



BMC Middleware Management

Track transactions, improve the performance and administration of your cross-platform middleware environment, and understand the impact of slowdowns with secure self-service solutions.

Let BMC watch your middleware, so you can watch your business.

Key benefits

- » Reduce costs by providing reliable monitoring, secure self-service, and business alignment — without silos
- » Streamline operations by letting developers use self-service for routine requests, such as checking message queues
- » Improve overall service delivery by avoiding degradation or outages
- » Improve productivity by simplifying the management of complex transactions and middleware
- » Speed troubleshooting and facilitate audits by generating reports showing configuration changes (by time, user, or object)
- » Ensure application performance across mainframe, distributed, virtual, and cloud environments

Business Challenge

Many applications cross computing platforms, share infrastructure and data with other applications, and communicate through middleware. The distributed nature of applications requires that all layers of the application services stack, including transactions, be managed to ensure operational efficiency. Although middleware connects applications with the network and backend data servers to process transactions, it is often complex and can span both software and hardware appliances. With so many moving parts, it can be difficult to pinpoint problems and understand the business impact.

The BMC Solution

BMC Middleware Management ensures application performance and business service delivery through automated management of middleware performance, administration, and transactions across the enterprise. Through a single management console, it shows the status and details of your middleware infrastructure; improves productivity; and reduces time-to-resolution during root cause analysis.

BMC Middleware Management integrates with systems management consoles, including BMC MainView and BMC ProactiveNet Performance Management, and is made up of these three key solutions: BMC Middleware Monitoring, BMC Application Transaction Tracing, and BMC Middleware Administration.

BMC Middleware Monitoring

BMC Middleware Monitoring ensures the health and availability of your middleware, including leading messaging-oriented middleware technologies (such as IBM® WebSphere® MQ and TIBCO EMS), application servers (such as IBM WebSphere Application Server and Oracle® BEA WebLogic), and Enterprise Service Bus (such as IBM WebSphere Message Broker and WebSphere DataPower® Appliance).

This solution:

- » Provides all the information you need to monitor your middleware environment
- » Logs all user interactions to establish an audit-ready history
- » Lets you create users and groups and control access to the server and middleware functions
- » Detects events and notifies users when the middleware infrastructure is negatively affecting business operations
- » Captures historical information and provides standard and custom reports and charts to support time-based analysis of performance, trending, and capacity planning
- » Identifies trends so you can predict future requirements and analyze system issues
- » Stores data in a relational database that may be integrated with enterprise reporting engines

BMC Application Transaction Tracing

BMC Application Transaction Tracing provides “hop-to-hop” visibility into transactions throughout your IT infrastructure. It proactively identifies problems and pinpoints the specific technology tier where issues are occurring. Real-time information on performance and business impact is visible on transaction dashboards, allowing users to react quickly.

This solution:

- » Tracks and provides visibility to all in-flight and failed transactions
- » Clearly shows the location of application latency so the appropriate team can perform root cause analysis
- » Provides real-time and historical data to support problem determination and performance analysis
- » Generates audit reports with detailed timestamps to show that you are meeting SLAs
- » Allows you to monitor and create events based on a transaction’s content
- » Tracks when a message was first written, the route it took, and the time it was delivered to its final destination
- » Captures statistics that are useful for chargeback models and capacity planning
- » Correlates the components of complex transactions

BMC Middleware Administration

BMC Middleware Administration is a Web-based tool that enables you to view and manage the full set of middleware objects in WebSphere MQ and TIBCO Enterprise Message Service (EMS) environments. With defined projects, you can group infrastructure objects to provide users with secure profiles of objects. You can also facilitate faster and easier navigation to objects associated with a particular business service or application. Built-in security mechanisms ensure that only authorized users have access to the solution and applicable projects.

This solution:

- » Runs on a single server and provides authorized users with access to all of the solution’s functions — even the administration/control functions
- » Lets authorized users:
 - Perform all administrative and configuration tasks from a Web browser
 - Inspect and even manipulate individual queues and messages
 - Browse messages on a queue, add new messages, copy messages from queue to queue, or even delete messages
 - Access only those objects relevant to their role or application
- » Empowers developers to safely troubleshoot their applications without having to call on a central administrative group to provide assistance
- » Eliminates the burden of software distribution and minimizes the requirement for lengthy change control processes

For More Information

To learn more, please visit www.bmc.com/middleware.

**BUSINESS RUNS ON I.T.
I.T. RUNS ON BMC SOFTWARE.**
Business runs better when IT runs at its best. That’s why more than 15,000 IT organizations – from the Global 100 to the smallest businesses – in over 120 countries rely on BMC Software to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry’s broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk and achieve business objectives. For the four fiscal quarters ended December 31, 2011, BMC revenue was approximately \$2.2 billion.