

Application Management to Unify IT and the Business





Unlock a New View on Application Management



Do you want to monitor the old way—or manage the **Foglight®** way?

THE OLD WAY: System Monitoring tells you that you have *problems*.

THE NEW WAY: Application Management delivers *answers* to IT and the business.

“Before Foglight, we didn’t know what the problems would be until they happened and even then identifying them could be very difficult.”

—Ty Walter
Systems Development Manager
Warwick District Council

Your applications are the lifeblood of your business. The standard way to manage them has been a combination of event consoles and monitoring tools. But these tools can only alert you to events from disparate infrastructure and network components. That leaves you struggling to learn how those events impact your critical applications and the business services they support. End users may be impacted but IT often receives no warning until a phone call comes into the service desk—and quickly finding the root cause and prioritizing response based on business needs is difficult. The more critical the application, the more complex your challenge becomes—and the more you struggle with the traditional tools. In essence, many of the same problems exist even with these tools in place.

STRENGTH OF QUEST SOFTWARE

For more than 20 years, the strength of Quest Software has come from the depth of its management tools and the expertise of its people. Foglight®, from Quest Software, continues that tradition in application management.

Since 1999, Foglight has focused on managing every layer of technology that supports an application. It dives deep to collect, correlate and display accurate and actionable information in intelligent, role-based views that empower your experts to keep your business running.

TOP INDUSTRIES SERVED BY FOGLIGHT

- Financial
- Insurance
- Telecommunications
- Retail
- Service providers
- Government
- Education
- Manufacturing
- Healthcare

“Foglight gives us a precise view of our customers’ applications and end-user experience. It allows us to diagnose what has gone wrong without even having to talk to the customer. That’s really powerful and will significantly add to our problem-solving capabilities and our ability to grow our business without growing our costs.”

—Paul Bannister
EVP, Customer Operations
Jobpartners

FOGLIGHT IS APPLICATION MANAGEMENT

Foglight application management overcomes much of what traditional monitoring cannot. It empowers you with a 360-degree view of your application—from every perspective. You will see your applications the way end users do, and deliver the service levels on which the business depends. You will understand how changes to infrastructure and databases will impact the application, and ensure top performance and availability the way you intended. Most importantly, Foglight correlates the data from all of these perspectives so you will go directly to the root cause of the problem, fix it quickly, and keep the business running.

Although many vendors claim to have tools that do application management, our customers tell us these tools provide either broad event monitoring for all components, or niche management for a piece of the application environment. Broad tools can’t go deep enough to find where the true problem exists and/or fail to address the root cause; such offerings turn out to be a mile wide and an inch deep. Niche tools, on the other hand, subject you to blind spots—leaving you exposed to costly, time-intensive problem solving and increased downtime; these tools are an inch wide and a mile deep.

You’ve lived with this old way of doing things for too many years. But because of Quest’s continued focus on these challenges and the latest advances in Foglight, your IT group and your business now have a new way.

*“I’m convinced of two things. Firstly, that we made the right decision to go out and implement an application management tool. And, secondly, I’m convinced that **we picked the right one in Foglight.**”*

—Robin Skinner
VP of Customer Service Operations
Aspective



*"To ensure performance, availability, and service quality, we looked to Quest's application and services management solution to give us a **depth of monitoring, diagnostics and an ease of use that no other solution on the market provides.**"*

—Craig Bogovich
Solution Architect
Harvard Pilgrim Health Care

*"It's not just that Foglight has made the **lives of the IT staff better, but the internal users of the system are much more satisfied.** We've been able to scale up the number of users on our system from hundreds to thousands, and support hundreds of clients—instead of tens of clients—with a **much better availability record.**"*

—David Noke
Getronics Director of Global Service
Delivery Systems Quality Assurance

Supporting the IT Vision with Application Management

IT AND BUSINESS CAN BE DISCONNECTED

Just like the application problems that plague most organizations, there is nothing new about the chasm that can exist between the IT department and the business organization it supports. Everyone in the IT industry works every day to bridge this chasm—and fortunately the efforts are paying off. Still, connecting IT and the business will likely be an ongoing battle. Business shifts quickly, reacting to dynamics that put new and different stresses on IT. At the same time, IT is still catching up to the last business shift and adopting the latest wave of technology.

