



Evaluation Centre Audited Vendor Report

This Evaluation Report has gone through a two-stage verification process. In addition to our own editing and checking, **Hitachi Consulting** has carried out independent auditing of all the vendor material. Hitachi Consulting is an ISO 9001 accredited business and technology consultancy, specialising in the public sector, financial services and high-technology sectors. Contact mberman@hitachiconsulting.com.

Nastel

Company and Products

Overview

Company Key Data

Product Details

Contact Details

Company and Products Overview

Founded in 1994, Nastel Technologies is a leading global provider of business transaction performance management solutions for mission-critical applications.

Nastel offers capabilities in transaction tracing, root cause analysis, performance analysis and determination of business impact.



It is an IBM and HP partner and has a number of Global 2000 customers in sectors such as financial services, high-tech manufacturing, retail and government. It is headquartered in Melville, New York.

AutoPilot M6

Nastel's flagship product, AutoPilot M6, provides application performance, availability and transaction management for business applications. It is designed to help users reduce operational costs through rapid deployment and cut down the mean time to resolve problems that cause application degradations and outages.

The AutoPilot M6 Suite provides the data to enable users to manage the performance of mission-critical applications and assure the health and reliability of the middleware and infrastructure systems that support them. AutoPilot M6 enables teams to find and fix problems and even predict and prevent them, before they can impact the business.

AutoPilot M6 Extended Edition can help businesses lower the cost of managing application performance. Cost savings come at two points in the application lifecycle – initially from AutoPilot's rapid deployment and then continuously from its proactive policy-driven problem prevention and its automated problem determination, notification and remediation.

AutoPilot provides a 360° view of the application stack, enabling businesses to have a clear understanding of issues and context, which should contribute to them being 'faster, prioritised and predictive' in their resolution of performance and availability issues.

AutoPilot M6 helps users to:

- Meet their SLAs by predicting problems before they impact the business; finding problems more rapidly to avoid service interruptions; and ensuring peak performance for business processes and applications.
- Protect their investment in SOA and enterprise application integration (EAI) infrastructure and applications.
- Adhere to corporate security standards and compliance policies and reduce risk.

New features in AutoPilot M6 Extended Edition include:

- Configurable business views showing charts and graphs of historical and real-

time application performance, enabling users to immediately see the impact application performance has on the business.

- Screens enabling users to select between multiple dashboards – including a technical dashboard, an SLA (service level agreement) view or an OLA (operational level agreement) view.
- Capacity to process millions of metrics, rules and thousands of messages a second, to scale to the needs of the largest firms.
- Enhanced analytics – enabling users to combine both AutoPilot application performance data and business data, in order to report on the correlation of application performance to the business. For example, users can dynamically see the impact performance and availability has on number of orders processed.
- Automated policy documentation, which reduces operational maintenance costs.
- Extended security with web-based security management and support for Kerberos and Microsoft Active Directory.
- Web services integration support.
- Currency with the latest from IBM via support for IBM WebSphere AS, MQ and BI version 7.x.

AutoPilot M6 integrates with major enterprise system management systems such as IBM's Tivoli, Hewlett-Packard's OpenView, CA's Unicenter and BMC's Patrol.

jKool

jKool is a J2EE monitoring solution. Its features include:

- Shows user clickstream through web-based J2EE and SOA applications.
- Measures web-based transaction performance end-to-end.
- Provides real-time and historical point-in-time views on demand.
- Enables users to start and stop live data monitoring whenever they need to.
- Shows range of response time statistics, including minimum, maximum, average and actual.
- Drills down to JMS, JDBC, method calls, servlets and sessions with one-click option to view live session details.
- Creates custom queries to locate sessions that exceed specified thresholds.
- Supports jBoss, WebLogic and WebSphere Application Server.

Market focus

Nastel is focused on the application performance management tool market with a special emphasis on end-to-end transaction management.



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AutoPilot

Product summary description

AutoPilot M6 is designed to support the improvement of the transaction performance of business applications. It helps users reduce operational costs through its capabilities for root cause analysis, performance analysis, transaction relationship tracking and determining business impact.

