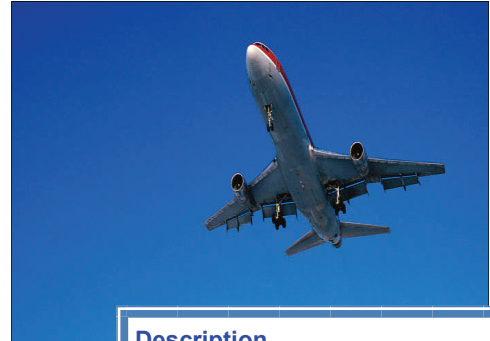


## MAJOR AIRLINE MANUFACTURER FLIES TO NEW HEIGHTS WITH END-TO-END TIVOLI MONITORING SOLUTION

### CLIENT BACKGROUND

One of the world's leading aerospace companies and the nation's largest exporter, this client is the manufacturer of satellites, commercial jetliners and military aircraft and is also a global market leader in missile defense, human space flight and launch services. With a broad range of capabilities, creating advanced technology solutions that reach across business units is a key component in its vision of leadership and innovation.



### BUSINESS PROBLEM

Due to limited resource bandwidth and a lack of experience in problem diagnosis and repair for their new solution, the client was looking for a long term monitoring solution and mentoring on best practices for its implementation.

The company needed to increase visibility into any tier of the infrastructure allowing for the analysis of failing components and into Web services for understanding frequency, response time and message length. They also needed to be able to better monitor and act on system information with alerts, audit trails and historic trending data which would allow them to take corrective action before failures occurred and ensure scalability.

#### Description

End-to-End Tivoli Monitoring Solution

#### Business Needs

Identify performance problems  
Increase visibility into Web services  
Decrease downtime

#### Software

IBM Tivoli Composite Application Manager for WebSphere  
IBM Tivoli Composite Application Manager for SOA  
IBM Tivoli OMEGAMON XE for Messaging  
IBM Tivoli Monitoring

### SOLUTION

Based on the client's needs, Prolifics designed an end-to-end monitoring solution featuring Tivoli Composite Application Manager for WebSphere, Tivoli Composite Application Manager for SOA, Tivoli OMEGAMON XE for Messaging and Tivoli Monitoring — all of which attacked the following general requirements:

#### **Auditing**

To store all or part of the transaction details before and after the transformation of the original incoming request.

#### **Traceability**

Traceability of the messages within the infrastructure, where each message flow is uniquely identified and the path can be traced after interacting with multiple systems. Additionally tracking state information for reporting or drilling down at the data level.

#### **Performance**

Correlate data collected with performance metrics such as how long the response time was, throughput, etc.

#### **Availability**

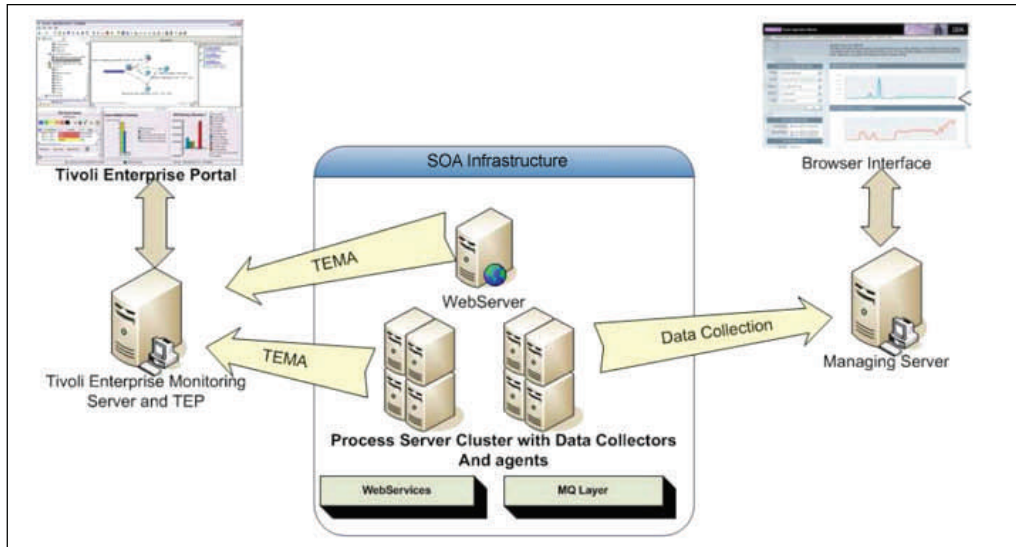
Systems health - is the service up and what are its reliability metrics.

#### **Technology Specific Monitoring**

Monitoring specific products in the infrastructure. For example, with WebSphere MQ, being able to see the queue depths, channels, queue managers state, etc .

In a high profile industry that is under the scrutiny of government regulations, the media and the public, building a new airplane safely and to strict specifications is mission critical.

With the new solution in place the company is able to monitor application resources (e.g. application memory, CPU, threads, connection queues, etc.) and gains end-to-end visualization of the monitored data – both real time and historical. The Tivoli suite gives them a comprehensive diagnostic view into the architecture including monitoring into WebSphere Application Server, WebSphere Process Server, Web services, SOA artifacts and WebSphere MQ.



The solution correlates the collected data and provides the ability to act on pre-defined situations and problem conditions. Trending analysis, collection of deep dive diagnostic data on demand and consistent reporting capabilities for performance, capacity analysis and continuous optimization are also handled by the solution.

Overall the end-to-end Monitoring Solution built by Prolifics using the Tivoli product suite enabled service visibility into the company's environment, took the guess work out, and enabled their team to take proactive actions to keep their critical system up and running at optimal levels.

## About Prolifics

Prolifics, in business since 1978, is an end-to-end systems integrator specializing in IBM technologies. A Premier IBM Business Partner, Prolifics has garnered top awards for its customer solutions and its level of technical excellence. Our depth of experience with secure, end-to-end SOA and Portal solutions can help you with all aspects of the full project lifecycle including software procurement, architectural advisement, design, development through deployment, administration and training. With our unparalleled 96% success rate delivering projects on time, on budget, and to specification, let Prolifics be your technology partner. Visit the Prolifics website at : <http://www.prolifics.com>

***Prolifics***

**For more information contact Prolifics:**  
 22 Cortlandt Street, 18th Floor New York, NY 10007  
 (800) 458-3313 or (212) 267-7722  
[solutions4websphere@prolifics.com](mailto:solutions4websphere@prolifics.com)

