



## RTView Enterprise Monitor®

### End-to-End Visibility for TIBCO-powered Applications



#### REDEFINING END-TO-END MONITORING

Real end-to-end monitoring enables proactive visibility into how critical apps are running across the technology as a whole. It provides visibility and drill-down capability from the high level application health state down into individual component performance metrics.

#### RTVIEW SOLUTION PACKAGES

Pre-built packages enable end-to-end monitoring across technology tiers and vendors, extending your existing monitoring tools:

- TIBCO EMS
- TIBCO BusinessWorks
- TIBCO BusinessEvents
- TIBCO ActiveMatrix
- TIBCO ActiveSpaces
- TIBCO Hawk
- Oracle Coherence
- Oracle WebLogic
- Oracle Database
- Oracle Glassfish
- Oracle Enterprise Manager
- IBM WebSphere
- IBM MQ Brokers
- IBM DB2
- VMware
- Tomcat JVMs
- Amazon AWS
- Solace
- RTView UX Monitor
- RTView Host Monitor
- Custom Packages

#### Your applications aren't point-to-point solutions so why should you use point-to-point monitoring tools to manage each technology silo?

RTView Enterprise Monitor® is the next-generation health and performance monitoring solution that provides real-time, operational intelligence and diagnostics on your TIBCO-powered applications right down to the middleware, host and network tiers. Because we provide solution packages for the most common Platform-as-a-Service components from TIBCO, Oracle, IBM, VMware and more, we are able to provide a comprehensive view of your entire application environment that you can't get anywhere else.



**Comprehensive Coverage of TIBCO Technology** – SL has partnered with TIBCO since 2002, creating advanced monitoring solutions like the TIBCO RTView component-level monitoring tools offered by TIBCO today. RTView Enterprise Monitor goes further by integrating the following TIBCO technologies into a single, end-to-end application performance dashboard.



TIBCO  
ActiveMatrix



TIBCO  
BusinessEvents



TIBCO EMS  
(Enterprise Message  
Solutions)



TIBCO  
ActiveSpaces



TIBCO  
BusinessWorks

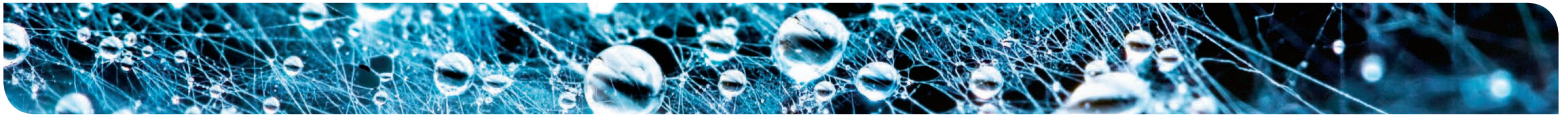


TIBCO  
Hawk

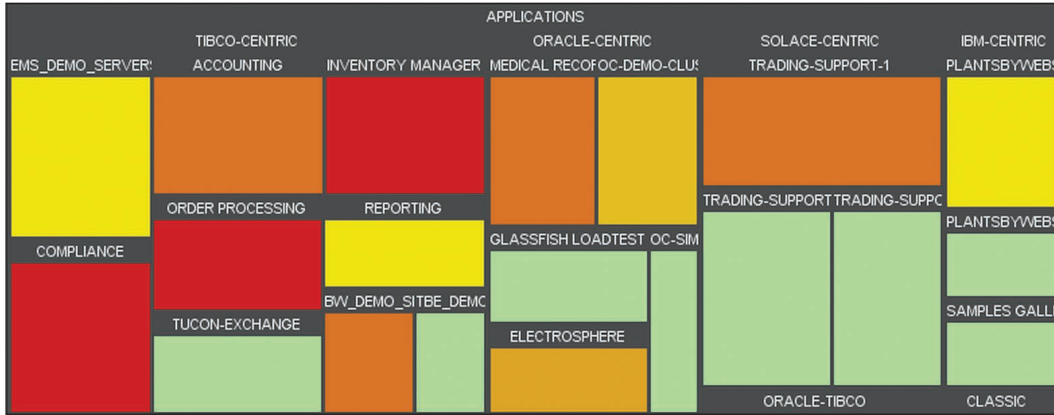
**Distributed Architecture** – RTView Enterprise Monitor also leverages a distributed architecture allowing for data caches to be deployed close to your sources so that only updated information is sent to a centralized Alert and Configuration server so that you can achieve maximum scalability with minimum latency.