Product technical data

First installed (year)	2000
No. of UK sites/new sites last 12 months	N/P / N/P
No. of World sites/new sites last 12 months	N/P / N/P
Current version - date of release	v6.x - September 2008

Target Business Size (by number of users)

- | | |
|--|------------------------------------|
| <input type="checkbox"/> 0 - 10 | <input type="checkbox"/> 11 - 25 |
| <input type="checkbox"/> 26 - 50 | <input type="checkbox"/> 51 - 100 |
| <input type="checkbox"/> 101 - 200 | <input type="checkbox"/> 201 - 500 |
| <input checked="" type="checkbox"/> 500+ | |

Typical Pricing (£'000s)

- | | |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> 0 - 10 | <input type="checkbox"/> 11 - 25 |
| <input type="checkbox"/> 26 - 50 | <input type="checkbox"/> 51 - 100 |
| <input type="checkbox"/> 101 - 200 | <input type="checkbox"/> 201 - 500 |
| <input type="checkbox"/> 500+ | |

Available Languages (in addition to English)

N/A

Product Categories

- Access Control
- Adaptor Cards
- Anti-Spam
- Anti-Virus Solutions
- Application Servers

- Automated Security Auditing
- Availability, Performance and Problem Management
- Backup/Restore Capability
- Batch Processing
- Bridges
- Business Continuity Planning Software
- Business Impact Analysis Software
- Cable Management
- Capacity Planning
- Change and Configuration Management
- Clustering
- Communications Carriers
- Compliance Management Solutions
- Computerised Maintenance Management Systems (CMMS)
- Content Filtering
- Contingency Planning
- Continuous Data Protection Systems
- Converged Messaging Security
- Data and Application Distribution
- Data Centre Management
- Data Replication and Mirroring
- Data/File Compression
- Desktop Management Software
- Diagnostics
- Direct Attached Storage (DAS)
- Directory Servers
- Disaster Recovery
- Email Servers
- Encryption and Key Management
- Enterprise Asset Management (EAM)
- Enterprise Systems Management
- Event Automation
- Facilities Management and Maintenance
- Fault-Tolerance Solutions
- Fax Management
- Fibre Channel
- File Organisation and Management
- Firewalls

- Host Bus Adaptors
- Hot Failover
- Hubs
- Identity Management/User Provisioning
- Index Servers
- Internet Security
- Interoperability/Connectivity
- Intrusion Detection/Forensics
- IP-Based Storage
- Librarian Utilities
- Managed Service Providers (MSP)
- Network Attached Storage (NAS)
- Network Management and Design
- Network Modelling and Analysis
- Network Protocols
- Network Security
- Network Switching
- Networking
- Open Systems Integration
- Operating System and Subsystem
- Optical Drives
- Output Management
- Parts Management
- Patch Management
- Peer to Peer
- Physical and Facility Security
- Processor Simulation/Emulation
- RAID Devices
- Remote Administration
- Replication and Availability
- Risk Management
- Routers
- Search Servers
- Security Monitoring
- Site Analysis and Statistics
- Site Management
- Smart Cards
- Software as a Service (SaaS)

- Software/Hardware Auditing
- Software/Hardware Porting
- Software/Hardware Testing
- Storage Area Networking (SAN)
- Storage Management
- Switches
- Systems Management
- Systems Modelling and Analysis
- Tape Management
- Technology Planning and Analysis
- Telecoms Auditing and Expense Management
- Telephony/CTI/VoIP
- Terminal Emulators
- Terminal/Network Computers
- Transaction Processing
- Usage Management and Monitoring
- Virtualisation
- VoIP and IM Security
- VPN, Extranet and Intranet Solutions
- Vulnerability Assessment
- WAN/LAN Solutions
- Web Page Authoring and Design
- Web Servers
- Web-Based Security
- Workload Scheduling and Balancing

Key selection criteria

Infrastructure & security standards supported

LDAP, Kerberos

**Do you offer your software via hosted/on-demand/SaaS/cloud computing-based delivery?
(Please specify which)**

Operating systems supported

- AIX
- BlackBerry
- Citrix MetaFrame
- HP MPE/ix
- HP-UX
- IBM z/OS

- Linux
- Mac OS
- MVS
- Novell Netware
- OpenVMS
- OS/390 (MVS)
- OS/400
- Palm
- Proprietary
- Silicon Graphics IRIX
- Solaris/Sun OS
- Symbian
- Tandem/HP Non-Stop
- Tru64
- Unix
- VM
- VME
- Web-based
- Win32
- Windows 2000
- Windows 2003
- Windows 7
- Windows CE/Windows Mobile
- Windows NT
- Windows Server 2000
- Windows Server 2003
- Windows Server 2008
- Windows Vista
- Windows XP

