



# AutoPilot TransactionWorks™

Driving Business Transaction Performance™

If you're like most application owners or enterprise architects today, one of the biggest challenges you face is ensuring peak performance and high availability for the complex, multi-tier applications that drive your company's business.

Monitoring the performance of your business transactions, sometimes referred to as Business Transaction Management is of paramount importance to you. But that itself is not enough...

*If something is going to impact your business transactions, you need to prevent that problem before your customers and business processes are impacted.*

You need to act...not react...

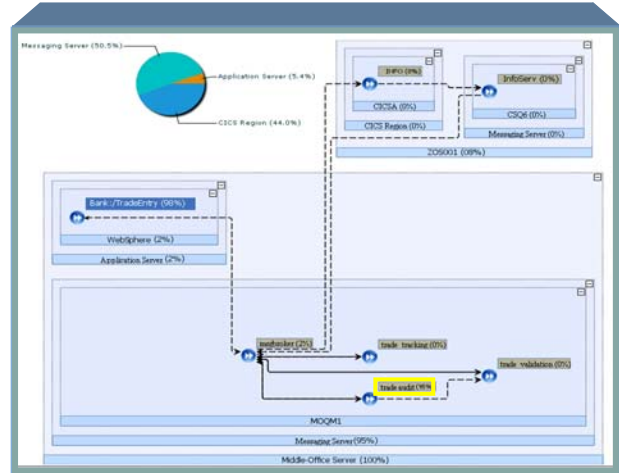
Your existing tools alone will not provide this nor will they present their analysis in business context. Instead, you need the proactive, real-time visibility to see your business transactions running over your IT infrastructure – any time, any place, any where.

*You need business transaction performance.*

## Business Transaction Performance™

Business Transaction Performance, or BTP™, provides immediate answers to the key questions of "what happened" and "why it happened". Its auto discovery of transactions and the real-time tracking of their performance answers the question "what happened" in my business. While the discovery of operational metrics for the resources underlying your transactions, provides the answer to "why it happened" or in another words, the root-cause. Taken together, the correlation of transactional and operational data in a business context via a Complex Event Processing (CEP) engine enables you to proactively ensure the performance and availability of your applications and their constituent transactions with little or no user or business process impact.

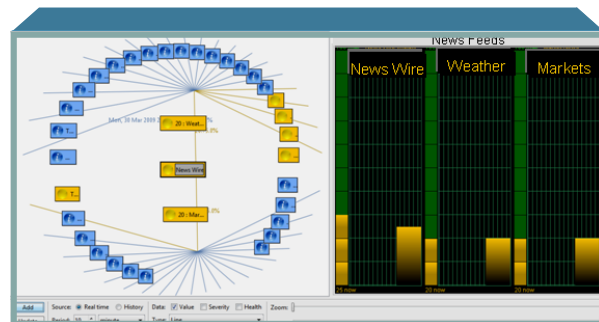
With AutoPilot TransactionWorks™ you can be confident of consistently ensuring the performance of applications as diverse as payment, EFT, trading, settlement, compliance, patient data transmission, healthcare claims processing and retail order management.



*Example: post-trade validation & enrichment process at a Capital Markets firm. TransactionWorks discovers the transactions that comprise this process and monitors their performance compared to SLAs. The application above highlighted in yellow has a transaction that has breached its SLA.*

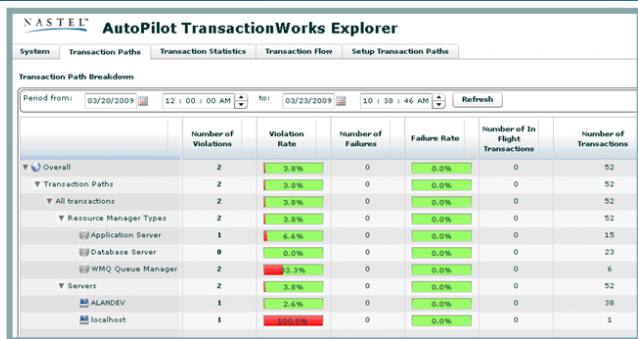
## A member of the AutoPilot Family

TransactionWorks is a member of the AutoPilot family and seamlessly integrates with any of the other modules in the AutoPilot suite to meet the needs of your unique environment. The AutoPilot family provides all five dimensions of application performance management as defined by the Gartner Group. It is one of the most flexible and powerful products available on the market for driving business transaction and application performance.



