



VitalSuite

Business Transaction Management System

The Business Transaction Management System delivers a new level of functionality to the VitalSuite product family by allowing IT professionals to identify and monitor the performance of business transactions – activity within an application that accomplishes a specific, meaningful task for the end user.

With the addition of the Transact Toolkit the Business Transaction Management System extends the capabilities of the VitalSuite product family –VitalAgent, VitalAnalysisand VitalHelp–by letting users manage the performance of individual business transactions (such as package location and delivery tracking for a shipping company). By identifying, defining and monitoring the specific activity that makes up a business transaction, the Business Transaction Management System provides unprecedented visibility into critical business processes as they move from the client’s desktop, through the network, to the destination server and back again.

For the first time, the Business Transaction Management System helps you understand where problems are occurring within the business process, delivering a powerful solution for reducing downtime and increasing overall business and user productivity.

BTMS Highlights

- ❖ Extends the capabilities of the VitalSuite product family by providing detailed visibility into the performance of specific business transactions that accomplish a given task for the end user
- ❖ Allows users to quickly bypass literally thousands of transaction options to focus on those specific activities that are important to the business
- ❖ Transact Toolkit component captures, records and defines the characteristics of any business- critical transaction for virtually any TCP/IP-based application, including eCommerce, ERP, database, Web, and custom in-house systems
- ❖ VitalAnalysis allows users to view, monitor and manage the health and performance of specific business transactions from the end-users’ perspective

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- ❖ VitalHelp alerts users about failed or ailing business transactions in real time, detailing where problems occurred and how many users were affected
- ❖ Leverages VitalAgent's patented Passive Flow and Root Cause analysis technologies to monitor, measure and demarcate end-user business transaction experiences
- ❖ Transact Toolkit runs on any WIN-32 desktop supporting the networked applications to be characterized and defined

Business Transaction Management

The VitalSuite product family measures and manages the performance and availability of networked applications in a business context.

By providing both historical and real-time views into the performance and availability of any TCP/IP-based application, the VitalSuite solutions deliver the tools required to detect, isolate and resolve problems from the most important perspective there is: the end users'.

VitalSuite Expert Modules take the VitalSuite network and application performance monitoring capabilities a step further, providing pre-configured definitions that enable IT professionals to monitor common application sub-transactions such as database SELECT, e-mail SMTP send, POP3 delete, and others.

The VitalSuite Business Transaction Management System takes that concept to the next logical level, enabling IT professionals to identify, define and monitor individual business transactions — activity within the application that is designed to accomplish a specific, meaningful task for the user.

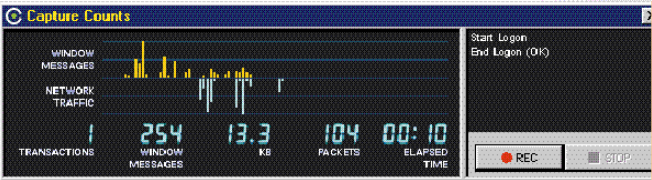
Using the Transact Toolkit component of the Business Transaction Management System, users can identify, extract and define the activities that are critical to the success of the business, delivering unprecedented flexibility for managing critical business processes. By linking VitalSuite's innovative monitoring technology to actual business processes (such as a claims processor adding new client information to a customer's insurance file), the Business Transaction Management System represents an effective solution for improving business workflow.

Defining business transactions

The Transact Toolkit component of the VitalSuite Business Transaction Management System allows users to actually identify, capture and define the business transactions they want to monitor. The Transact Toolkit's



main window provides the interface that allows users to record business transactions for any TCP/IP-based application, including ERP, database, Web, and custom in-house tools. Once the criteria and characteristics have been defined, users simply employ the Transact Toolkit's Transaction Scanner to record the actual business transaction. The Transaction Scanner provides a visual display of the actual network traffic that makes up the monitored business transaction. The display allows users to see what is happening, as it happens, to assist the user in understanding the transaction's characteristics.



The screenshot shows a software window titled "Capture Counts". It features a graph of network traffic, a table of statistics, and control buttons. The statistics table is as follows:

TRANSACTIONS	WINDOW MESSAGES	KB	PACKETS	ELAPSED TIME
1	254	13.3	104	00:10

Control buttons include "REC" (Recording) and "STOP" (Stopping). A sidebar on the right contains "Start Logon" and "End Logon (OK)" options.

