

## Prolifics' Application Management Practice

### PROVEN EXPERTS:

- ◆ 30+ YEARS OF EXPERIENCE WITH ENTERPRISE BUSINESS SOLUTIONS
- ◆ 96% SUCCESS RATE DELIVERING PROJECTS ON TIME, ON BUDGET, AND TO SPECIFICATION
- ◆ 400+ CERTIFICATIONS

### KEY ACHIEVEMENTS:

- ◆ 2010 IMPACT BPM AWARD
- ◆ 2010 AWARD FOR BEST INDUSTRY SOLUTION
- ◆ 2010 AWARD FOR BEST END-USER PORTAL
- ◆ 2009 AWARD FOR OUTSTANDING RATIONAL SOLUTION
- ◆ 2008 AWARD FOR BEST SOA SOLUTION
- ◆ 2007, 2008 AWARD FOR OVERALL TECHNICAL EXCELLENCE
- ◆ 2007 IMPACT SOA SOLUTION AWARD
- ◆ 2006 BEST PORTAL SOLUTION AWARD
- ◆ 2005 IBM FIVE STAR PARTNER AWARD

### CUSTOMERS:

- ◆ 1-800-Flowers
- ◆ Abbey National Bank
- ◆ BMW
- ◆ British Telecom
- ◆ Cravath, Swaine & Moore LLP
- ◆ Daewoo Construction
- ◆ Dixons
- ◆ Emdeon (formerly WebMD)
- ◆ Gap Inc.
- ◆ IBM Legal
- ◆ JPMorgan Chase
- ◆ mBlox
- ◆ Marchon
- ◆ MetLife
- ◆ Nassau County
- ◆ New Jersey Manufacturers Insurance Co.
- ◆ NYC Dept of Health
- ◆ Novo Nordisk
- ◆ Office Depot
- ◆ Pilot Travel Centers
- ◆ State Street Bank
- ◆ Sumitomo
- ◆ UNICEF
- ◆ UPS

Today's business processes often depend on complex, multi-tiered applications. These complex applications require a solution that monitors, analyzes and resolves problems at the service, transaction, application and resource levels. As your technology partner, Prolifics can help you implement the following application management initiatives with the use of IBM® Tivoli® Composite Application Manager (ITCAM):

- **Increased Application Availability** by pinpointing the source of bottlenecks in application code, server resources or external system dependencies. This allows you to meet your Service-Level Agreements with business users.
- **Analysis of Application Performance** by examining trends or historical data, allowing you to understand resource consumption patterns and plan for future growth.
- **Improved Application Stability** by setting resource or application alerts to detect and remedy potentially troublesome issues.
- **Increased Developer Productivity** by allowing development teams to focus on current business initiatives, instead of spending their time diagnosing and isolating problems in production applications.

**Use our expertise to maximize your benefits.** As a select member of IBM's technical swat team for IBM Tivoli Composite Application Manager, Prolifics consultants are deeply skilled and offer the following application management services:

- **Installation and Configuration** of IBM Tivoli Composite Application Manager.
- **Troubleshooting and Problem Resolution** — Prolifics experts will help pinpoint the source of application bottlenecks whether in application code, server resources or external system dependencies. Prolifics will make strategic recommendations and work with your team to eliminate these bottlenecks.
- **Performance Tuning** — By leveraging IBM Tivoli Application Manager for WebSphere and Response Time Tracking, Prolifics will create and analyze performance reports and transaction response time metrics in order to optimize application performance.
- **Application Health Check** — Prolifics will demonstrate the power of IBM Tivoli Application Manager for WebSphere by monitoring select WebSphere applications and providing a comprehensive review of current health and potential bottlenecks.

With the combination of Prolifics' deep J2EE, IBM WebSphere, SOA and Portal expertise, along with specialized IBM Tivoli Composite Application Management skills, Prolifics consultants can create a highly available and stable J2EE environment.

