

Major Airline Manufacturer Flies To New Heights With End-To-End Tivoli Monitoring Solution

Overview

Description

- ✓ End-to-End Tivoli Monitoring Solution

Software

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

Benefits

- ✓ Enables monitoring of application resources and end-to-end visualization of the monitored data
- ✓ Provides trending analysis
- ✓ Consistent reporting capabilities for performance, capacity analysis and continuous optimization
- ✓ Proactive management of critical system

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.

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.

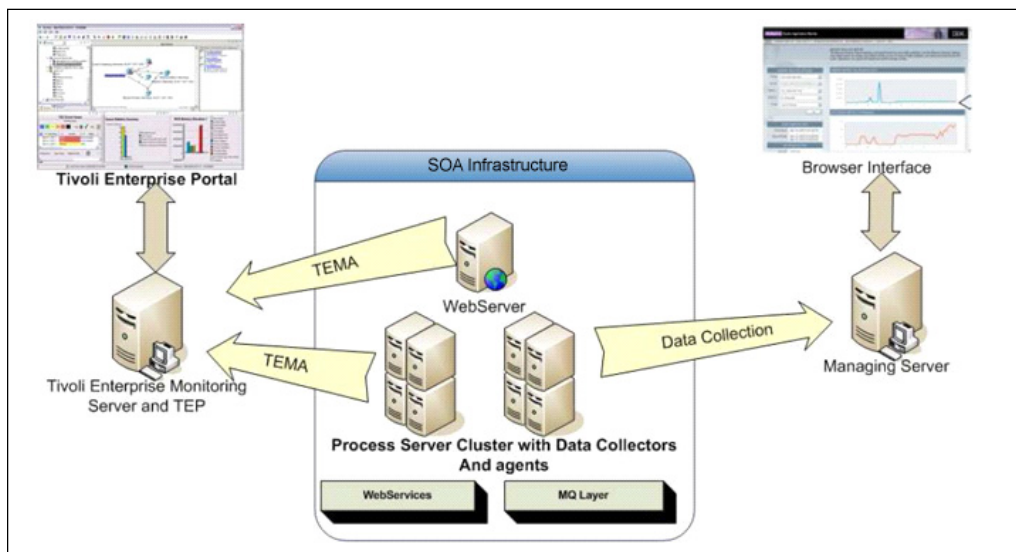
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- **Technology Specific Monitoring**

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.

About Prolifics, a SemanticSpace Company

Prolifics is the largest systems integrator specializing in IBM technologies. Having garnered awards for its solutions and technical excellence across IBM's entire software portfolio, Prolifics provides expert services including architectural advisement, design, development and deployment of end-to-end SOA, Portal and Security solutions. SemanticSpace, Prolifics' parent company, is a global IT services firm providing application development, testing, application maintenance and outsourcing services. Bringing over 30 years of experience and a strong global presence across the US, Europe and Asia, the SemanticSpace companies offer clients end-to-end services combined with the market's most seasoned and skilled consultants and the dedicated care and attention that comes from a highly-specialized, boutique company. By combining application frameworks, prebuilt components, custom development expertise, a governance framework and a blended shore model, we help organizations decrease risk in complex software development and deployment investments, improve time to market and increase success of business strategy execution.



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