

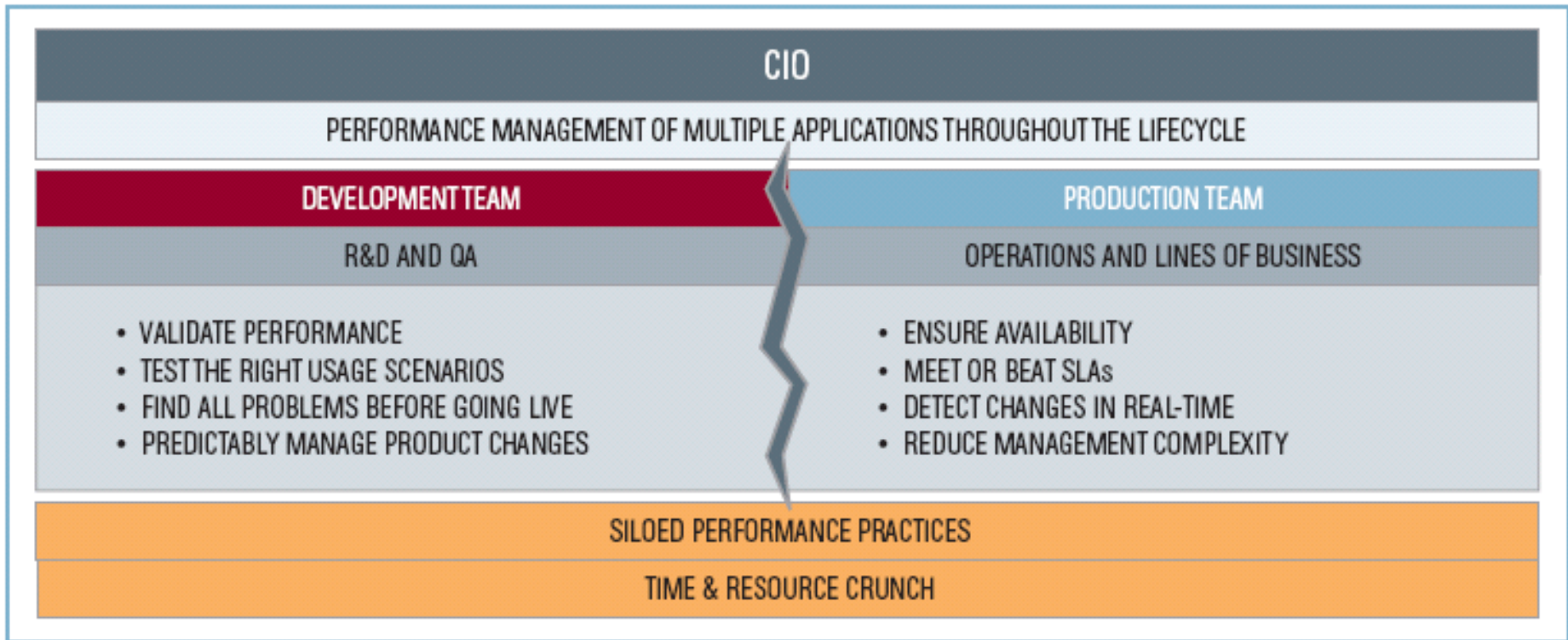
# BITO

## Application Performance Lifecycle Management

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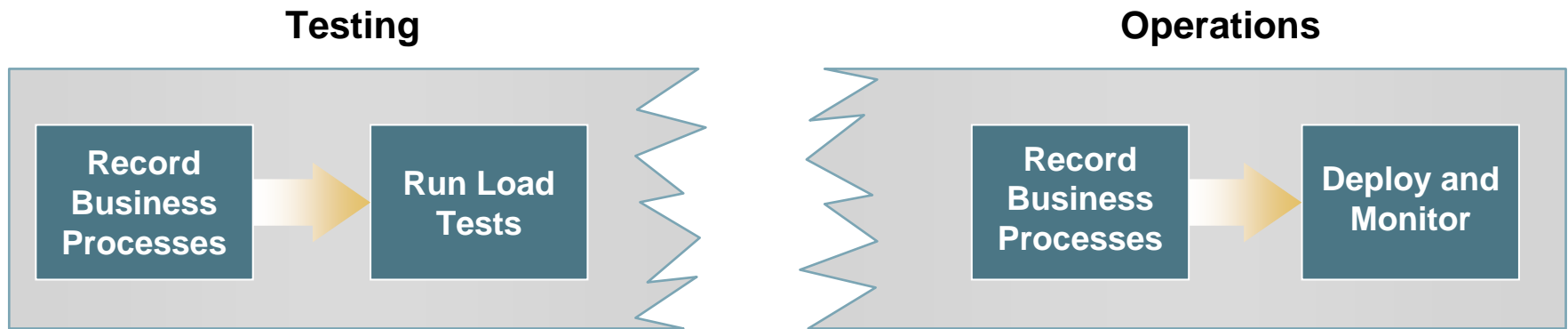
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# What's wrong with the traditional approach?