Databases supported

- 4th Dimension
- Access
- ADABAS
- Adaptive
- Allbase SQL
- Alterian
- Amdahl

- Borland InterBase
- Btrieve/Pervasive PSQL
- CA-Datcom/IMS
- CA-IDMS
- CA-Ingres
- CA-Jasmine
- CA-RAMIS
- Caché
- Cincom Supra
- Clipper
- DataEase
- DB2
- dBase
- Easysoft
- FoxPro
- GemStone
- HP Allbase/SQL
- Informix
- InterBase 5
- Itasca ODBMS
- Kognitio WX2
- Matisse
- MS SQL Server
- MySQL
- Objectivity/DB
- ObjectStore
- Ontos
- OODBMS
- Oracle
- Oracle RDB
- Paradox
- Pervasive.SQL 2000
- POET
- PostgreSQL
- Praxis
- Progress
- Proprietary
- R-DAT 2000

- Rapid SQL
- Red Brick
- RPG/400
- SQLBase
- Sybase
- Tandem Non-Stop SQL
- Teradata
- Unicenter
- UniSQL
- Versant
- Vision
- Vision ODBC
- Web-based

Vertical Markets

- Aerospace & Aviation
- Agriculture, Farming, Forestry & Fishing
- Automotive
- Banking, Insurance & Financial Services
- Business Services (accountancy, law, etc.)
- Computers & High Technology
- Construction & Civil Engineering
- Consumer Packaged Goods
- Defence
- Distribution & Logistics
- Education
- Engineering & Scientific
- Food & Drink
- Government & Public Sector
- Healthcare & Medicine
- Hospitality & Travel
- Hotels & Catering
- HR/Employment
- Manufacturing Industries
- Media & Information Publishing
- Not-for-Profit Organisations
- Pharmaceutical & Life Sciences
- Real Estate (Property Management)

- Recreation & Leisure
- Retail & Wholesale
- Safety & Security
- Telecommunications
- Transportation, Shipping & Warehousing
- Utilities (Energy & Water, Oil & Gas)

Number of users

Minimum	1
Maximum	100

Support

Implementation

Nastel supports users through the software lifecycle, as follows:

- **Strategise.**

Nastel holds a discovery workshop where it shares with users how other similar companies have achieved their goals. It works to understand the users' goals regarding alerts, automated actions desired, metrics thresholds and failover capabilities. It also evaluates the company's middleware environment and hardware and system requirements.

Using established best-practices templates for vertical industries, Nastel configures specific metrics by application and store/location. It configures the alerting mechanism, configures automated actions, and assesses the metrics required (thresholds that will cause an alert), the business rules to capture, business views and reports.

- **Implement.**

Nastel translates the user company's business goals into measurable initiatives, and then plans and designs a solution to achieve them. Nastel claims AutoPilot can be implemented rapidly, and it brings a regimented testing protocol to help ensure a smooth process.

- **Manage.**

Nastel offers onsite, hands-on training covering all aspects of AutoPilot in production. Within this training it explores topics including maintenance, knowledge transfer and additional functionality and service. Afterwards it periodically spends a few days re-tuning the AutoPilot environment with users to help them utilise new features while managing their changing business requirements and staff turnover.

Nastel says AutoPilot is typically implemented in weeks, not months.

Training

Nastel offers onsite training. Each certified technician has a number of years' experience and detailed product knowledge, and technicians are available 24x7, 365 days a year.

Users are taught the best practices, tips and tricks, how to optimise functionality and understand how the product impacts the business.

The aim is higher staff productivity and the ability to more effectively manage the application, database and EAI infrastructure environments while meeting SLAs.

Software Customisation

N/A

General Information

Nastel's service offering packages include:

