Topaz™ Business Availability is an interactive digital cockpit that reveals vital business availability information in real time to help IT and business executives prioritize IT operations to maximize business results. This groundbreaking cockpit uniquely presents key business process indicators in real time, mapping them to the underlying IT infrastructure. It also aggregates, correlates, and presents cross-tier availability information in a business context to allow IT operations teams to continuously manage the health of their critical services and applications to meet business objectives.
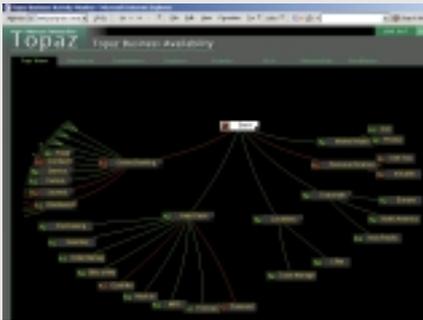
Top-Level View

Business View

KEY FEATURES AND BENEFITS

- Provides end-to-end visibility into business availability by presenting key business process availability indicators in real time, mapping them to the underlying IT infrastructure.

- Aggregates, correlates, and presents cross-tier availability information in a business context to allow IT operations teams to continuously manage the health of critical services and applications.

- Enables business impact-based IT resource prioritization in real time.

- Streamlines communication between line of business (LOB) and IT teams via a formal collaboration channel.

- Provides scalable, cross-applications views to improve global operations of Fortune 2000 IT teams.

About Topaz Business Availability

Before Topaz Business Availability, IT executives could only see narrowly presented information about IT infrastructure metrics (e.g., CPU levels, servers up/down, etc.) or application metrics (e.g., "Siebel is down"), but never at the same time or in a business context. That's because these silo-based bits of information have always been disconnected from each other. For the first time, Topaz Business Availability enables IT executives to see these critical dimensions of data integrated within a single view and in real-time, as well as see how each of these metrics may affect one another. This enables you to instantly assess the big picture of how a performance issue impacts the availability of any part of your business. As a result, you can more effectively streamline communication between IT and LOB, and manage your resources to prioritize and resolve performance issues based on how they impact the business, or which customers are being affected.

Ultimately, Topaz Business Availability provides several key benefits for IT teams and executives. Specifically, the cockpit:

- Enables business impact-based IT resource prioritization in real time.

- Streamlines communication between LOB and IT teams via a formal collaboration channel.

- Provides scalable, cross-applications views to improve global operations of Fortune 2000 IT teams.

End-to-End Visibility Into Business Availability

Topaz Business Availability provides several integrated views to reflect the health of mission-critical applications in real time. At the top level, executives are able to see an integrated view of all the applications and business processes that are essential to the core operations of their enterprise. For example, in manufacturing, this top-level view would include demand chain, supply chain, and manufacturing applications. For an IT manager, Topaz Business Availability drills down and displays the underlying IT infrastructure associated with those critical business processes. This drill-down view can be laid out in a number of ways, such as by data centers, by technology clusters, by geographies, or others.

While providing both IT and business executives' need for visibility, Topaz Business Availability aligns management and IT operations around customer-centric values. Plus, by highlighting actual customer impact as well as providing real-time, end user-based service level management, the cockpit enables IT teams to assess and prioritize resources to meet the most critical business objectives.

Manage IT Operations From a Business Context

Unlike traditional systems management consoles, Topaz Business Availability goes beyond network and system monitoring to address the growing requirement for managing IT operations in a business context. In fact, the cockpit is effectively a business interface into a set of normalized, aggregated, and filtered end-user and IT availability metrics representing all mission-critical business services. These metrics are collected from a variety of tiers and are then presented as actionable information that both business and IT teams can understand. For example, Topaz's unique end-user monitoring capability provides an accurate picture of the entire business process by collecting metrics about the end-user experience from a wide range of environments (e.g., ERP, CRM, Web, Citrix, and more). It also gathers metrics from back-end infrastructure monitoring mechanisms as well as represents the customer satisfaction angle by collecting metrics from help desk systems.

How It Works

Topaz Business Availability provides a number of integrated, interactive views that enable you to assess application and service availability and performance issues in a business context. Plus, it enables you to constantly measure application availability from an end-user perspective against service level agreements (SLAs). Across these views, real-time performance indicators represent end-user performance as well as provide correlation to back-end performance. These icons, which turn green or red depending on the performance status they represent, allow a manager to immediately see and prioritize performance issues that directly impact users or customers. It also allows you to see the correlation between these issues and potential back-end system issues.

Customer View

Service-Level View

Following are the main views integrated within Topaz Business Availability:

- The **Top-Level View** is a high-level view, representing the business availability of the applications or services that IT has committed to deliver to the business side. This is done by representing the business structure in a top-down, hierarchical view. This view represents application performance metrics in such a way that clearly relates to both IT teams and line of business teams.

- The **Business View** represents real-time application and service performance metrics in a dashboard format, making it easier to use by operational IT managers within a business objectives framework. By breaking down operational IT information and correlating it according to LOB, application, services at any level, user/customer status, as well as

the underlying infrastructure status, you gain real-time insight into how application performance issues are impacting your lines of business and your organizations' bottom line.

- The **Customer View** allows you to see application and service performance and availability in the context of the specific customers that are being impacted at any given time by performance issues. This view provides valuable information such as performance status for each customer level (gold/silver/etc.). As a result, you can immediately see what type of customer is being affected when a problem occurs, and determine your level of resolution priority based on that information.

- The **Service-Level View** enables you to take a proactive approach to meeting service-level agreements—so you don't have to wait until the end of a month just to find out whether or not you have met your SLA. This view presents real-time business availability information in the context of service-levels in place. This view allows you to effectively manage IT operation teams, by prioritizing and aligning their everyday goals towards meeting service level objectives, and to make sure those priorities are constantly and automatically reviewed.

Mercury Interactive— The Global Leader in BTO Software

Mercury Interactive is the global leader in business technology optimization (BTO). Our Optane suite of enterprise testing, production tuning, and performance management solutions enable companies to unlock the value of their IT investments by optimizing business and technology performance to meet business requirements. Our leading-edge BTO solutions, complemented by technologies and services from our global business partners, are used by over 30,000 customers to improve quality, reduce costs, and align IT with business goals.

MERCURY INTERACTIVE