



# BMC Transaction Management Real Experience Monitor

## Key benefits

- > Enhances end-user experience and customer satisfaction by enabling proactive problem resolution and increasing revenue
- > Helps you avoid problem reports from customers by quickly diagnosing transaction degradation or disruption
- > Provides clear and useful user interface metrics on transaction status, with the option of making this data available to other BMC products
- > Provides unified transaction management across platforms and technologies, with detection of real and synthetic transactions on distributed and mainframe systems
- > Integrates with other BMC products as part of the BSM strategy

Transaction management is rapidly becoming the method of choice in monitoring application performance and availability from the user's point of view. As the logical building blocks of any application, transactions serve a key role in defining application availability. For these reasons, transaction management is a key component of BMC Software's Business Service Management (BSM) vision.

Monitoring end user experience is crucial for ensuring the appropriate level of business services. A solution is needed for tracking transactions generated by real users and monitoring those transactions for availability and performance.

## Our solution

BMC<sup>®</sup> Transaction Management Real Experience Monitor (BMC TM REM) performs monitoring of real web transactions for both performance and availability. Monitored transactions are checked against thresholds, and events are sent out by various means (e-mail, SNMP, SMS, CLI).

BMC TM REM monitors a transaction for both the end-to-end time (the end user's perspective of the response time) and the back-end time (the time that the transaction spent in the data center). In addition, BMC TM REM records transaction throughput and enables correlation of throughput with performance.

BMC TM REM supports two types of thresholds in the monitoring of response times:

- > static thresholds—predefined response time limits
- > dynamic thresholds—a dynamically calculated baseline (the normative response time for a specific transaction) plus a normative, allowed deviation

BMC TM Real Experience Monitor includes BMC TM Foundation, which allows unified management of transactions across all BMC transaction management products (including BMC TM Real Experience Monitor, BMC TM Application Response Time, and BMC MAINVIEW Transaction Analyzer) for analysis of real and synthetic transactions in distributed and mainframe systems. BMC TM Foundation provides all the common services necessary for managing transactions across different products in a consistent manner. These common services include, for example, a user interface, reporting capabilities, event generation, and product integrations.

## Architecture

BMC TM REM is based on a 3-tier architecture, with the following components:

- > Management server—provides the user interface, BSM interfaces, central repository and administration to services that BMC TM REM requires. There is a single management server per each BMC TM REM installation.
- > Collector—this is the middle tier that enables BMC TM REM to easily scale to handle very large environments. This is achieved by having multiple collectors per BMC TM REM installation. The collector receives transaction information from the sensors, aggregates it, checks the data for threshold breaches, and sends it to the collector. Multiple collectors can be used to achieve resiliency.

- > Sensor - the sensor is a light-weight web server plug-in that resides on the web server machine and listens to the transaction traffic. The sensor is responsible for identifying the transactions and sending them to the collector for further processing
- > BMC Reporting Foundation Express (an optional component bundled with BMC TM Real Experience Monitor) can be used to generate reports on transactional data. Built-in report definitions are provided in BMC TM Real Experience Monitor. Reports can either be generated ad-hoc or scheduled for distribution by mail or publishing to a web site.

### Integration with other BMC solutions

BMC TM REM enables defining service targets based on transaction performance or refining existing SLAs with transaction definitions within BMC Service Level Management.

BMC TM REM enhances the value of BMC Service Impact Manager (BMC SIM) by providing the automatic generation of impact relations between the transaction and the business service and by sending events to BMC SIM that relate to transaction objects.

BMC TM REM can automatically open a trouble ticket within BMC Remedy Service Desk on a transaction that was detected as experiencing a problem. This ticket will include a link to allow the user to launch the BMC TM REM user interface *in context* for a display of the transactional information relevant to the reported problem. BMC TM REM can also be configured to automatically close the ticket when the transaction-related problem is resolved.

BMC TM REM can be configured to automatically update the BMC Atrium Configuration Management Database (BMC Atrium CMDB) with transaction definitions and relationships to business services, so that other BSM products can utilize and benefit from transaction information.

### Sizing and scalability

BMC TM REM's architecture enables it to scale in order to support transaction-intensive environments. With the right configuration, BMC TM REM can scale to support millions of transactions per day.

### System requirements

Management server and collectors:

- > Operating systems: Windows XP/2003
- > Database for management server: Oracle 9.2.x or 10.x

Web Sensors:

- > Operating systems:
  - Windows 2000/XP/2003
  - Red Hat Enterprise Linux Advanced Server 3, 4
  - SUSE Linux 8.x, 9.x
  - AIX 5.1, 5.2, 5.3
  - HP-UX 11.11, 11.23
  - Solaris 8, 9, 10
- > Web servers
  - IIS 5.x, 6
  - Apache 2.0.x, 2.2.x

### About BMC Software

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC® Atrium™ technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).



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