- Basic implementation service. This helps companies to start realising the value of AutoPilot M6 as quickly as possible. It uses a standardised step-by-step implementation process and best-practices based methodology.
- Business view jump start. Nastel says one of AutoPilot M6's key features is its customisable business views. This enables users to tailor views into the health and operation of the real-time business application processes from the perspective of each user or group of users, so they get the information they need, when they need, in a format relevant for them. This service offering package is designed to:
 - Equip users with the basic skills to get more value from AutoPilot from the beginning.
 - Use existing templates to expedite delivery of new and modified views.
 - React more quickly to changes in the environment, business processes, applications or SLAs.
- Advanced business view training. Companies may be using only 20-30% of the full capabilities of AutoPilot and not even realise it, Nastel says. Users may have basic skills for creating or modifying existing business views, but could be ready to become more of a power user of AutoPilot. Companies will want to be able to define and implement more advanced business views for a broader range of uses and users, and know how to troubleshoot and refine them. This service offering package is intended to:
 - Help users derive optimum value from AutoPilot.
 - Expand AutoPilot usage by customising business views for a wider range of both business and IT users.
 - Give hands-on experience and skills in designing and deploying advanced business views.
 - Teach users how to troubleshoot and fix any problems in the business views.
- AutoPilot usage assessment and performance tuning. This service offering package puts an AutoPilot expert onsite to examine how and where companies could be getting more value from their AutoPilot solution.
- Application performance improvement assessment. Many companies do not know how well their applications are performing, or how well they can perform with the right processes and tools in place. This service shows ways in which companies can improve the performance of their applications that support business-critical operations. It also enables Nastel to identify opportunities to sell or upsell products and services.
- AutoPilot solution architecture assessment. Companies work with their infrastructure environment every day, and as a result, it's sometimes difficult to see it objectively. If a company is currently considering or has recently purchased AutoPilot, or if it is in the process of or considering changing its environment, this service helps it reach a successful outcome. Nastel offers consultants who will come in and view the architecture with fresh eyes, make an objective

assessment of the environment, and recommend how to best manage and control it.

- AutoPilot user certification programme. Nastel provides knowledge that will enable appropriately skilled staff to understand the operating environment, supporting opportunities for improvement. This certification covers everyday use as well as advanced 'super user' skills, such as simple troubleshooting of user errors. Having AutoPilot-certified 'super users' also helps protect companies from productivity loss when knowledgeable users leave or change roles.

Channel Partner Strategy

Currently, Nastel's products are sold both directly and via channels. It welcomes channel partners who can provide added value to its offerings or who have coverage in areas Nastel does not currently staff.

Current channel partners include HP, JVL in France, Response in the Benelux countries, EuroSel in Italy and Germany, Datatab Software in the Scandinavian countries, Risotech in Israel, and trask in Czech Republic and Slovakia.

Alliance Partner Strategy

Currently, Nastel is an alliance partner with both IBM and HP.

IBM

Nastel and IBM have had a partnership for 10 years, based around the WebSphere family of products. For example, Nastel developed the management API for IBM WebSphere MQ Everyplace mobile messaging software.

WebSphere is a leading business integration system for on-demand business. It is estimated that WebSphere MQ has a 75-80% market share of messaging oriented middleware. Gartner ranks IBM number one in market share for integration and application server software.

Nastel combines with WebSphere MQ Everyplace to simplify the management of companies' mobile e-business application environments.

Nastel's development team includes early pioneers in middleware technologies and specialists in Java design. Nastel's AutoPilot for WebSphere product, a toolset for WebSphere MQ management, is claimed to be the first multi-platform middleware management solution designed entirely in Java.

The Nastel team is designing the new API component for WebSphere MQ Everyplace in Java and utilising JMX to optimise efficiency.

Nastel is an IBM business partner and has a collaborative relationship with IBM's Hursley Labs in the UK, where much of the WebSphere MQ family development takes place.

HP

Nastel and Hewlett-Packard have partnered to offer integrated management solutions for WebSphere MQ and Enterprise System Management with HP solutions. IBM WebSphere MQ and HP OpenView are commonly deployed in complex IT infrastructures.

Nastel SPI for OVO

Nastel's AutoPilot Certified Smart Plug-in (SPI) enables companies to manage WebSphere MQ from their OpenView operations console. Using the AutoPilot SPI for WMQ through the OpenView console, users can:

- Auto-discover the WMQ environment, regardless of the platforms it is running

on.

- Monitor and control all WMQ objects in real time from their ITO console.
- Display service views that identify problems in WebSphere MQ monitoring and messaging.
- Automatically initiate self-healing restarts of WebSphere MQ agents and processes.
- Issue queue depth warning messages for dead letter and other local queues.
- Create events automatically based on conditions and through operator-initiated actions, with email or pager notification.
- Send conditional alerts from WebSphere MQ to OVO to effect colour changes, flag problems and trigger OVO alerts.

Network Node Manager (NNM) adaptor

Nastel's relationship with HP also includes the Network Node Manager (NNM) product. Nastel provides an NNM adaptor for companies running NNM software.

Vendor Marketing Collateral (This information has not been validated)

For further information please see www.nastel.com.