*TransactionWorks can collect, aggregate, filter and correlate metrics and events from infrastructure systems with data from external sources such as RSS, news feeds and even email messages. It can also send its alerts over private Twitter networks.*





Transaction Path Breakdown	Number of Violations	Violation Rate	Number of Failures	Failure Rate	Number of In Flight Transactions	Number of Transactions
Overall	2	3.9%	0	0.0%	0	52
Transaction Paths	2	3.8%	0	0.0%	0	52
All transactions	2	3.8%	0	0.0%	0	52
Resource Manager Types	2	3.8%	0	0.0%	0	52
Application Server	1	6.4%	0	0.0%	0	15
Database Server	0	0.0%	0	0.0%	0	23
WMQ Queue Manager	2	13.3%	0	0.0%	0	6
Servers	2	3.8%	0	0.0%	0	52
ALANDEV	1	2.6%	0	0.0%	0	38
localhost	1	100.0%	0	0.0%	0	1

TransactionWorks tracks transaction compliance including: number of transactions, in-flight transactions, violations, violation rate, failures, failure rate, maximum and average duration.

### Unlocking the door to business transaction management

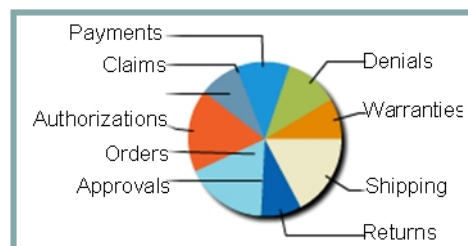
AutoPilot TransactionWorks, in addition to its transactional capabilities offers deep visibility into messaging middleware. Since most enterprise applications communicate via middleware messaging, it can be essential to “understand” their messages. In fact deep middleware visibility can often be the key that unlocks the value in business transaction management. Without it, an analysis of your environment only shows the tip of the iceberg and misses most of what is really transpiring. TransactionWorks can be used to read the payload of messaging middleware and use that information to determine which IT transactions comprise a business transaction.

### TransactionWorks features:

- Auto-discover applications and system components, business transaction flow and application interdependencies
- User-defined transaction tracking, where the system can be configured to relate two different, independent transactions based on information contained within a middleware message.
- Automatically track failed, in-flight, completed and missed transactions
- Complete audit trail including message payload, http headers, SQL queries
- Measure transaction volume, latency and duration (total, max, avg. and trends)
- Track messages exchanged between applications
- Measure transaction volume, latency and duration (total, maximum, avg.)
- Root-cause analysis with drill-down to the offending component, SQL query or method call
- Transaction analytics for short and long term trend analysis and capacity planning
- User-defined, application-centric SLAs,
- Business Service Views
- User-defined business rule to detect “business normal” vs. “abnormal”

### Transactional Profiling or Tracing

Automatically discover, track and measure business transactions as they flow through your IT infrastructure across J2EE, JMS, Web Services, Middle-ware Messaging, .NET, CICS and SQL - over distributed systems and mainframes.



TransactionWorks analyzes usage of resources, resource types, resource managers, servers, applications and users

### Support for a Wide Range of Platforms

Including:

- ❑ AIX 6, Solaris 8-10, HP-UX 11i
- ❑ IBM System P, AS/400
- ❑ HP OpenVMS, Tandem
- ❑ Windows 7, 2k, 2003, Vista, 2008
- ❑ RH Linux 4,5; SuSe Linux 10
- ❑ z/OS 1.8, 1.9, 1.10 and zLinux
- ❑ ESM integration: HP, IBM, CA, BMC

### AutoPilot modules include:

- ❑ **Messaging** - IBM WMQ, Solace Systems Messaging Appliance, TIBCO EMS/RV, IBM WBI, IBM WMQ Smart Plug-in for HP Operations Center software
- ❑ **Transaction Management** - IBM CICS, IBM WMQ, WESB, WAS; WebLogic; JBoss, Oracle AS, Sun GlassFish, Java, JMS, JDBC, .NET
- ❑ **J2EE** - IBM WAS, BEA WebLogic, JBoss, Oracle AS, Sun GlassFish
- ❑ **ESB** - IBM WESB
- ❑ **DB** - DB2, Oracle, MS SQL Server
- ❑ **.NET**



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