



webMethods Insight

KEEP BUSINESS TRANSACTIONS HUMMING—HEAD-OFF DISRUPTIONS WITH INSIGHT

When service transactions are flowing, business is too. So assure maximum uptime with Insight. You'll gain powerful visibility and control to pinpoint and prevent outages.

webMethods Insight is an SOA visibility tool that shows you what's happening in real-time with service transactions as they flow across any system—packaged applications, legacy systems, home-grown apps and databases.

Simply install Insight agents on key nodes, such as an ESB, and the software automatically discovers service transaction flows and maps dependencies. You can quickly identify problem causes and prevent service disruptions. Track down troublesome rogue services and assure every service meets governance policies to optimize performance.

See service activity as you choose—for example, by customer, channel, division and product line. That insight helps you understand who is using which services, how often and in which ways.

Total Insight—Real-time visibility into every service transaction

Insight maps service transactions and captures service levels and metrics as transactions flow across applications.

Automatic transaction tracking

Insight's Flow Mapping® technology automatically discovers how transactions are flowing across applications. There is no need for custom coding or manual correlation of identifying information. Insight automatically maps all services and their interdependencies across a transaction.

Platform and protocol support

Your services depend not only on HTTP and SOAP traffic, but also on protocols such as RMI, JDBC and XML-based protocols. That's why you need a management solution that provides a complete view of your network, regardless of the protocols. Insight uniquely does that. Insight agents are available for leading service platforms, including:

- webMethods Integration Server
- webMethods Mediator

- Layer 7 Secure Span Gateway
- Microsoft .Net
- Oracle Application Server
- BEA Weblogic Application Server
- IBM Websphere Application Server
- SAP Netweaver Application Server
- JBOSS Application Server
- Tomcat
- Glassfish Application Server
- Lombardi Teamworks
- Cisco Reactivity
- Progress Sonic ESB
- Progress Sonic MQ
- Aqualogic Service Bus

What's more, you can extend Insight to many other applications and protocols as needed.

One-hop-away visibility

Insight's agent technology gives you visibility beyond the applications you manage. Use Insight on a single managed node, and you can automatically discover consumers and services one hop away. You can quickly gain broad visibility into your service transactions by installing Insight agents on key nodes, such as an Enterprise Service Bus (ESB).

KEY BENEFITS

- Discover services, processes, patterns and dependencies
- Minimize disruptions with rapid root-cause analysis
- Monitor services performance and SLAs
- Analyze service usage using technical dimensions
- Enforce governance compliance via integration with CentraSite

SLA Management—Increase uptime for services, processes and applications

Get alerted before a crisis. Use Service Level Agreements (SLAs) to monitor problems related to service performance or data issues.

Exception detection

Traditional monitoring tools look only at metrics “averaged” across many transactions. This leaves plenty of room for serious problems to go undetected. In contrast, Insight verifies that every single transaction is in compliance with defined SLAs. As a result, you can use Insight to proactively detect problems that otherwise would be ignored. Insight can detect problems that even occur only sporadically.

Problem prioritization

Insight allows you to create different SLAs based on consuming applications, business division or any other criteria. This helps your staff focus on higher-priority problems. For example, you can designate Tier 1 applications to get higher SLAs and priority action over Tier 3 applications.

Alerts

When an SLA is violated, Insight automatically gathers relevant information and notifies the responsible personnel through a variety of means, including e-mail, SNMP and custom actions. A timely alert helps you take action before employees or customers report a problem, or it negatively affects business.

Reporting

With Insight, you can look at activity in ways beyond just service name. You can also analyze activity by customer, channel, division, region and product line—or any other dimension you specify. Multi-dimensional analytics are available in both real-time operational views and user-configurable reports and dashboards.

Root-Cause Isolation—Take a snapshot of a service transaction end-to-end

webMethods Insight simplifies finding the root-cause location of SLA violations, exceptions and other service processing problems. Alerts are triggered by violations, automatically generating a snapshot of the actual transaction that caused the exception. This makes it fast and easy to isolate a problem’s cause.

Transaction snapshot

When a violation occurs, Insight takes a snapshot of the full transaction, including the end-to-end flow, message payloads and all contextual information. Your support team can use this snapshot to quickly find the “offending” system.

Visual issue identification

When Insight takes a complete snapshot of a transaction, you’ll also receive a visual representation of the transaction, making it easy for you to pinpoint the source of the problem. Sifting through transaction logs is not necessary with Insight. You’ll immediately see the source of a problem across all applications, down to a specific service, operation or process step.

webMethods IS—Manage complex integration patterns

Instead of spending hours and days sifting through log files, get to the root cause of problems in minutes. Insight provides the market’s only agent for the webMethods Integration Server (IS) and ESB. With an IS agent, you can monitor and trace service flows through the IS. You’ll get detailed performance metrics that show you performance of every flow service. You’ll be able to build SLA policies for IS services and, when failures occur, you’ll get a snapshot of those transactions.

