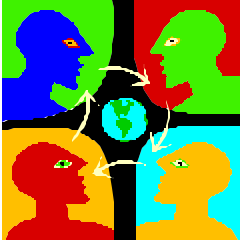


BroadVision Knowledge Module for PATROL



PATROL for BroadVision provides continuous service level improvements for your enterprise by managing availability, measuring response time, minimizing downtime, increasing performance, predicting growth and reporting against service level agreements. The PATROL Console becomes a comprehensive management platform that integrates the BroadVision environment into coverage of the entire enterprise, from back-end systems and databases to web servers and firewalls. Using PATROL for BroadVision, you can ascertain overall BroadVision availability at a glance, and then focus on a specific component for details. The product monitors performance of One-to-One servers, daemons and Interaction Managers. It also offers tools to help less-experienced administrators stop and restart services, manage the cache and retrieve configuration information. The flexible log file monitoring feature in PATROL for BroadVision saves costly troubleshooting time. It scans log files for redefined errors and for errors defined on site by the administrator. One the system level, the user can get aggregated information for whole-site performance, including CPU consumption and CPU time. PATROL for BroadVision supports various complex environments including multiple enterprises, multiple sites and security issues.

Performance Benefits

- Reliable performance-provide comprehensive information and recovery actions necessary to ensure availability and prevent performance problems
- Customer confidence-consistently meet service level agreements
- Reduced complexity-manage BroadVision components and the enterprise all through a single control point
- Lower operating costs-let operations staff monitor application availability and performance
- Increased satisfaction-keep customers from leaving the site because of poor performance
- Stronger reputation-reduce costly service outages

Business challenge

- On the Internet, rapid fulfillment is critical to success. Users whose needs are not filled rapidly and accurately simply go to another Internet destination, probably to the competition. Thus, availability of applications that provide Web content is essential to operation success-outages or performance degradation costs customers and undermines a hard-earned reputation. BroadVision is a leading vendor of out-of-the-box Web application for business commerce, retail commerce, financial knowledge, billing and publishing. As an end-to-end eBusiness solution, the BroadVision platform provides sales and buy-side application for both business-to-business and business-to-consumer commerce.

When application availability is critical, managing operations successfully requires full availability of information and rapid access to performance data. Yet experienced BroadVision administrators typically manage the eBusiness environment with the use of high maintenance scripts and cron jobs. To troubleshoot a user-reported problem requires a tedious proves of manually browsing the log files for errors. When the problem is found and addressed, it has already affected numerous users.

When your BroadVision environment meets expectations, customer will continue to visit your Web site because the system is easy to use and provides quick access to information. This enables you to quickly realize the benefits of your significant investment. The result is a smoother implementation and faster realization of success for your BroadVision project, which decreased the total cost of ownership of the entire sell-side environment. Your company growth is not

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inhibited by limitations of the Web infrastructure, and administrators spend their time on more strategic areas, rather than reacting to the challenges of keeping the system available.

With PATROL for BroadVision, administrators realize significant productivity gains by taking advantage of automated recovery actions. Our package and custom service offerings maximize product potential, improve implementation times, reduce project risk, accelerate the time to value and improve operations.

Features and Functions

A customer-facing application is the cost visible part of your eBusiness. To help you proactively identify and fix system problems, PATROL for BroadVision:

- Monitors database connectivity and offers database performance parameters
- Monitors availability of all BroadVision components
- Monitors key performance metrics of One-to-One processes and Interaction Managers
- Monitors cache performance
- Simplifies management and administration of One-to-One servers
- Supports multiple BroadVision sites and security issues
- Provides aggregation parameters for whole-site performance
- Enables you to shut down BroadVision processes by name
- Allows you to shut down BroadVision Interaction on Managers

System requirements

Supported platforms and versions: PATROL for BroadVision supports BroadVision One-to-One Enterprise versions 5.5 and 6.0 and all databases supported by BroadVision. Supported operating systems include Solaris 2.7, Solaris 2.8 and HP-UX 11.x32/64.

Pricing and Availability

Call us toll-free at 877-638-7033 or order a 30-day free trial at www.esisoft.us

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