Introscope, from CA’s Wily Technology Division, is an application performance management solution that enables you to monitor complex web applications in production environments 24x7, detect problems before they affect your customers, and resolve these issues quickly and collaboratively. It gives you the ability to manage transaction integrity and user satisfaction—key requirements for ensuring successful customer interactions with your mission-critical web applications. Using patented, low-overhead technology, Introscope provides comprehensive end-to-end transaction visibility across your entire infrastructure—the application itself, application servers, web servers, messaging middleware, databases and transaction servers—without degrading performance.

THE RIGHT SOLUTION
Organizations around the world have made Introscope their solution of choice for managing web applications performance, assuring revenue streams, and lowering the costs associated with maintaining web applications. Validated by leading application platform providers through integration and co-development efforts, Introscope’s instrumentation technology has been adopted as an industry standard. Introscope is an essential part of CA’s comprehensive Enterprise IT Management (EITM) approach, which enables you to securely unify and simplify your complex and evolving IT infrastructure for better business results.

Introscope empowers your IT team with everything they need to ensure superior application performance with a single, comprehensive solution:

<table>
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<tr>
<th>Benefit</th>
<th>Description</th>
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<tr>
<td><strong>24x7 Application Monitoring</strong></td>
<td>Operations staff, application administrators, IT application owners and business stakeholders all need 24x7 access to real-time intelligence about application performance.</td>
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<td><strong>Incident Detection and Notification</strong></td>
<td>When problems occur, operations and application support personnel need to know at the soonest possible moment, before end-users are affected and SLAs are breached.</td>
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<td><strong>Rapid Triage</strong></td>
<td>Application support personnel need to quickly and reliably determine where to assign the fix. Effective triage eliminates the chaos of the Blame Game™ and finger pointing.</td>
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<td><strong>Root Cause Diagnosis</strong></td>
<td>Developers and system administrators need timely, accurate information about the source of performance problems to resolve them fast with minimal impact on IT resources.</td>
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<tr>
<td><strong>SLA Management/Trend Analysis/Planning</strong></td>
<td>Historical data reporting allows IT and Lines of Business to manage service level agreements with hard data, plan for future needs, analyze trends and comply with corporate governance initiatives.</td>
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SHARE CRITICAL DATA THROUGHOUT THE ENTERPRISE
Introscope provides a common language that senior management, Line of Business managers, operations personnel, system administrators, QA teams and development teams can use to ensure that applications are successfully achieving business and performance goals. Introscope’s flexibility lets every stakeholder utilize performance data collaboratively for application health and availability monitoring, incident triage, SLA management, Sarbanes-Oxley and ITIL compliance, trend analysis, capacity planning, and more.
**Introscope Provides Comprehensive End-to-End Visibility**

**MONITOR WEB APPLICATION PERFORMANCE**

Introscope’s near-zero overhead approach and flexibility makes it uniquely suited to monitoring the end-to-end performance of complex web applications. Its comprehensive view into your application allows you to identify performance problems whether inside the application itself, the application server, or in back-end transactional and supporting systems. Its Blame™ technology allows you to isolate bottlenecks in your whole application all the way down to individual Servlets, JSPs, EJBs, Classes, Methods, and more.

**Additional Introscope Features**

- **Transaction Tracer™** isolates individual problematic transactions in your live production system across multiple processes
- **SQL Agent™** provides database visibility all the way down to specific SQL statements
- **Transaction Events Database™** allows you to store all monitored transactions for future analysis
- **Environment Performance Agent™ (EPA)** uses simple scripts that quickly and easily allow Introscope to monitor virtually any type of application subsystem that impacts performance (e.g. directory servers, operating systems, messaging middleware, transaction servers, and more)
- **SmartStor™** acts just like a flight data recorder, allowing you to record 100% of the data reported to Introscope for anytime viewing in via dashboards or historical reports

**EXTEND INTROSCOPE**

Introscope is extensible and can be used with a number of additional product solutions from CA’s Wily Technology Division to provide even greater value across your organization.

**Detect and Diagnose Change-Related Performance Issues**

**Introscope ChangeDetector™** allows application support personnel to detect application changes in production; aggregate, verify, and analyze change events; and rapidly diagnose the cause of change-related web application performance issues.

**Find Production Memory Leaks**

**Introscope LeakHunter™** identifies hard-to-find memory leaks in J2EE applications, a major cause of application slowdowns and failures.

**Monitor End User Experience**

Introscope is integrated with **Wily Customer Experience Manager™** to allow even greater end-to-end, component-level visibility into customer transaction errors and key business processes. **Introscope BRT Adapter™** is a triage and diagnosis tool that monitors browser response time and allows you to quickly and accurately determine whether performance issues are located in the application, back-end systems, or are network-based. **Introscope ErrorDetector™** is the first and only solution that enables you to detect and diagnose the cause of serious errors (such as “404 Not Found” and others) which can prevent end users from completing web transactions.

**KEY INTROSCOPE CAPABILITIES**

- Clustered architecture for superior scalability
- End-to-end transaction visibility from browser to back-end systems
- Automatic baselining for easy isolation of performance problems
- Integration with Wily Customer Experience Manager
- Monitors 100% of all transactions and can track individual transactions across processes
- Auto-generated views of the managed environment
- Completely customizable dashboards for individual, tailored views
- Doesn’t require systems management frameworks but can integrate easily with them
- Monitors applications as soon as it is installed—no coding is needed
- Works with any application server and operating system because it is completely platform independent
- Records 100% of performance data for problem solving, trend analysis, and capacity planning
Introscope PowerPacks™

Introscope PowerPacks for application servers are software extensions that provide out-of-the-box views into critical resources such as threads, pools and queues. Additional PowerPacks offer pre-built views of back-end connectors such as IBM® CICS® Transaction Gateway, BEA WebLogic Tuxedo Connectors™, IBM WebSphere® MQ, and Oracle Databases enabling you to pinpoint performance issues in specific systems within the application environment. PowerPacks for IBM WebSphere Business Integration Adapters offer monitoring of key infrastructure components, which organizations use to integrate business applications such as PeopleSoft and mySAP.com.

