TCS Cloud Plus
Application Performance Monitor

Cloud Plus

The traditional barriers between information technology operations and application development in the enterprise landscape are under increasing pressure, as businesses demand greater agility in IT service delivery. As the emerging 'DevOps' era fosters better collaboration between the two functions, real-time monitoring and analysis of enterprise applications has emerged as a major challenge. Further amplifying this challenge is the increasingly popular bring your own device (BYOD) movement, with enterprise users adopting personal smartphones, tablets, and other mobile devices for professional work. Given this backdrop, companies need to have a comprehensive framework for monitoring and managing application performance on an end–to-end basis.

Tata Consultancy Services' (TCS') Cloud Plus Application Performance Monitor (APM) facilitates round-the-clock, real-time monitoring of multi-tier, complex application systems. The solution enhances IT agility and enables proactive problem diagnosis and resolution through tracking of key performance indicators (KPIs) and predictive analytics
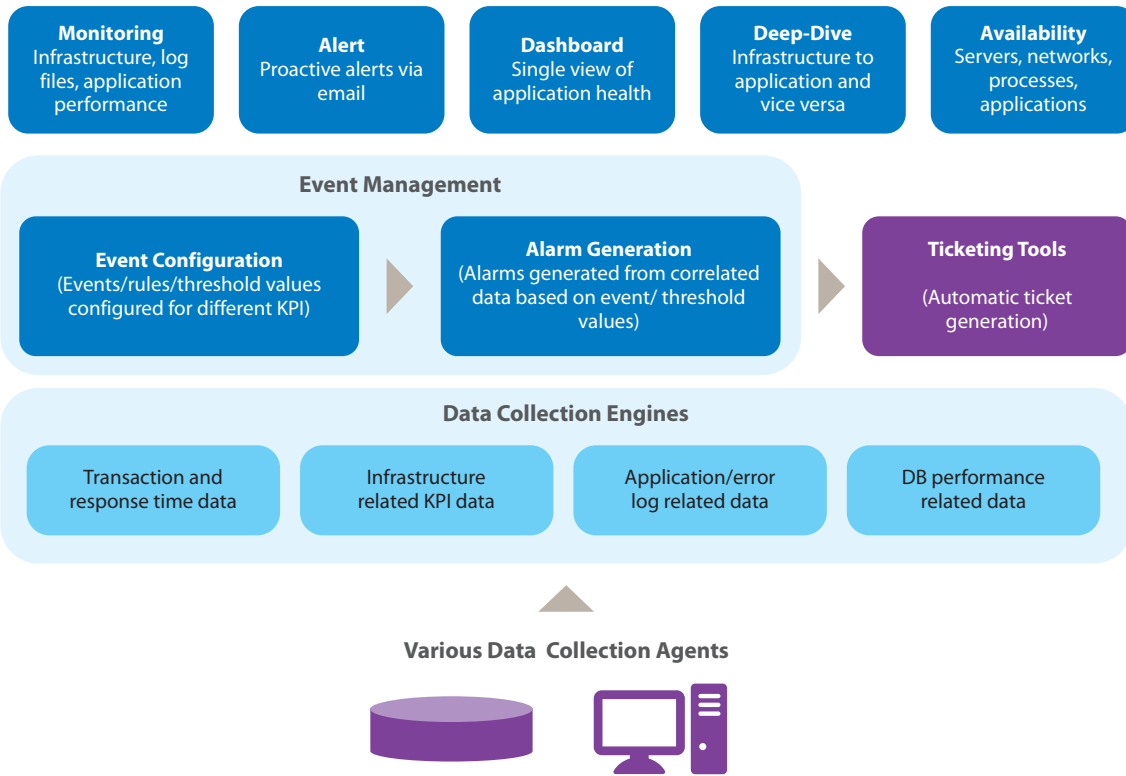
Overview

Chief information officers (CIOs) need to deliver tangible business benefits to their organizations without compromising on quality and compliance. One critical facet of this mandate is ensuring real-time monitoring of the performance of IT applications, as well as analysis of business transactions. IT decision-makers also need to proactively identify performance issues before end-users are impacted. However, most existing APM solutions are not flexible enough, in terms of allowing senior IT managers to use any combination of tools as they deem fit. IT decision-makers need a framework that lets them choose a combination based on business priorities, financial considerations, technical and project requirements, and specific productivity goals. An optimal APM architecture should also empower businesses to collect data from heterogeneous sources and correlate and interpret the same through advanced analytics in an automated manner.

