

TIBCO Service Performance Manager

Benefits

Provides Actionable Insight:

Empowers business and operational teams with metrics and performance trends for IT systems and business applications in real time.

Increases Service Quality:

Proactively monitors SLAs and helps you manage potential breaches with alerts and actions.

Supports Root-Cause Analysis: Lets you view aggregated higher-level performance of complex systems and drill-down to gain granular insight into the individual components that may be degrading system performance.

Reaches Across the Business:

Provides a public API to allow any business application or IT system to be monitored in real time.

At a Glance:

TIBCO® Service Performance Manager captures and aggregates data from IT systems and business applications in real time and provides analytics to assess their performance and health.

Visibility into System Health and Performance

With TIBCO Service Performance Manager, business owners and operational managers can proactively align IT services with business goals. Its monitoring capabilities provide visibility into business and operational key performance indicators (KPIs) over time.

Business and operational users can model SLAs, measure KPIs against them, and be alerted before performance degrades.

ActiveMatrix Service Performance Manager provides a centralized, aggregated view of system health and KPI data as-it-happens in real time. Users can drill-down from an aggregated view to perform root-cause analysis. With this insight, they can define rules to detect and prevent issues before they impact revenue or customer experience.

Proactive Response

By correlating technical information about services to business context, TIBCO Service Performance Manager lets you react immediately to issues, prioritizing actions to mitigate business risk. You can define rules based on business and technical metrics, including those that launch processes for notifying teams of problem patterns before they impact the business.

Drill-Down to Relevant Information

Business services are powered by orchestration of lower level technical services, which are hosted on various platforms and dependent on many heterogeneous technical resources. With TIBCO Service Performance Manager, users can start from a business context and drill-down to the details of implementation across many technologies — without drowning in irrelevant technical data. The information empowers users to quickly define an appropriate response to problems.

Strategic Improvement

With trends showing business and technical metrics over time, teams can discern patterns that have led to issues impacting revenue, customer experience, or SLA violations. They can use this information to define rules that proactively alert them of potential problems and help them define the best strategic response, such as investing in disaster recovery, improving system scalability, or adjusting capacity.

Attributes & Capabilities

Real-Time Monitoring for Enterprise IT

Metrics on business services and IT resources are processed by an embedded proprietary high-throughput OLAP system in real time. An embedded rules engine proactively monitors system performance.

The performance manager provides probes to instrument metrics generation for the TIBCO ActiveMatrix platform. It can also provide visibility across other business applications or technical environments using a public API. An API can be used to easily create custom probes.

The performance manager is highly scalable and provides a fault-tolerant architecture to monitor mission-critical enterprise systems. Various configuration options deal with high throughput complex IT environments.

Analytics and Rules

The system aggregates data captured over time to provide relevant service metrics: throughput, latency, request size, faults, availability, and others. It also provides infrastructure metrics on services, such as memory or CPU consumption. With these metrics, business or operational users have full, real-time visibility into the health of services.

Data aggregation also allows both statistical analytics (average, minimum, maximum, median, and standard deviation) and time-based analytics (week, day, and hour) on services behavior. These metrics can be used to assess the normal operational state or to identify trends that may indicate potential issues.

All metrics can be used to represent SLAs in rules that ensure users or systems are notified so that preventive actions can be initiated before any violation occurs.

Dashboard and Visualization

TIBCO Service Performance Manager provides monitoring information for a snapshot in time or a continuous stream. While this information is also available using a public API, TIBCO Service Performance Manager currently provides a web-based dashboard for TIBCO ActiveMatrix® Service Grid and TIBCO ActiveMatrix® Service Bus.

The dashboard provides instant access to real-time analytics about the monitored enterprise. The welcome screen provides a list of shortcuts to access the monitored assets. Metrics for these assets are tabulated and charted. The aggregated time can be changed via drop-down selection. Users can search through a list of nodes, services, and references, or navigate across dependencies between artifacts. These features ensure that users can quickly identify trends that show potential system degradation and navigate to the faulty resource for immediate action.

This same ease-of-use allows users to graphically define rules. They define a scope, a time-period, and a logical expression based on metrics and operators. The rule is complete when they define actions, such as notifications or email alerts.



TIBCO Software Inc. (NASDAQ: TIBX) is a provider of infrastructure software for companies to use on-premise or as part of cloud computing environments. Whether it's efficient claims or trade processing, cross-selling products based on real-time customer behavior, or averting a crisis before it happens, TIBCO provides companies the two-second advantage® – the ability to capture the right information, at the right time and act on it preemptively for a competitive advantage. More than 4,000 customers worldwide rely on TIBCO to manage information, decisions, processes and applications in real time. Learn more at www.tibco.com.



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