Introscope Is Platform Independent

Introscope runs in any application environment (distributed and mainframe) and on multiple operating systems including Solaris, Windows, Linux, OS/390 and more. Additionally, Introscope’s patented AutoProbe™ agents are directly integrated with BEA WebLogic Server™, Fujitsu® Interstage® Application Server, IBM WebSphere® Application Server, Oracle Application Server, and Sun Java System Application Server, making monitoring automatic for applications running on these platforms.

Introscope is a widely used tool for managing third-party custom/packaged applications, middleware, and subsystems including:

Applications
Amdocs, Actuate, Ariba, BlueMartini, BusinessObjects, Chordiant, Cognos, Documentum, DST Innovis, E.piphany, IDX, Interwoven, JD Edwards, MatrixOne, Motive, Oracle, PeopleSoft, Retek/Oracle, SAP, Siebel, and more.

Middleware and Subsystems
Azul Systems, Bowstreet, BroadVision, Invoq Systems, Netegrity, SeeBeyond, Sybase, Oracle, Vignette, Yantra, TIBCO, Vitria, WebMethods, and more.

CREATE AN EFFECTIVE APPLICATION MANAGEMENT PROCESS

By integrating with your existing system management procedures, Introscope empowers your IT organization to create an effective, and necessary, process for detecting and resolving web application performance issues. With customizable graphical displays, Introscope’s easy-to-use dashboards can be tailored for individual users to offer deep, intuitive views of the application infrastructure. Alternately, less technically skilled users can take advantage of auto-generated views of the application environment and dynamic, always-on baselining for easy triage of out-of-bounds performance conditions.

THE WILY-MANAGED ENVIRONMENT

Introscope’s visibility across your entire application environment—from browser to connected back-end systems—allows you to accurately identify bottlenecks, rapidly resolve problems, and meet performance and business goals.
Introscope Features

APPLICATION MONITORING
- Clustered architecture for superior scalability
- End-to-end, real-time transaction response time from browser to back-end
- Integration with Wily Customer Experience Manager for monitoring and diagnosing user transaction errors
- Performance tracking of 100% of actual transactions—not synthetic
- Auto-generated views of web-application infrastructure
- Automatic discovery of all components and their relationships
- Automatic baselining for easier isolation of performance problems
- Individual transaction tracking and diagnostics across processes
- Performance and availability of all J2EE components
- Blame technology to instantly pinpoint the exact component causing problems
- User-designed dashboards that mirror your unique environment
- Patented low-overhead agents for monitoring in production or QA
- Resource utilization monitoring
- On-screen review of historical performance data
- On-screen reporting of worst performing components for instant problem identification
- Quick implementation with no source code changes
- Console Lens for monitoring multiple applications using one dashboard template

APPLICATION SERVER MONITORING
- Monitoring of all J2EE application servers
- Advanced monitoring of WebLogic via JMX
- Advanced monitoring of WebSphere through its built-in PMI or JMX system
- Enhanced visibility for tuning and configuration

PLATFORM MONITORING (CPU AND MEMORY)
- AIX, Linux, Red Hat, Solaris, Windows

BACK-END SYSTEM SUPPORT
- Monitoring of connectors to transaction servers, databases, messaging servers, security servers, and more
- Custom method tracers to monitor any Java-connected transaction system

NON-JAVA SYSTEMS MONITORING
- Environment Performance Agent (EPA) and Data API enable monitoring of Web servers, directory servers, operating systems, databases, and more
- Utilize 100% thread safe, programmable Java API and / or initiate sub-processes and receive standard output for data
- Inherit Introscope features such as Blame, Dashboard views, SmartTrigger™ Alerts, Historical Reporting

SECURITY
- Fine-grained control over user roles / access
- Integration with LDAP security architecture
- Strong encryption of user authentication

SYSTEMS MANAGEMENT PROCESS INTEGRATION
- Direct integration with system management frameworks using dynamic MIB support
- Console integration with Mercury LoadRunner, HP OpenView, Tivoli Enterprise Console®, BMC PATROL and CA Unicenter
- SmartTrigger Alerts for event notification via e-mail, pager, native APIs, or messages
- Out-of-the-box reporting for performance, SLA management, Sarbanes-Oxley and ITIL compliance, and capacity analysis
- Automatic saving of all live performance data via SmartStor technology for trend analysis, capacity planning, and more
- Transaction trace and error detection data storage using Introscope Transaction Events Database

Supported Application Environments

APPLICATION SERVER
IBM WebSphere, BEA WebLogic, Sun Java System Application Server 7, Oracle Application Server, Fujitsu Interstage, ATG Dynamo, Macromedia Jrun™, SAP NetWeaver, and more. Introscope also supports open-source solutions such as JBoss® Application Server and others.

JVM
JDK 1.3 and later JVMs including Sun, IBM, HP HotSpot™ JVM, and BEA WebLogic JRockit™ JVM.

OPERATING SYSTEMS
AIX, AS/400, HP/UX, Linux, S/390, Solaris, Windows, z/OS, and more.

Get Wily.
To find out more about Introscope and the entire suite of solutions from CA’s Wily Technology Division, or to arrange an on-site evaluation, email wily-info@ca.com, visit www.wilytech.com, or contact one of our worldwide offices.

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