The Transact Toolkit Transaction Scanner provides a visual representation of application activity to help users define the business transaction.

VitalSuite business transaction management solutions

Once a business transaction has been defined and the associated application definition has been loaded through Transact Toolkit, the other members of the VitalSuite product family start reporting how users are interacting with applications to perform the specific business functions.

VitalAgent with the Business Transaction Management System

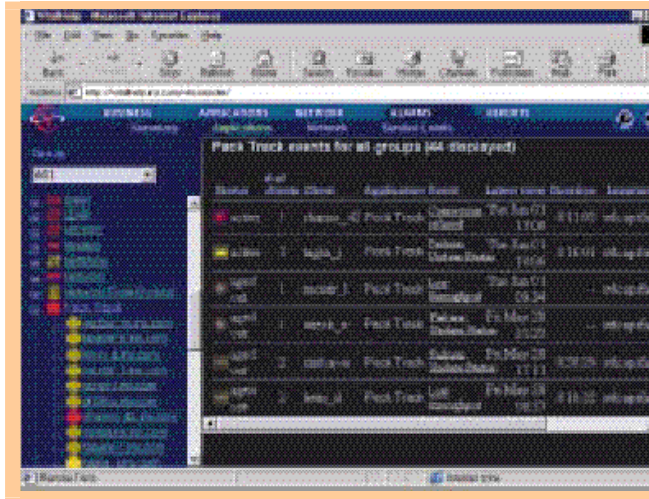
VitalAgent, installed on user desktops, uses passive flow analysis technology to immediately begin tracking the specified characteristics of the defined business transaction. VitalAgent follows the unique transaction activity from the desktop, through the network, to the server and back again, providing unparalleled visibility into how the business transaction is performing.

VitalAnalysis with the Business Transaction Management System

With the introduction of the Business Transaction Management System, VitalAnalysis provides long-term visibility into how network and applications are supporting critical business processes. The VitalAnalysis heat chart reports the status of all defined business transactions, while drilling down provides details such as client, network and server time demarcation, server throughput calculations and transaction error counts,



providing the IT manager with an instant analysis of how the system is supporting business operations.



VitalHelp offers a real-time window into business transaction errors and failures.

VitalHelp with the Business Transaction Management System

VitalHelp provides the Business Transaction Management System with real-time error and alarm reporting capabilities, giving the help desk staff unprecedented visibility into business transaction errors and the environment in which they occur. Problems such as transaction failures and timeouts are detected by VitalAgent and reported immediately to VitalHelp, giving the IT manager a real-time window into how the network and application infrastructure is supporting critical business processes.

Application Definitions

The Business Transaction Management System lets users define business transactions for both packaged and custom TCP/IP-based applications, expanding VitalSuite's out-of-the-box support for applications such as:

- ... *Castanet*
- ... *Clarify*
- ... *E-mail*
- ... *Lotus Notes*
- ... *Microsoft Exchange*
- ... *MS-SQL*
- ... *Oracle*
- ... *RealPlayer*



... Sybase

In addition, the Business Transaction Management System targets management efforts by allowing users to see beyond literally thousands of options to isolate and focus on a few important transactions for popular ERP products such as:

- ... PeopleSoft
- ... SAP R/3 ▲
- ... Baan

The Business Transaction Management System also provides unprecedented visibility into the performance of custom, in-house applications that typically support an organization's most critical business operations. By allowing customers to define specific business transactions within these custom applications, the Business Transaction Management System delivers a new level of control over application performance.

Components

- ... VitalAgent
- ... VitalAnalysis
- ... VitalHelp
- ... Transact Toolkit

System Requirements

Component	System Requirements
VitalAgent	Windows 2000, Windows 98, Windows 95 or Windows NT 4.0 operating system Pentium 120 MHz processor 24 MB RAM 2 MB free disk space LAN or dial-up network connection
VitalAnalysis and VitalHelp Servers	Windows NT 4.0, Service Pack 3.0 Pentium Pro 200 MHz CPU 64 MB RAM CD-ROM 4 GB free disk space (NTFS recommended) ODBC 3.5 drivers Microsoft Excel '97 (for OLE automation)
Transact Toolkit	Windows 95, 98, or NT 4.0 operating system Pentium 133 MHz processor 24 MB RAM 10 MB free disk space



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