BIG PLANS, BIG PROJECTS, PARTIAL ANSWERS

To bridge the chasm between IT and the business, it's common to focus on process improvement and automation. You can look to paradigm shifts like ITIL, BSM, and internal best practices to improve and standardize IT processes. Far-reaching automation projects include the implementation of a service desk, a centralized event management tool ("single pane of glass"), and a CMDB system supported by change management tools.

The list of IT-wide initiatives continues to expand and each may take years to complete, and often they don't address end-user satisfaction and application performance along the way. You've realized these initiatives can only improve the process of alerting you to an application problem, and fail to provide answers about the application itself.

SUPPORT THE VISION – DELIVER ANSWERS

Application management is an area of IT that supports this larger vision of bridging the chasm to the business. At the same time, it aims to keep users happy with the services on which they depend. Foglight is an application management solution.

Answers to application service problems come from a complete understanding of the application. Given the complexity of critical applications, this is not an easy task without the right help. Understanding the application starts with a view of the business or the IT service that the application supports. Understanding the end user experience truly happens when you can both imitate and experience what the real users actually do. And, understanding the application completely means knowing all aspects of it, including the database supporting it along with the physical and virtual infrastructure running behind the scenes. Foglight provides this complete view of the application.

Starting with this complete view, answers are revealed when you can correlate data across the application stack and point to the data that matters. Foglight will identify the root-cause of problems and help you prioritize which problems to fix first based on the importance of the business service that is being affected. Foglight leads you to the answer quickly.

Manage Your Applications from Every Perspective



"Foglight has features that we need, and it doesn't try to just overwhelm with those we may not need," said Mason. "It completely fit the bill for us."

—Rob Mason
Systems Integration Manager
Cellular South

APPLICATION MANAGEMENT

- Monitoring and correlation from the business services layer to the supporting infrastructure components
- Transaction monitoring and correlation from end user to database code level
- Application dependency modeling
- Fast detection, root-cause diagnosis and resolution of issues
- Continuous performance management for Java development and QA using industry-leading JProbe®

SERVICE LEVEL MANAGEMENT

- Cross-domain service modeling
- Role-based dashboards
- Service-chain discovery and mapping
- Prioritization of problems based on business impact

END USER MANAGEMENT

- Real user performance analysis
- Real user session capture and replay
- Synthetic user record and playback

DATABASE MANAGEMENT

- Monitoring
- Diagnostics
- Past and present analytics
- SQL optimization
- Database capacity management
- Expert development and administration using industry-leading Toad®

INFRASTRUCTURE MANAGEMENT

- Virtualization monitoring and management
- OS monitoring
- Network device management
- Middleware management
- Integration with existing monitoring tools

Foglight Manages Critical Technologies Including:

- Apache, Microsoft IIS, Citrix, rich clients
- Java, .NET, SAP, Oracle E-Business, PeopleSoft, Siebel
- Oracle, SQL Server, DB2 LUW, Sybase
- Windows, Solaris, AIX, SUSE, HP/UX, Redhat
- VMware ESX Server
- IBM WebSphere MQ
- And, hundreds of our customers are using Foglight to manage other technologies and custom environments

Challenges for IT and the Business

Application management addresses five key challenges that both IT and the business share:

- 1. ALIGNMENT:** IT struggles to guarantee and deliver service levels on which the business depends.
- 2. PROBLEM RESOLUTION:** IT is caught in a finger-pointing exercise while end users and the business suffer.
- 3. RISK:** Application downtime exposes the business to the risks of missed goals and additional costs.
- 4. COST/VALUE:** The cost of management tools has exceeded the benefits received.
- 5. VISIBILITY:** IT is unable to quickly and consistently provide actionable views of the managed environment.

FOGLIGHT IN ACTION: ADDRESSING THE CHALLENGES

1. CHALLENGE: ALIGNMENT

ANSWER: FOGLIGHT IMPROVES SERVICE LEVELS DELIVERED TO END USERS AND THE BUSINESS.

