allowing you to visualize potential performance bottlenecks in real-time as well as through historical trend analysis so that they can be addressed proactively.
- **Reduce downtime** – by moving from reactive monitoring to proactive monitoring, you are able to identify "situations" before they become critical and impact overall application performance.
- **Speed mean time to recovery (MTTR)** – by providing a "single pane of glass," support personnel can quickly drill down to the source of problems without having to use multiple monitoring tools managed by different groups.
- **Lower costs of application development and support** – by ensuring that development and support personnel have all the information at their fingertips instead of having to manually collect it from multiple sources, testing lead-times are shortened as are new hire training requirements.



1. *A support engineer is alerted to a change in the aggregated health state of an application and drills down to investigate.*



2. *The Service Summary by Component Type display indicates an issue in an Oracle Coherence Cluster.*



3. *The user identifies the specific Oracle Coherence Cache to identify the issue.*

ADVANCED DATA VISUALIZATION

Effective end-to-end monitoring requires advanced data visualization techniques and a variety of graphical data representations that can be easily distributed via dashboards across multiple platforms and devices. In addition to simple heatmaps to display critical alert conditions based on straight-forward thresholds and individual snapshots in time, RTView EM adds a number of sophisticated views including strip charts, composite objects and history heatmaps.

SERVICE MODEL INTEGRATION

An important part of the RTView EM solution is the hierarchical Service Model that enables users to dynamically associate individual architecture components with a specific business application or service. This establishes the hierarchy of components, enabling an understanding of the business impact of a component problem.

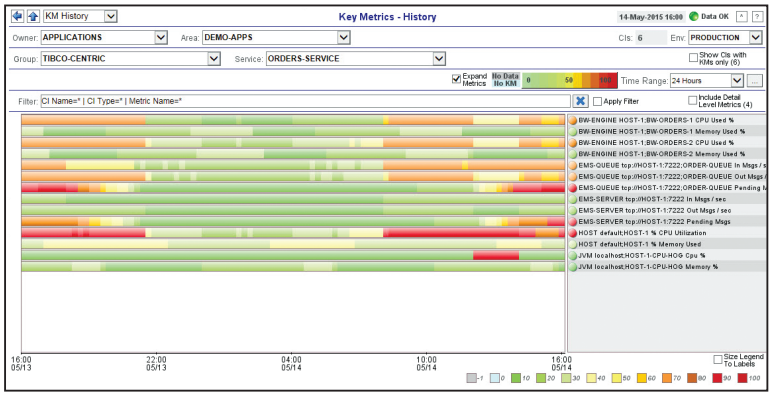
Users can then view high level consolidated views of critical application health that is correlated from multiple components. The Service Model can be configured in a number of ways, including existing CMDBs (Configuration Management Databases).

COMPONENT LEVEL DRILL-DOWN

RTView Enterprise Monitor provides an intuitive navigation pathway that allows you to drill-down from the application summary to view all the individual infrastructure components comprising that application, and through other displays that match a typical workflow, allowing you to quickly assess which components need attention. In this way, RTView enables a much deeper understanding of system performance, relating navigation and presentation to view holistic health state.

TIME-BASED PERFORMANCE GRAPHS OF CORRELATED KEY PERFORMANCE METRICS

By allowing you to correlate all the key metrics of an application, you can view historical performance side-by-side and visually spot performance anomalies that seem to occur around the same time – thereby suggesting a causal relationship so you can zero in on likely suspects faster than before.



SOLUTION PACKAGES

RTView provides a distributed cache-based architecture that leverages Solution Packages – modular "mini-applications" that reside close to the individual data sources and perform the heavy lifting of data collection, analysis, thresholding, visualization and persistence – so that performance and scalability are preserved. This modularized approach contrasts significantly with other solutions that rely upon a monolithic and cumbersome data collection strategy that imposes significant overhead on the system and rendering it unusable for low-latency applications.