### About Prolifics

Since 1978, Prolifics has leveraged best practices, proven methodologies, and real-world expertise to help organizations reach new markets, achieve increased customer satisfaction and ease collaboration within their enterprise. Ranked with IBM's highest rating – a Level 5 technical status for IBM technologies – Prolifics brings highly specialized skills to all aspects of the full project lifecycle including architectural advisement, design, development through deployment, administration and training.

### Product Focus Areas

- IBM Tivoli Composite Application Manager for Applications
- IBM Tivoli Composite Application Manager for J2EE
- IBM Tivoli Composite Application Manager for SOA Platform
- IBM Tivoli Composite Application Manager for Transactions
- IBM Tivoli Composite Application Manager for WebSphere
- IBM Tivoli Monitoring (ITM)
- IBM Tivoli OMEGAMON XE

# PROLIFICS SERVICES & ROLES

## Services Menu

### SOA, Integration & Business Process Management

- Design or Proof-of-Technology Workshop
- Assessment Services
- Lifecycle Services (Architecture, Design, Proof-of-Concept, Development and Deployment)
- Business Process Management Services (Process Modeling & Integration)
- Administration
- Performance Monitoring and Optimization
- Deployment Readiness Review
- Mentoring and Skills Transfer
- WebSphere DataPower Quick Start and Implementation
- Integration of WebSphere Message Broker Extender for TIBCO RV
- Migration to WebSphere Process Server/Message Broker from TIBCO/NEON/ICS

### Portal, Collaboration & Web Content Management

- Portal Business Value Assessment
- Portal Proof-of-Technology Workshop
- Portal Lifecycle Implementation Services
- Web Content Management Implementation Services
- Web 2.0 and Mobile Device Implementation Services
- Portal Administration, Optimization and Tuning
- Migration to IBM WebSphere Portal v6 from v4/5.1
- Migration to IBM Lotus Web Content Management from Vignette
- Migration to IBM WebSphere Portal from Oracle WebLogic Portal

### Governance

- Collaborative, Agile Software Development with Distributed Team Support

### Migrations

- Migration to IBM WebSphere from Oracle WebLogic/Tuxedo/Sun iPlanet/.NET
- Migration to IBM WebSphere v6 from v4/5

### Security

- Security Architecture Workshop
- Tivoli Access Manager and Identity Manager Implementation Services
- Web Application Security Assessment

### Application Monitoring

- Application Health and Security Assessment
- Autonomic Application Management Platform

### Testing

- Functional, Performance, Manual and Security Testing Services

### Information Management

- Information Integration
- Data Analytics and Business Intelligence
- Enterprise Content Management

## Roles

### Project Manager

Leads an array of activities including initializing and planning projects, developing project cost structure, tracking and reporting project deliverables, managing risk, applying project management processes and tools and ensuring projects are completed on time, within budget, and with high customer satisfaction.

### Senior Architect

Oversees the development of J2EE and EAI architecture deliverables and provides direction to the architecture teams. Provides guidance around software architectures including database, transaction monitors, distributed processing, data modeling and other technologies.

### Senior WebSphere & Portal Administrator

Performs best practices in application loading, configuration, development, staging/QA and deployment. Works in concert with the development, QA, and operational functions to ensure that the proper versions of all system components are moved between environments. Ensures that the production environment is appropriate to meet the functional performance and redundancy requirements. Assists in problem resolution and SWAT activities.

### Senior Developer

Key member of the project team providing leadership in both application design and development. Assists in problem resolution and SWAT activities. Supports the team's developers through consultation and problem research.

### Developer

Provides technical expertise and support in specialized areas of application and systems software. Has knowledge of application methodologies and processes. Capable of testing systems and addressing customer's questions and inquiries of their application code.

# **Prolifics**

A SEMANTICSPACE COMPANY

<http://www.prolifics.com> email: [solutions@prolifics.com](mailto:solutions@prolifics.com)



SOLVING BUSINESS PROBLEMS WITH TECHNOLOGY SOLUTIONS SINCE 1978

corporate headquarters: 114 west 47th street new york new york 10036 USA t: 212.267.7722 or 800.458.3313 f: 212.608.6753  
new york city orlando boston philadelphia washington dc san francisco london hamburg hyderabad