



MERCURY™

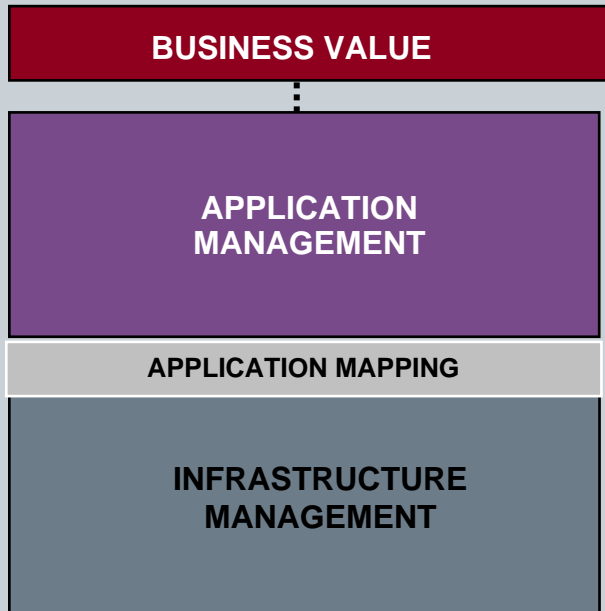
Performance Management

Mukund Mohan, Director Products

Collaborate

Application Management

What's Required: An Application-Centric View of IT



Application Management sits between Infrastructure Management and the business.

Customers are choosing anchor vendors in each market.

META Group 2004

“Legacy vendors have spent years looking at systems. True application management requires a different expertise - an understanding of the end-to-end application, the infrastructure relationships, and their impact on business value and end user experience.”

Yankee Group

Measure and Manage What Matters

Best Approach to Application Management

- Provide visibility into business services from an end user perspective
- Manage by business-centric service levels
- Discover and map application and infrastructure relationships
- Automatically monitor relevant infrastructure elements
- Proactively resolve problems with application diagnostics

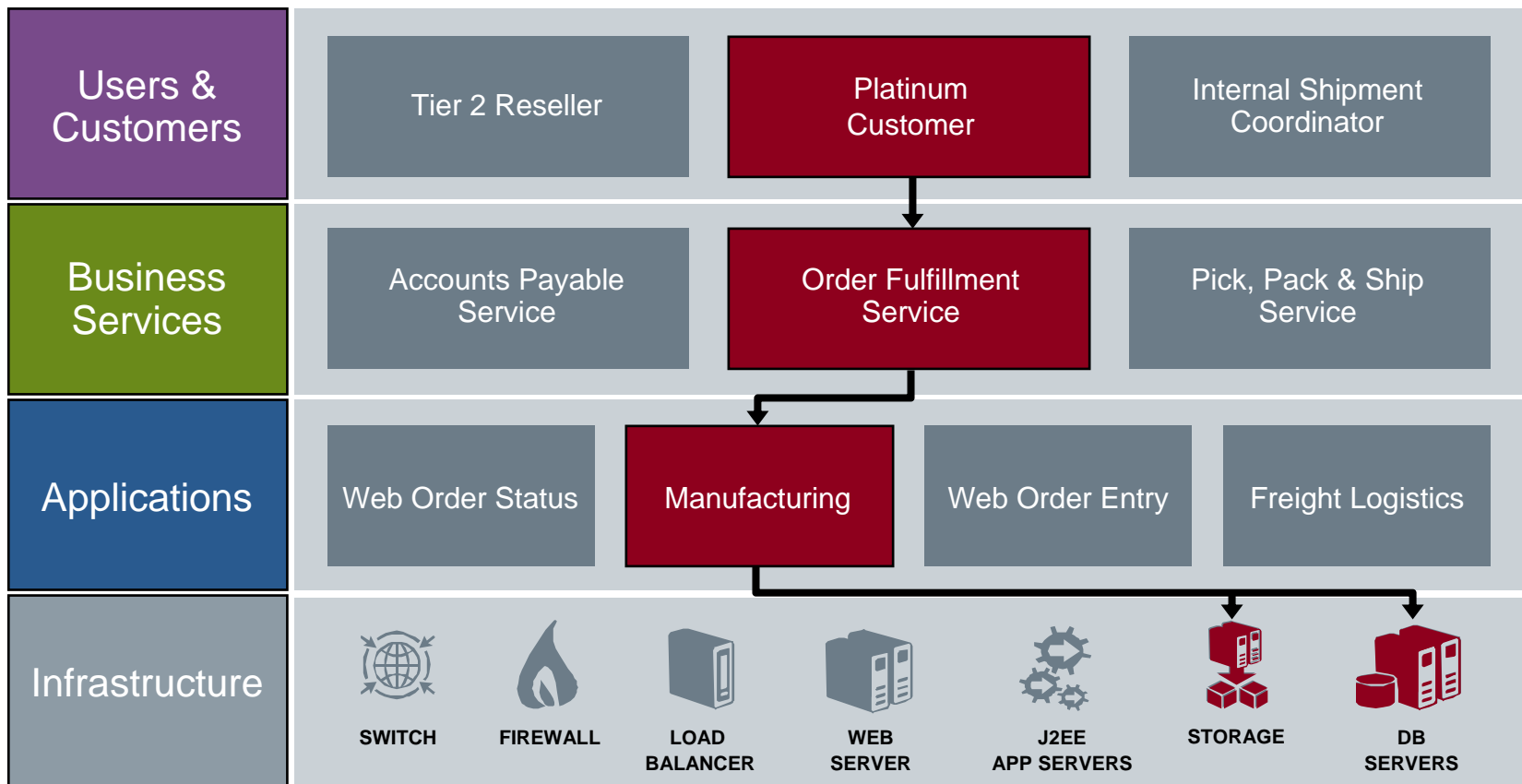
Improve
service
levels

Manage
business
impact

Minimize
customer
downtime

End to End Application Management

Business Service Performance & Availability



The Path to Optimized Application Management