TIBCO	ORACLE	IBM	OTHER
TIBCO EMS (Enterprise Message Service)	Oracle Coherence	IBM WebSphere	JBoss
TIBCO BusinessWorks	Oracle WebLogic	IBM MQ Brokers	VMware
TIBCO BusinessEvents	Oracle Database	IBM DB2	Tomcat
TIBCO ActiveMatrix	Oracle Enterprise Manager		Amazon AWS
TIBCO ActiveSpaces			Solace
TIBCO Hawk			RTView UX Monitor
TIBCO Adapters			RTView Host Monitor

INTELLIGENT CONTROL RULES

Issues and problems are represented through alerts which are centralized in a single view. Through the use of intelligent control rules, simple and complex thresholds can be established using historical data. Thresholds can be variable at runtime to provide greater control and reduction of noise at peak operating times or during testing. Advanced filtering enables specific application owners and support teams to only view the events that impact their applications.

These rules and thresholds can be applied globally across many instances of the technology or overridden for a specific instance when there are special cases that need to be handled. Rules can be identified specifically for roles in your organization.

CONFIGURATION AND CUSTOMIZATION

RTView Enterprise Monitor provides the right information to the right people in exactly the way they need to see it to make the fastest, most effective decisions.

In addition to pre-built displays for both summary and drill-down views, information and its presentation can be customized by roles and by function, enabling each group to constantly answer the specific questions that tell them whether their application or component is running as expected. Customized views, such as animated Visio-type diagrams where

RTView Enterprise Monitor®

SELECT RTVIEW CUSTOMERS

Allstate. You're in good hands.
McAfee
TD AMERITRADE
PEPSI
SOUTHWEST.COM
H&R BLOCK
TOYOTA
Harrah's CASINOS
BARCLAYS CAPITAL
macy's
DOWJONES
T-Mobile
SOCIETE GENERALE
ORBITZ
WELLS FARGO
UBS
verizon
NCR
OfficeMax
BNP PARIBAS
WACHOVIA
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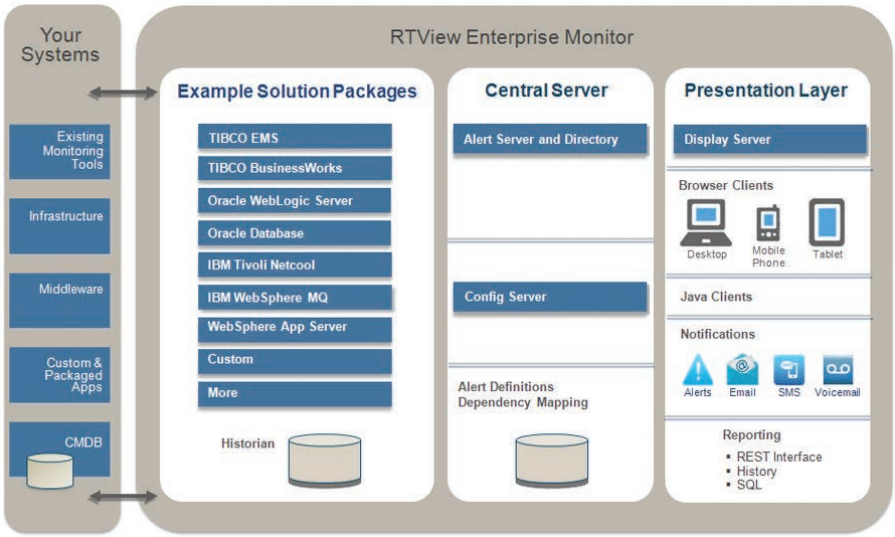
application-specific component performance can be tracked in the context of a process-flow diagram, can be quickly developed to provide the best information in the greatest context for each group or individual.

RTView Enterprise Monitor also allows for powerful customization using RTView Core®. RTView Core Development Tools include the RTView Builder, a powerful interactive development environment for the rapid creation of diverse, interactive, and sophisticated data presentations.

HIGH-PERFORMANCE AND SCALABLE ARCHITECTURE

RTView Enterprise Monitor's modular, cache-based architecture is specifically designed for performance and scalability. Not only is data collected and persisted out near the data sources (and not centrally), all rules, analytics and presentation logic are also executed in a distributed fashion. This capability allows RTView to minimize the overhead associated with operating on a single, massive repository and shipping huge data sets across the network to the UI layer. Additionally, the modularized architecture enables RTView to scale from small deployments in a single data center to very large deployments spanning several data centers, thousands of services and hundreds of thousands of hosts and VMs.



For more information about how SL's RTView Enterprise Monitor can help your organization monitor the performance and health state of complex, distributed applications, please visit **www.sl.com** or call **+1 415.927.8400**.