Foglight will model and manage your applications according to the service(s) they support. Whether you have contractual service-level agreements or a basic understanding of what the business needs, Foglight will help you manage the application as a business service, not just a compilation of technology components.

CAPABILITIES AND BENEFITS:

- *Dashboards:* Visualize the application from multiple perspectives that update automatically as changes occur
- *Dependency Maps:* Discover and prioritize components based on the services supported
- *Adaptive Models:* Ensure that IT can quickly adjust the tool to support business or technology changes

2. CHALLENGE: PROBLEM RESOLUTION

ANSWER: FOGLIGHT REDUCES INCIDENT COUNTS AND MTTR OF INCIDENTS THAT DO OCCUR.

Improving performance after an application is in production means reducing the number of incidents and the mean-time-to-resolution (MTTR) for incidents. Foglight correlates metrics, components and relationships across your IT infrastructure into a 360-degree application view to identify and diagnose the exact root cause of the incident and then empowers the right team to resolve the problem.

CAPABILITIES AND BENEFITS:

- *Correlation:* Aligns all infrastructure components and relationships to the applications you are managing
- *Real-time Diagnostics:* Real-time data and automated workflows guide you to the problem
- *Historical Analytics:* Foglight's historical views help you prevent future problems

*"Foglight has given us the confidence to roll out a Europe-wide, web-based application. Now we've got the tools to **meet our service level agreements**, and to demonstrate to our users that we're delivering the service they need."*

—Michiel de Haas
Senior DBA
Aon

"Foglight provides application performance metrics so we can now make accurate changes and effectively assess results.

*We used the metrics gathered by the tool to make changes to our systems, which resulted in an **improvement in our application performance by 50 percent within two weeks.**"*

—Steve Ezzell
Director of Technical Architecture
Select Comfort



3. CHALLENGE: RISK

ANSWER: FOGLIGHT MITIGATES RISK OF DOWNTIME.

Foglight provides historical views of application performance metrics and changes to the monitored environment to identify trends and help you proactively prevent disruptions. It delivers quick time-to-value with proven, out-of-the-box capabilities for management of application performance, middleware, the end user and the database.

CAPABILITIES AND BENEFITS:

- *Proactive Management*: Keep it running—every day, all day
- *Discovery*: Expose vulnerabilities by identifying and incorporating unmonitored application components
- *Incremental and Rapid Deployment*: Manage applications by what's most at risk

4. CHALLENGE: COST/VALUE

ANSWER: FOGLIGHT LOWERS THE OPERATIONAL COST OF MANAGING APPLICATIONS.

Most organizations are using expensive manual effort, trial and error, and precious time to tackle problems. Foglight automation provides all relevant information needed to understand and solve a problem the first time. Expensive delays that keep end users and the business waiting, suffering, and thinking about leaving you are history. Foglight lowers the cost of operations through problem resolution, tool administration, and customization.

CAPABILITIES AND BENEFITS:

- *Correlated Data and Diagnostics*: Automation across a correlated view of the application gets you to the root cause of a problem faster
- *Adaptive Models and Views*: Make it easier and cheaper to adjust the managed environment
- *Leverage Existing Investments*: Integrate data feeds from and to your other monitoring tools

5. CHALLENGE: VISIBILITY

ANSWER: FOGLIGHT PROVIDES VISIBILITY FOR ALL STAKEHOLDERS.

Foglight is all about visibility. Without it, you are left to guess what may be wrong—and you may not even know there is a problem to guess about. Use Foglight to gain a new level of insight into your critical applications and the end-user experience.

CAPABILITIES AND BENEFITS:

- *Dashboards*: Arm stakeholders with the right information to improve their efficiency
- *User Experience*: See exactly what users experienced by replaying their sessions
- *Prioritize the Work*: Use alerting rules, service policies and threshold settings to manage multiple problems in parallel

"Foglight allows us to react and respond to a situation within a blink of an eye. We can now avoid potential outages."