Broad visibility

The Insight agent for the IS supports a variety of integration patterns and formats. While the IS transforms services across multiple protocols and formats, Insight tracks the transactions, never losing visibility into what has transpired. Insight sheds light on what is happening with Flow services, Java services, SOAP, HTTP, JMS Triggers, JDBC, RMI, Axis and JMS. Insight agents work with webMethods IS versions 6.5, 7.1.1 and 7.1.2.

And because webMethods IS is at the center of your integration infrastructure, it provides a great vantage point with Insight's one-hop-away visibility. You will be able to automatically detect all applications and systems interacting through the IS.

Visibility into Flow services

In most cases, your Flow services contain underlying steps that call additional services. With Insight, you gain visibility into these steps, giving you the ability to uncover performance bottlenecks that might reside within an orchestrated Flow service.

CentraSite integration—Improve transparency and accountability

webMethods Insight and CentraSite are fully integrated so you can improve transparency and accountability across all SOA stakeholders.

Rogue service detection

Take control of services that may have bypassed lifecycle policies and approvals. Insight finds rogue services and automatically pushes them into CentraSite so you can govern them. Using CentraSite, you can ensure these services are well documented and comply with policies for service quality and performance.

Easy access to run-time metrics

Improve trust among service providers and consumers by making service monitoring information easily available to all stakeholders. Insight publishes a summary of run-time service metrics to CentraSite. That means service consumers can re-use services with confidence, knowing their performance and availability requirements will be met.