Hard dollars are wasted on both sides of the wall – money that could be saved by sharing resources.

# Challenges with Performance Management



- Load testers are “blind” to production requirements
- Production complains that applications are not ready
- Silo'd groups means no collaboration and duplicate efforts
- Testing environment is not the same as production

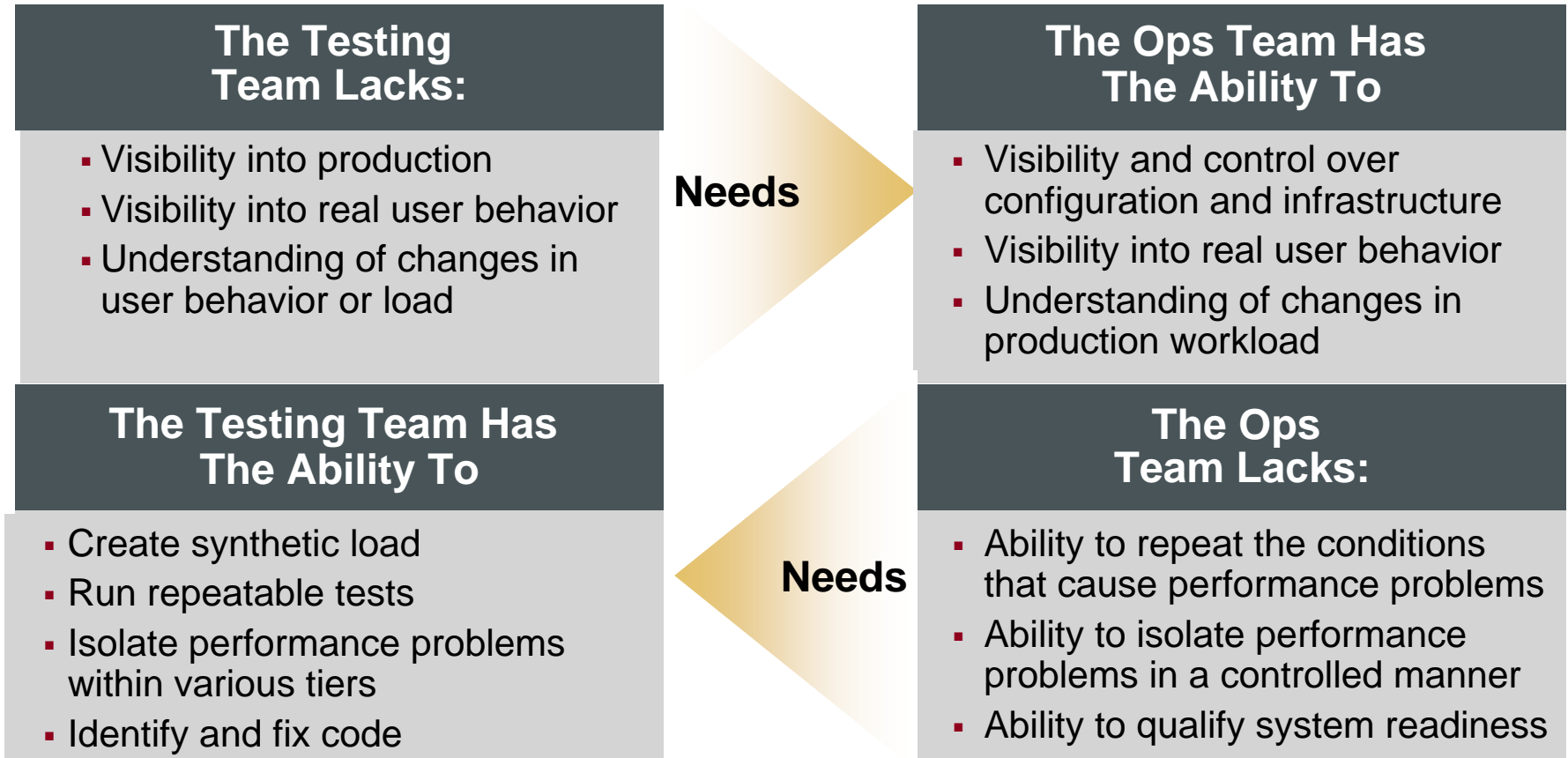
“86% of IT projects experience performance problems when first put in production”