**Easy to deploy, Easy to use** – Share application performance data on your applications and middleware with development, operations and support teams. Pre-built dashboards, pre-configured alert thresholds and auto-discovery of services, nodes and engines make it easy to get started. Personalized dashboards present health status that is simple enough for front-line support teams to pinpoint source of the problem and still detailed enough for development and operations teams – to test, debug and perform capacity analysis.

**Historical Metrics for Trend Analysis** – In addition to real-time metrics, RTView Enterprise Manager collects and stores historical data so that you can see if alerts are part of a growing trend, sudden spike or regularly recurring situation. Trend charts are useful for long term capacity planning and historical metrics aid in root cause analysis – after you fix the problem.



## CAPABILITIES



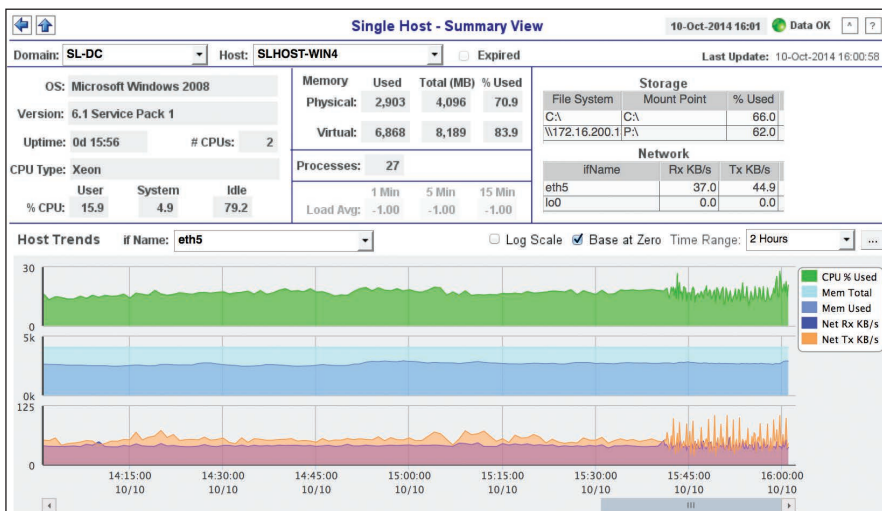
### Monitor Application Health and Heterogeneous Technology Stacks

Application owners and support teams can get visual confirmation of aggregate health state of applications at a glance. Middleware operations teams proactively monitor the health state of their middleware platforms for early warnings, perform capacity planning analysis and prioritize alerts to ensure maximum performance and minimize downtime and recovery time. Drill down capability allows you to follow alerts back to their source for rapid problem identification.

Service Name	All CI Types	User Experience	JVM	BW Server	BW Engine	BW Proc	EMS Server	EMS Topic
ACCOUNTING								
BW_DEMO_SERVERS								
COMPLIANCE								
EMS_DEMO_SERVERS								
INVENTORY MANAGER								
ORDER PROCESSING								
REPORTING								
TBE_DEMO_SERVERS								
TUCON-EXCHANGE								

### Introspect all Service and Application Components

Correlated views of all components that compose an application make it easy to trace health alerts. View performance metrics side-by-side to spot bottlenecks and hotspots.



### Single Server Summaries

#### Show Runtime and Historical Metrics

Add context to real-time performance metrics with historical data to determine whether current activity is a spike or part of a growing or recurring trend.

## RTVIEW USE CASES FOR TIBCO ENVIRONMENTS

### Application Developers

Application developers use RTView to collect performance and load data from middleware systems when building, testing and debugging their applications. RTView Enterprise Manager makes it easy to self-service that information.

- Confirm that all components are online and working
- Verify that workload is evenly distributed across clusters, nodes and spaces
- Validate message rates, puts/gets, response-time, etc. during load testing

### Middleware Operations

TIBCO admins and support teams use RTView to ensure that their middleware-platforms, both TIBCO and non-TIBCO, are performing at maximum efficiency – today and into the future.

- Proactively monitor shared services environment
- Long-term capacity planning – when will we need to increase capacity?
- Look for bottlenecks, hotspots or uneven distribution of workload across clusters
- Centralize and filter alerts for criticality for better response prioritization

### Application Support

Front-line team members use RTView to give them the contextual views necessary to narrow the sources causing problems without being an expert on the architecture of each application.