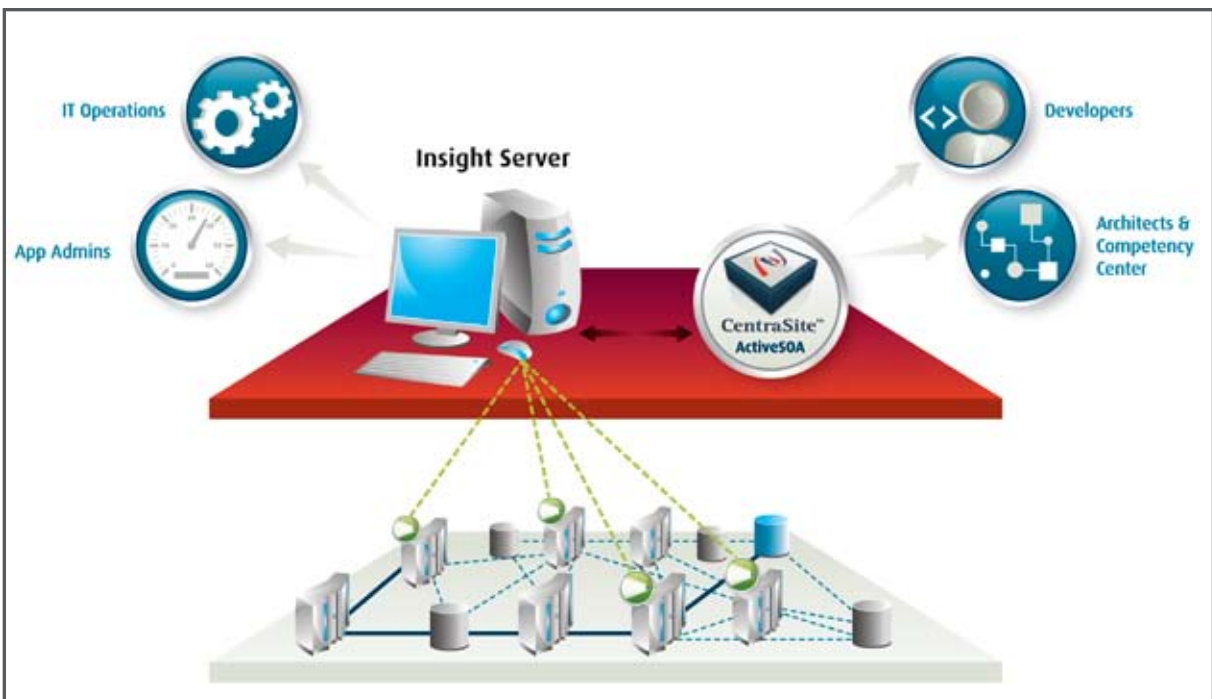
Locating service consumers

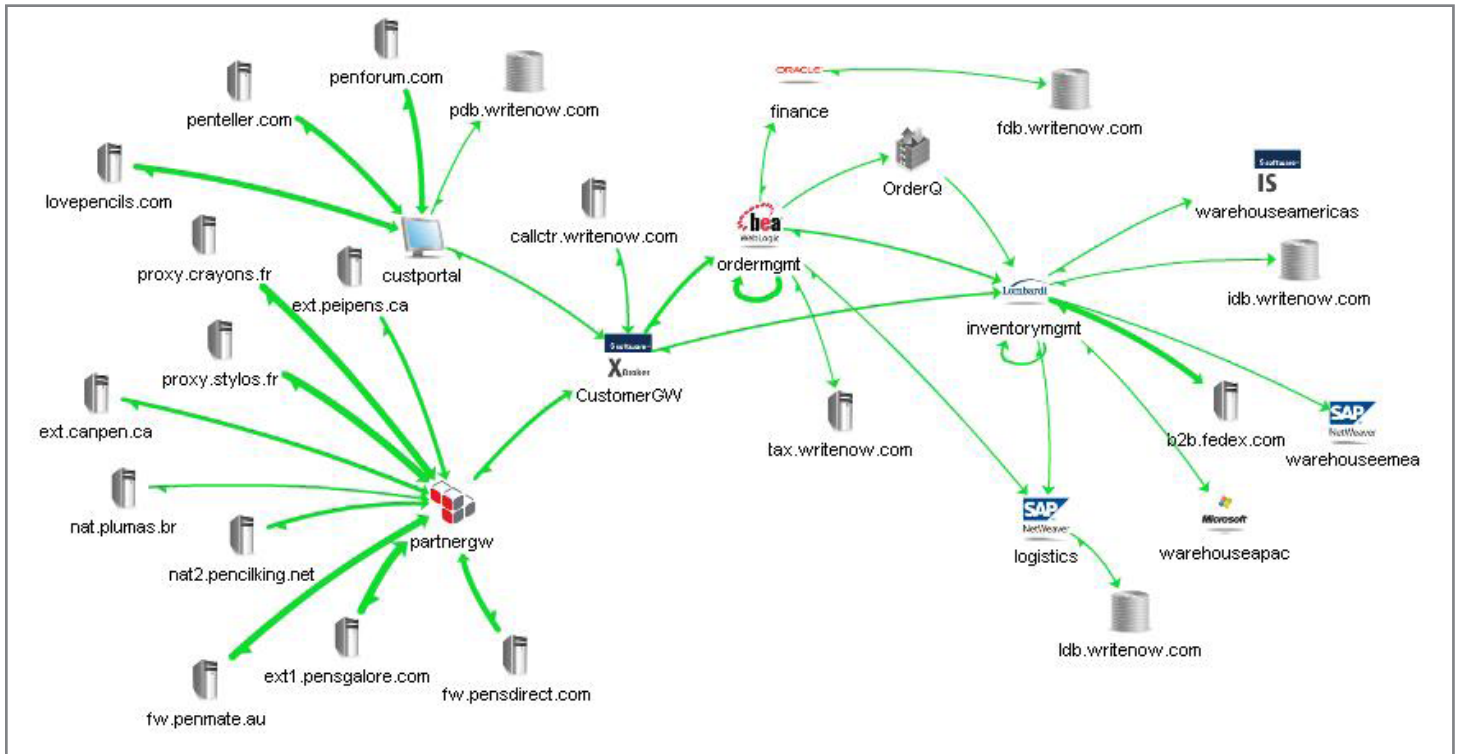
Know who is calling your services and how much service capacity is being consumed by specific users. Insight uncovers which consuming applications are using what services. It then publishes this information into CentraSite to give you an accurate picture of your SOA environment. Now application managers can make informed capacity and change-management decisions.

Last-mile security for Mediator

webMethods Mediator makes your SOA uniform, secure and nimble by acting as an intermediary between service providers and consumers. How can you ensure consumers don't bypass this intermediary and invoke services directly? Insight agents can detect requests that attempt to bypass webMethods Mediator and then shut them down. Use Insight to prevent unauthorized and unintended use of critical services.

webMethods Insight is an SOA visibility tool that shows you what's happening in real-time with service transactions as they flow across any system in your SOA. Insight works and integrates with CentraSite to give you a full and accurate picture of all applications and services.





Insight's Flow Mapping® technology automatically discovers transaction flow across applications.

High-Performance Solution— Assure dependability and scalability

Insight is designed for rapid deployments and minimal overhead, so you can effectively manage your important distributed applications.

Low latency

Insight adds less than 50 microseconds of latency to each message, offering the greatest performance of any SOA management solution. This excellent performance enables you to run the solution all the time in production, so operators can track each and every message.

Efficient utilization

Insight agents collect the full transaction history only on-demand. This greatly reduces the amount of information that's transmitted and stored on the central Insight server.

Minimal overhead

Tests show less than two percent of CPU utilization and message throughput of more than 3.5 million messages per hour on Insight managed nodes.

Unmatched scalability

webMethods Insight uniquely blends distributed policy evaluation with centralized command and control, enabling very high scalability. A single instance of Insight management server is designed to manage at least 1,000 managed nodes and 50,000 service interdependencies.

Take the next step to get there - faster.

Visit www.softwareag.com/soa to learn more about Insight and download a free copy of the book, *SOA Adoption for Dummies*.

To find the Software AG office nearest you, please visit www.SoftwareAG.com

ABOUT SOFTWARE AG

Software AG's 4,000 global customers use our software to improve business processes and drive an agile IT infrastructure. Our customers' goals are to reduce costs and increase flexibility and efficiency. We help them do this by optimizing and governing their operations and aligning IT with the business goals.

Our leading Business Infrastructure Software portfolio is used for data and system integration and modernization. It fosters new levels of IT agility through SOA and allows the rapid creation of new business processes with BPM.

Our 40-year history of success ensures our customers have a reliable platform for driving future business results—faster.

Software AG – Get There Faster

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