Gartner

# The “Go-Live” problem

There is a big difference between how an application performed in pre-production testing and how it actually performs in the production environment

# Both Sides Rely on the Other for Success



Managing performance through the application lifecycle facilitates reliance between both teams

# Industry View

**“40 percent of unplanned downtime is caused by operator errors; another 40 percent is due to application errors.**

**Therefore, addressing 80 percent of unplanned downtime is a joint effort between development and operations.”**

**– Gartner, 2005**

**“Create a development-operations partnership. Break down the wall over which developers typically toss application code to operations.”**

**–Forrester Research, 2005**

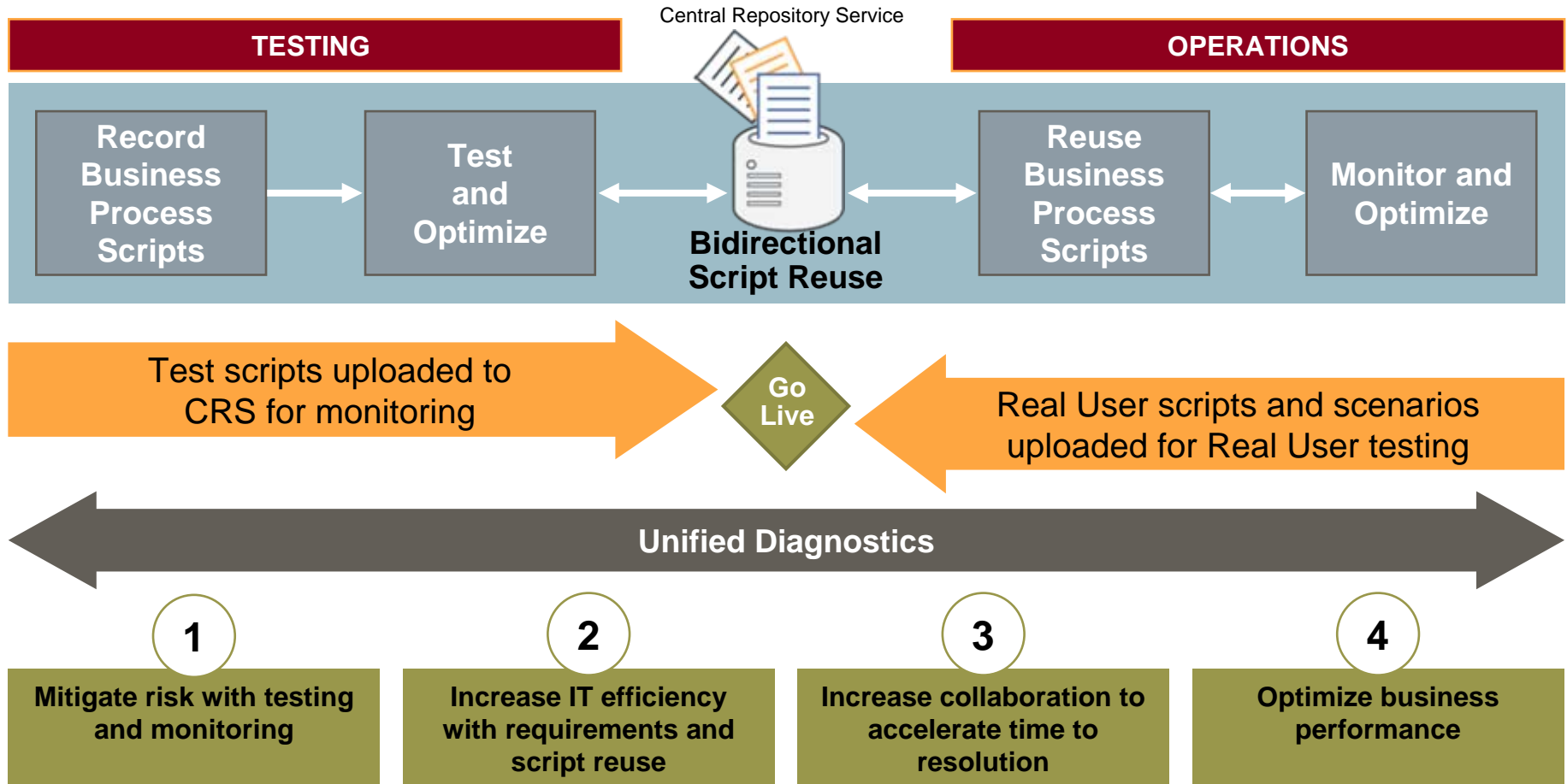
# The Solution: Performance Lifecycle Management

