



Interoperability by Design at Microsoft Partner Solution Case Study



Partner: CA Wily Technology

Web Site: www.ca.com

Partner Size: 14,500 employees

Country or Region: United States

Industry: Professional services–IT services

Customer Profile

CA Wily Technology, a division of CA, provides IT solutions used to manage the performance and availability of mission-critical Web applications. CA is based in Islandia, New York.

Software and Services

- Microsoft® Server Product Portfolio
 - Microsoft System Center Operations Manager 2007

For more information about interoperability at Microsoft, visit www.microsoft.com/interop

For more information about the Interop Vendor Alliance, please visit www.interopvendoralliance.org

For more information about other Microsoft customer successes, please visit: www.microsoft.com/casestudies

Interoperability Solution Simplifies Management of Mixed Web Environments

“Our customers are able to collect performance data from diverse systems, share it throughout the enterprise, and fix issues fast.”

Patrick Chang, Director of Product Management, CA Wily Technology

Organizations with complex, distributed Web application environments cannot tolerate downtime or even slowdowns. CA Wily Technology makes a management pack that integrates its Introscope application performance management product with Microsoft® System Center Operations Manager 2007. The combination provides end-to-end management of mixed Microsoft .NET and Java application environments, faster problem resolution, better application performance, and reduced costs.

Business Needs

Large enterprises depend on their complex, distributed Web application environments to deliver mission-critical services such as customer support, supply chain management, and field sales support. The applications that comprise these Web environments are usually a combination of Microsoft® .NET-based, Java-based, and Service Oriented Architecture (SOA)-based applications that run within a variety of application environments, such as JBoss, Internet Information Services in Windows Server®, IBM WebSphere, BEA WebLogic, SAP NetWeaver, and Oracle databases. If

one of these systems fails or even slows, it could be catastrophic for company operations.

As these diverse Web environments have evolved at many organizations, they have become more complex, interconnected, and difficult to manage for optimal performance. “When application performance begins to degrade, companies lose time and money tracking down problems,” says Patrick Chang, Director of Product Management for CA Wily Technology. “These incidents result in hastily-called meetings with systems experts, each defending their own turf and



Interoperability by design.

Connecting people, data, and diverse systems.

Microsoft

insisting that the problem lies elsewhere.” Some organizations use application-specific profilers to monitor applications, but these tend to be intrusive and slow system performance. Also, profilers deliver large amounts of data that IT personnel must sift through manually to identify root causes of problems. This makes the use of independent profilers inconvenient and time consuming.

“Heterogeneous Web application environments are a fact of life for most large enterprises,” Chang says. “Companies need better ways to consolidate performance monitoring data from these diverse environments, rapidly diagnose slowdowns and failures, maintain excellent application performance, and lower management costs.”

Solution

CA Wily Technology, a division of CA, of Islandia, New York, makes a Web application performance management product called CA Wily Introscope, which is used by enterprises worldwide to monitor complex, heterogeneous application infrastructures. Introscope delivers real-time monitoring of Microsoft .NET or Java 2 Enterprise Edition (J2EE) production environments and reports metrics to a common console.

CA Wily Technology worked with Microsoft to create a management pack that integrates Introscope with Microsoft System Center Operations Manager 2007. Companies use the CA Wily Technology Management Pack for System Center Operations Manager 2007 to pull Introscope data—collected by monitoring JBoss, WebSphere, WebLogic, or other Web applications—into a central System Center Operations Manager console.

“Using this management pack, level-one support people can have Introscope

performance data and alerts reported through a familiar tool that they already use,” Chang says. “They don’t have to learn the Introscope interface.”

Development of the Management Pack for System Center Operations Manager was straightforward and rapid, thanks to the Microsoft product’s deep support for Web services and XML. CA Wily Technology receives ongoing help from the Interop Vendor Alliance (IVA), a community of hardware and software vendors that work together to enhance interoperability of their applications with Microsoft software. CA Wily Technology was able to test and improve its management pack at a systems management interoperability lab hosted at Microsoft.

“In the interoperability lab, we had access to Microsoft experts and were able to get more work done in a week than we had in the previous month,” says Larry Morgan, Senior Presales Consultant for CA Wily Technology. “As an IVA member, we’re able to work with other vendors to prove our products’ interoperability in a real-world environment and demonstrate them to customers.”

Benefits

Companies use CA Wily Technology Introscope and the Management Pack for System Center Operations Manager 2007 to consolidate monitoring data from heterogeneous Web environments and rapidly diagnose problems, improve application performance, and reduce costs.

- **Consolidate data across heterogeneous Web environments.** Global 1000 organizations can use CA Wily Technology products to consolidate monitoring data from .NET-based, Java-based, and SOA-

based Web applications from a variety of vendors, to monitor performance. “Our customers are able to collect performance data from diverse systems, share it throughout the enterprise, and fix issues fast,” Chang says.

- **Rapidly diagnose slowdowns and failures.** With centralized data collection and analysis, companies can diagnose and resolve problems faster. In fact, companies can often solve in minutes problems that previously took hours or days to explain. “Customers use System Center Operations Manager 2007 to create customized dashboards that make complex performance data available to non-technical support personnel. These folks can then call in experts to consult on specific problems,” Morgan says.
- **Reduce management costs.** Companies can save money by transferring performance management tasks to less expensive staff members and redirecting SAP, BEA, and Oracle experts to higher-value activities, such as creating new business solutions. “Using our products helps customers get the right person involved at the right time, versus getting many people in a room and wasting everyone’s time,” Morgan adds.
- **Improve Web application performance.** Of course, the end result of isolating and solving problems faster is improved Web application performance. “The bottom line for our customers is improved performance of their mission-critical Web applications,” Chang says. “Our solutions help customers consolidate monitoring data from diverse underlying applications so that they can focus on their businesses.”