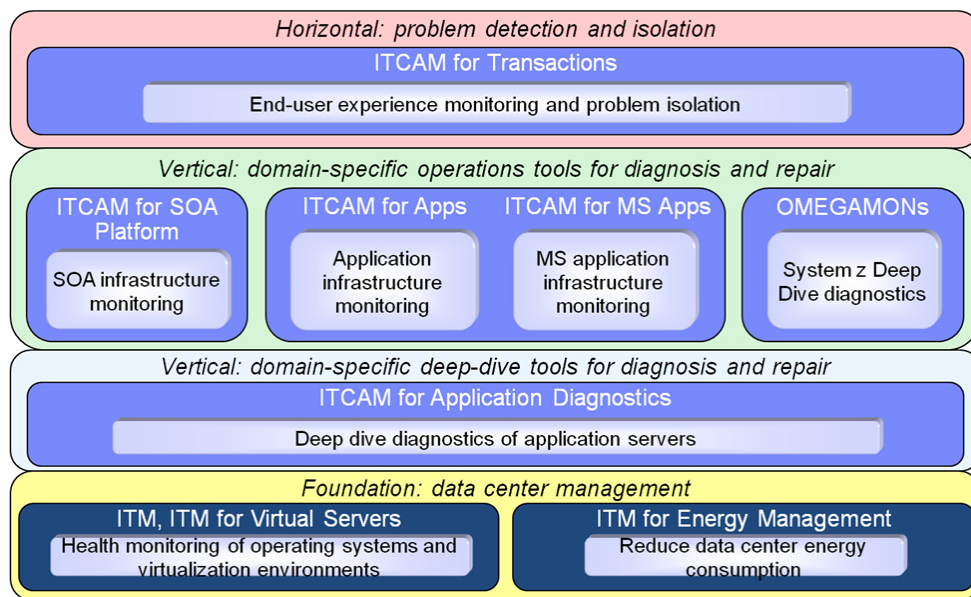


# MONITORING AND AUTOMATION SOLUTIONS

Today's business processes often depend on complex, multi-tiered applications. However, applications with performance or availability issues can have a significant impact on a business. In order to manage applications and servers and ensure the health of an IT infrastructure, organizations require tools that monitor, analyze and resolve problems at the service, transaction, application and resource levels.

A comprehensive application management solution helps to link disparate systems and processes with a user-friendly interface. By providing a more detailed analysis of composite applications an organization is able to drill down and determine the root cause of an application failure. Prolifics helps companies implement a comprehensive monitoring solution that enables them to isolate and diagnose application performance problems before they impact end users. Prolifics' monitoring and automation experts leverage the **IBM Tivoli Monitoring (ITM)** and **Tivoli Composite Application Manager (ITCAM)** product suites to optimize an organization's IT infrastructure performance and availability. With years of experience, we help you develop and implement the ideal solution that fits your company's specific business needs.



## Product Focus Areas:

- ◆ ITCAM for Application Diagnostics
- ◆ ITCAM for Transactions
- ◆ ITCAM for SOA Platform
- ◆ ITCAM for Applications
- ◆ ITCAM for Microsoft Applications
- ◆ IBM Tivoli Monitoring

As your technology partner, Prolifics can help you implement the following application management initiatives with the use of IBM Tivoli Composite Application Manager and IBM Tivoli Monitoring:

**Increased Application Availability** by pinpointing the source of bottlenecks in application code, server resources or external system dependencies.

**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 proactively catch potential failures ahead of time and ensure continuous uptime.

**Increased Developer Productivity** by reducing production outages taking time away from productive development work.

Use our expertise to maximize your benefits. Prolifics has the most **IBM Tivoli AAA Level Accreditations** of any IBM Partner. 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:

- ◆ WebSphere Health Checks using our comprehensive set of Tools
- ◆ Application Performance Measurement using ITCAM for Application Diagnostics
- ◆ Business Transaction Monitoring using ITCAM for Transactions
- ◆ SOA Services, resources and Appliance monitoring using ITCAM for SOA Platform
- ◆ End to end enterprise application monitoring using ITCAM for Applications
- ◆ Comprehensive monitoring of Microsoft technologies and applications using ITCAM for Microsoft Applications
- ◆ Custom agent solution using the ITM Agent Builder and Universal Agent Framework

## Get Started with Prolifics ITCAM Workshops

Learn how **ITCAM for Application Diagnostics** and **ITCAM for Transactions** can help monitor the health of your applications and quickly isolate and resolve issues before they impact your business.

- ◆ Workshops are held remotely and over the course of 1 day
- ◆ This proof-of-concept gives you and your team the opportunity to work hands-on with both technologies
- ◆ A Prolifics expert will lead participants through a set of lab exercises to demonstrate key functionalities
- ◆ ITCAM Workshops are offered throughout the year. Contact Prolifics at [solutions@prolifics.com](mailto:solutions@prolifics.com) to learn more and schedule a workshop

## Related Service Offerings

We provide SOA and BPM solutions to help our customers improve and automate business processes through modeling, process choreography and optimization. Our experts are experienced in bringing integration and business process management to organizations across all industries, helping customers be more flexible to meet changing business needs.

### SOA & BPM

Effective collaboration allows you to connect with colleagues, business partners, suppliers and customers to carry out daily business activities. With Portal and Web Content Management solutions, you have immediate access to critical business information across enterprises. Our certified experts can tightly integrate your Web content within Portal, leading to greater business advantages.

### Portal and Web Content Management

A priority to any successful portal application launch is a focused effort around assessing its quality and determining how the solution meets expectations. We can deliver software quality assurance services and a test automation framework to improve testing cycle times, ensure successful rollouts, and increase confidence in business applications.

### Quality Assurance Services

Security and Identity Management is vital to safeguard your online presence from dangerous attacks and unauthorized access. Our service offerings include security management across users, applications, data and infrastructure. We can also ensure compliance regulations such as Sarbanes-Oxley (SOX), HIPAA, and others.

### Security Services

## About Us

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 experience and a strong global presence across US, Europe and Asia, the SemanticSpace companies offer 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.

## Customer List

- ◆ 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

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