- Focuses on integration, collaboration, and resource sharing
  - from pre-deployment application development to production application management
- Bridges the gap between RD/QA and IT operations
  - so teams can work together more effectively;
  - understand and meet end-user performance requirements;
  - and cut cost, complexity, and deployment timeframes

# What problems does APLM solve?

1. Increase collaboration and eliminate duplicate efforts across silo'd teams
2. Makes it easier to replicate problems, test for reality and plan capacity as production is different from test environment.
3. Increase confidence at “Go Live” by providing Load testers visibility into production requirements
4. Shorten time to resolution because testing and operations utilize different tools
5. Ability to execute more test cycles faster to further mitigate risk

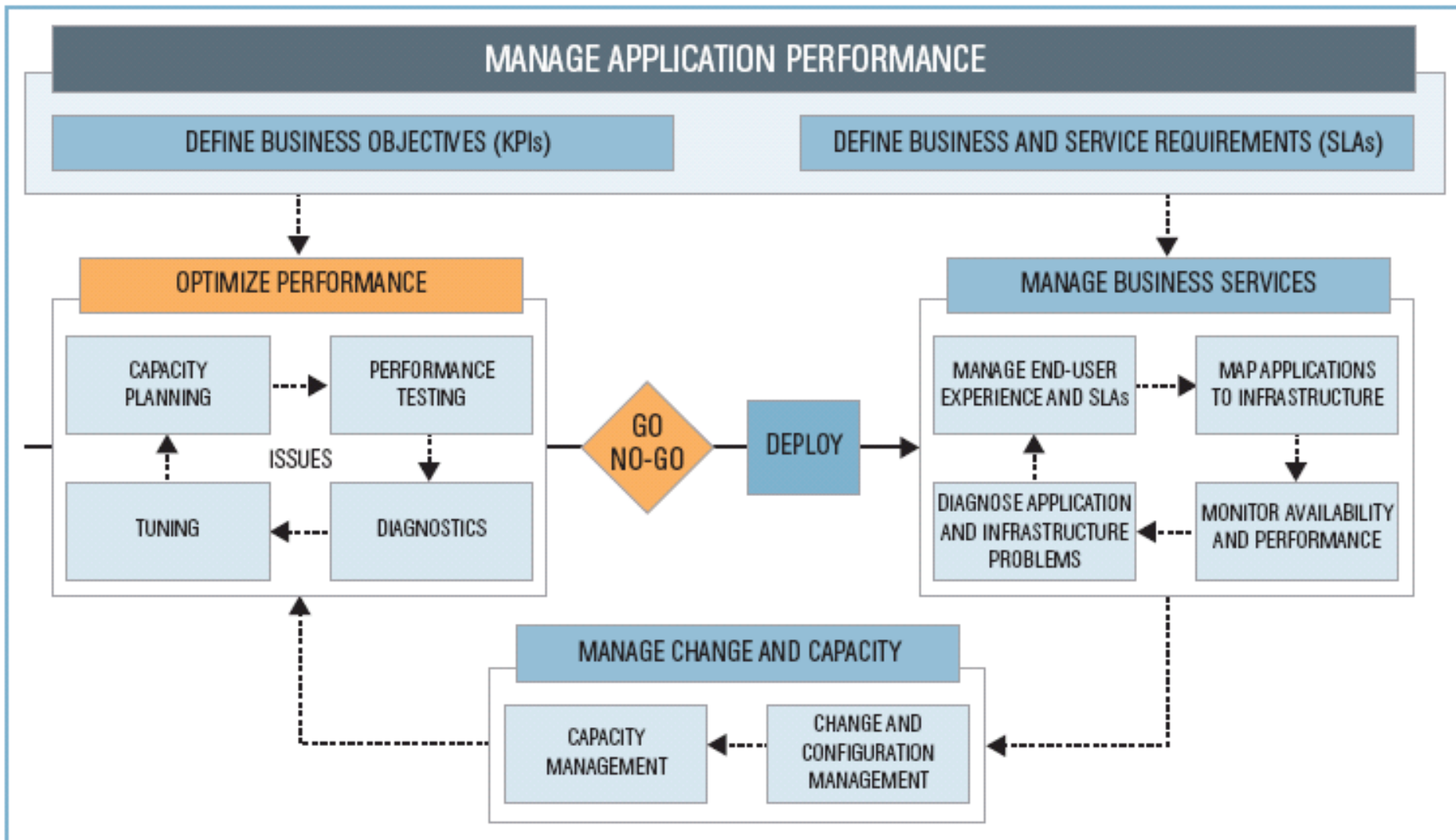
# Application Performance Lifecycle



# Benefits

- Reduce production outages due to performance and availability issues.
- Increase IT efficiency by breaking down departmental silos and fostering collaboration.
- Increase the ability to run more test cycles by decreasing the amount of time it takes to create test scripts.
- Reduce costs by decreasing the number of defects that reach production, outages, and calls to the helpdesk.
- Faster deployment of applications into production at a lower cost and less risk.
- Lower MTTR for problems during the application lifecycle.
- Comprehensive set of best practices and optimization services to manage application performance.

# Implementing PLM



Companies that have been successful implementing a lifecycle approach to application performance management typically follow a process similar to the one illustrated above.

# APLM Process - Key Phases

- Define business objectives and KPIs to measure progress toward those objectives early in QA — prior to testing or monitoring
- Define SLAs, from an end-user perspective, early in operations. These will be derived from the KPIs and represent a commitment from operations to the business users. Create a mechanism for communicating status based on KPIs and SLAs.

# APLM Process - Key Phases

- Create a cross-functional team to provide support for all performance and diagnostics needs for both the production and testing environments
- Evaluate specific tactics for optimizing performance
  - Use monitoring and diagnostics solutions to identify and repair problems in development, which is usually much less costly to the business than repairing them in production