- Proactively monitor application performance during peak periods
- Track the source of problems within an application
- Reduce alert overload through filtering and prioritizing

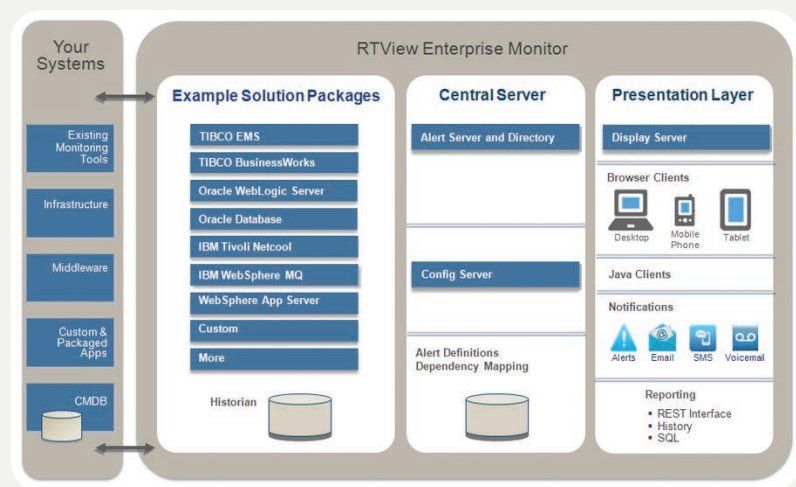
### Application Owners

Managers and business owners with vested interests in the performance and availability of their specific custom applications use RTView to be able to quickly evaluate up/down situations before escalating or not.

- Validate current and historical health of mission-critical applications
- Identify who to call in case of emergency
- View usage trends and spikes over time for better insight into business performance

## RTVIEW AND SOLUTION PACKAGES PRODUCT ARCHITECTURE

Building upon the SL heritage of real-time industrial control systems, RTView relies on native, *agentless* data collection from hosts, databases and middleware platforms to create both its instant insights and its historical analytics capabilities. The lightweight presentation layer enables delivery of RTView's many compelling visuals to any desktop, thin client or mobile device.



# RTView Enterprise Monitor®

## RTVIEW SOLUTION PACKAGES FOR TIBCO

### Solution Package for TIBCO BusinessWorks

Centralize and manage all your TIBCO BusinessWorks alerts from Hawk and RTView, drill down from a high level alert at a business service or application level into the supporting TIBCO BusinessWorks infrastructure.

- View current and historical usage of CPU and memory on all BW Servers
- View state, uptime, process counts, threads, cpu/memory and error counts/rates on all BW Engines

### Solution Package for TIBCO Enterprise Message Service (EMS)

Optimize messaging system performance, availability and capacity and ensure optimal load-balancing, routing, fault-tolerance, and message flow/throughput.

- Visualize message data in trend charts using historical data
- Identify errors, processing bottlenecks and queue backlogs that may be due to improperly formed or unusual content of Topics and Queues.
- Optimize utilization of EMS servers using inbound, outbound, and pending message count on any EMS server

### Solution Package for TIBCO BusinessEvents

Predict stress points that may occur in production BE environments by visualizing how TIBCO BusinessEvents clusters are configured and performing using historical data. Often, vulnerabilities that do not present themselves in BE test environments can be quickly highlighted and resolved.

- Detect events flooding into the system at much higher-than-expected rates
- Discover rules firing at a much higher rate than expected causing CPU usage to spike
- Uncover BE Concepts being created at a much higher rate than expected causing evaluation or re-evaluation of rules

### Solution Package for TIBCO ActiveMatrix

Monitor the real-time and historical performance metrics of ActiveMatrix Services, Service Nodes and Nodes to ensure fast response times. Now you can contextually view all nodes that support a given service so that you can assess the health of clusters of nodes.

- Automatically discovers all ActiveMatrix services and nodes from the Administrator
- See how workload for a given service is distributed across nodes to identify unbalanced demands

### Solution Package for TIBCO ActiveSpaces

View performance and utilization across all members of your spaces. Often, performance issues on one space member are negligible and are handled via fault tolerance but cluster-wide problems can be catastrophic.

- Spot situations where individual spaces may be hogging resources within a metaspace and causing a performance bottleneck
- Avoid performance bottlenecks by ensuring that content size and activity metrics are evenly distributed across space members

### Connector for TIBCO Hawk

Centralize alert events triggered by Hawk alert rule bases and performance data relevant to monitored hosts.

- Correlate available host resources with the associated Application or Service, as well as specific TIBCO components
- Detect peak loads of host infrastructure and resource usage trends through time-based historical analysis
- Avoid alert overload by enabling individual groups to filter, correctly prioritize, and act on events of concern
- Set global thresholds and override thresholds from one central console