TCS' Cloud APM solution proactively monitors a wide variety of enterprise IT applications across message queues, platforms, infrastructure, and business transactions. The offering facilitates automated ticket generation for resolution of various APM issues by enabling direct integration with industry standard service desk tools. It also captures the status of servers, networks, storage, and other elements through round-the-clock tracking of KPIs.

Our Solution

The key features of the Cloud Plus APM solution include:

- **Application and infrastructure monitoring:** Check the status of critical applications, application-related processes, and database ports; monitor utilization levels of CPU, memory, and processes. Also, track the Oracle Automatic Workload Repository (AWR), a prominent performance gathering and reporting tool through a real-time dashboard.

- **Middleware monitoring:** Leverage the relevant application programming interface (API) to monitor enterprise middleware comprehensively; ensure extensive Java Virtual Machine (JVM) monitoring through the use of Java Management Extensions (JMX); track JVM attributes such as heap size, garbage collection (GC) count, and thread count.

- **Transaction monitoring:** Track the count of specific business transactions, identified by the application team in case of breach of benchmark response time.

- **Network monitoring:** Check the availability of various network devices such as routers and switches through the simple network management protocol (SNMP).

An Overview of TCS Cloud Plus Application Performance Monitor

Benefits

TCS Cloud Plus APM solution helps you achieve:

- **Higher returns on investment:** Monitor enterprise applications, infrastructure, and business transactions on an end-to-end basis in real time and ensure proactive problem diagnosis and resolution.

- **Enhanced agility:** Improve IT service delivery agility through a KPI dashboard and track top metrics round the clock. Configure performance alarms to facilitate a proactive alert mechanism through email and an integrated dashboard.

- **Predictive analytics:** Harness advanced analytics tools to mine historical data collated from heterogeneous sources; identify patterns across your IT application set-up; and take preventive measures to ensure business continuity without any incidents.

- **SLA compliance:** Ensure that support services providers, delivery partners, and subcontractors comply fully with service level agreements (SLAs); move from silo-based tools to a standardized IT application environment.

The TCS Advantage

TCS has extensive experience in delivering IT service management solutions for a wide range of businesses across industries and geographic locations. By partnering with TCS, you can leverage these differentiators:

- Predefined process templates: Our ready-to-use templates capture our service delivery and management experience across diverse industries and application landscapes. They also help eliminate the need for third-party process consultants.

- Intelligent integration: Our solution integrates key processes across operations and helpdesks to provide a holistic view of IT service management.

- Rapid deployment cycle: The solution leverages predefined process templates in accordance with the Information Technology Infrastructure Library (ITIL) to accelerate application deployment timelines, making it an easy enterprise-wide IT services management solution to deploy.

- Knowledge management: Our solution automatically appends new resolutions to flagged issues in a separate knowledge repository. This knowledge base can be used across all support operations, thereby promoting a culture of self-learning.

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Experience certainty.

About TCS Cloud Plus

TCS has over four decades of extensive experience in delivering support and maintenance engagements across industries worldwide. Drawing on this rich experience, TCS has designed and developed a suite of enterprise IT Service Management (ITSM) solutions that facilitate utilization of best practices through predefined ITIL process templates. Our clients have achieved improved governance, process efficiency, and quality compliance, and can effectively manage knowledge retention and transition.

These solutions integrate key processes across IT Operations and Service Management, providing granular visibility into IT Service Management, and thereby enabling enterprise IT functions to easily demonstrate their value to the business. The solutions draw upon TCS' extensive experience in managing enterprise-wide services desks for clients across industries with varied technology landscapes. The combined expertise of our industry-trained consultants and our Centers of Excellence has been distilled into a Service Management suite that helps clients achieve their business and ITSM goals.

Contact

For more information about TCS Cloud Plus, email: cloudplus@tcs.com

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled, infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at **www.tcs.com**

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