  - Practice an iterative approach to testing and tuning until it meets your key performance objectives

# APLM Process - Key Phases

- Once you've identified performance issues to focus on and addressed specific performance and availability issues, make a "go/no-go" decision about whether to release the application into the production phase
- Once you've made a "go" decision and deployed the application into production, manage the performance and availability of the business service
  - Use integrated toolsets to understand and manage the end-user experience and SLAs, logically map the applications to the infrastructure they run on, monitor availability and performance, and diagnose problems
  - Set thresholds to proactively identify problems before they impact your users
- Manage change and capacity issues such as upgrades, patches, customizations, and so on through proactive testing, tuning, and monitoring

# Customer Example - J.P. Morgan Chase

- Second largest bank holding company in the United States
- Serving 90 million households through 2,667 banking centers in 17 states
- The company turned to Mercury to help cut costs and improve efficiency in Application Performance Management.
- Symptoms of the problem
  - Typical of many large institutions
  - The lack of an end-to-end Application Performance Management solution was resulting in “team silos” and duplication of effort between development and operations teams;
  - Conflicting input for requirements;
  - Slow resolution of performance problems that occurred;
  - Higher-than-expected costs

# APLM at J.P. Morgan Chase

- J.P. Morgan Chase implemented a lifecycle approach to Application Performance Management.
- The new approach featured centralized testing, with cross-training on tools, creation of a single end-to-end testing process, sharing of best practices, and standardization on tools and techniques
- Resulted in smoother hand-offs, greater efficiency, and reduced costs
- With the implementation of proactive production monitoring, J.P. Morgan Chase was also able to move to more predictive management through well-defined, alert-based SLAs; analytics reporting; trend analysis; and integration of front-end and back-end data

# J.P. Morgan Chase Saves \$3.5 Million

- The result: J.P. Morgan Chase attributes cost savings of approximately \$3.5 million to the initiative through hardware and software cost avoidance and other cost efficiencies

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**Demo**

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