—Jon Hahn
CIO

Telmar Network Technology

"Before Foglight, we had 13 primary support folks for an application system of about 12 servers. Now with only eight personnel, we are more efficiently supporting the sum of Verizon Wireless—roughly 50 servers..."

—Dan Palasek
ERP Infrastructure Manager
Verizon Wireless

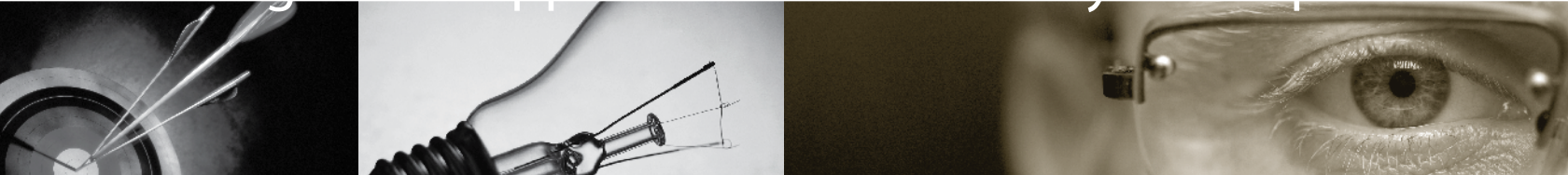
"With Foglight, we have an integrated view of our entire application environment so we can act proactively before these problems affect our end users."

—Jeff Trantham
Project Manger/Technical Engineer
Blue Ridge Paper Products, Inc.





Change Will Happen—Period. Be Ready to Adapt.



"We chose Foglight from Quest because of its ease-of-use and flexibility. As the world's leading direct savings bank...we are dependent on technology to offer a high-value service with a low-cost model."

—Shashi Rana
Senior Infrastructure Architect
ING Direct UK

Adaptive Application Management with Foglight

Most traditional monitoring tools give you a picture of the IT environment, but the rules, policies, scripts and reports that form this picture are hard-coded and static. As the environment grows or changes, the administrator must manually keep all of these configurations up to date. In addition, when new servers come online, or new services or applications are deployed, the administrator must manually add them to all of the existing management policies. The cost and likelihood of human error during these processes can have far-reaching consequences.

Foglight provides the capabilities you need to manage your applications and services now and as your IT environment changes. Through a combination of model-based management and a flexible architecture, Foglight takes you beyond traditional monitoring to provide an adaptive management solution.

MANAGE YOUR APPLICATIONS, NOT THE MONITORING TOOL

With Foglight, your IT team maintains an up-to-date view of the managed environment, yet remains flexible and adaptive to change—whether the change is a simple upgrade or a completely new service for the business.

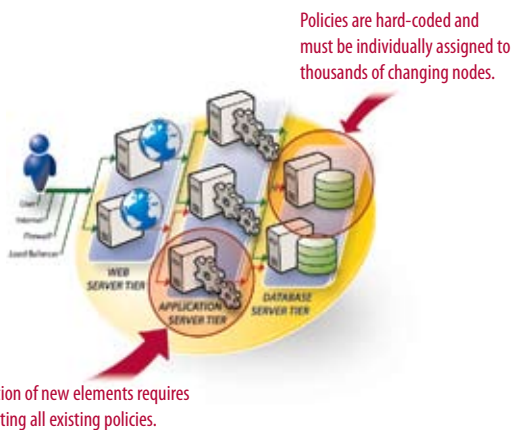
Foglight uses dynamic application dependency models to ensure an accurate, current picture of your IT environment. Your IT team can use these out-of-the-box models as is or customize them to reflect a unique service.

Foglight attaches your policies, views and reports into these models so your visibility into the environment changes with the environment itself. As new instances come online, they automatically adopt the definition of like instances and eliminate the need for manual administration. The result: your IT team spends its time and resources managing the business initiatives instead of the monitoring tool.

*“Within two weeks of using Foglight, Unipart had identified the causes of the Jaguar dealers’ performance issues and were making changes to resolve them. We were able to **focus our efforts in the places where changes would deliver improved performance.** For instance, we were able to reduce response times of some pages by up to 30 percent.”*

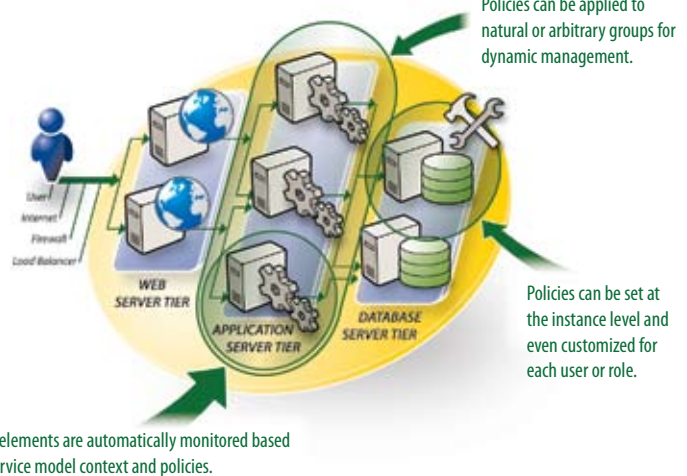
—Myron Hrycyk
IT Director
Unipart Logistics

TRADITIONAL MONITORING



Traditional monitoring systems were designed at the time IT infrastructures were static. They are inflexible. They require more manual administration. They simply are not built for today's pace of change.

APPLICATION AND SERVICES MANAGEMENT WITH FOGLIGHT



Foglight was designed to adapt to change. Get up and running quickly based on what's happening today and don't worry as much about all the what-ifs and possible changes until tomorrow. Foglight will be ready.

Quest® Professional Services and Foglight

"We have had Quest Professional Services onsite numerous times for various engagements... BECU can always count on Quest to assist us with taking advantage of all of the features of their products."

–Kyle Welsh
Director of Technology Services
BECU

At Quest, we realize that customers will have unique goals and timelines specific to their application management projects. The Quest Professional Services Organization is your partner in the implementation of Foglight. Quest delivers your solution, whether you require tactical assistance from our technology domain experts, or a fully planned and executed strategic project built upon Quest's best practices.

Like Foglight itself, the iterative delivery of services is designed to bring tactical best practices quickly while being flexible to your long-term strategy. Quest allows your team to gain experience and value from Foglight faster than from traditional approaches—value is delivered as each stage happens, not just at the end of the project. This approach has been customer-proven to enable faster acceptance of the Foglight solution among users, developers, administrators and other stakeholders.

Our consultants have deep industry experience and certified knowledge on the latest versions of our products. Quest Professional Services can help you determine the ideal architecture for your Foglight deployment, and help you document the data requirements and information flow to maximize your Foglight investment. The Quest team can also help you integrate Foglight with existing event management frameworks, a CMDB system and your service desk.





Foglight Customers – a Worldwide Community

When you use Foglight to manage your critical applications, you are using the combined skills and experience of more than 1,500 organizations and more than 10 years of success at Quest Software. Like you, these organizations must adapt to technology advancements and business change. But even as the rate of change accelerates, Quest and the Foglight community remain committed to improving the value of application management—for today and tomorrow.

CUSTOMER ADVISORY BOARD

The Foglight Customer Advisory Board is composed of industry leaders in application management from multiple industries and regions around the globe. The Board provides guidance and support to Quest in delivering value to the current and future community of organizations that depend on Foglight. To learn more, visit www.quest.com/foglight/cab.

FOGLIGHT COMMUNITY

Quest strongly encourages customers to network, share ideas, and build best practices. We invite you to join the Foglight Community by visiting www.foglight.org.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest's Foglight® application management solution unifies IT services with end users and the business, resolves problems faster to reduce downtime, and lowers the operating cost of managing applications. Quest Software can be found in offices around the globe and at www.quest.com.



Please refer to our Web site for regional and global office information.

Quest Software Incorporated. • To learn more about our solutions, contact your local sales representative or visit www.quest.com • Headquarters: 5 Polaris Way, Aliso Viejo, CA 92656, USA

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