

BMC Patrol *for* Ariba Buyer®



K N O W L E D G E

M O D U L E

The PATROL for Ariba Buyer product versions 1.1.00 and v1.1.01 monitors availability of the key components in the Ariba Buyer application.

Features

THE FOLLOWING COMPONENTS OF ARIBA BUYER ARE MONITORED:

- CORE SERVER, SERVER LOG
- TIBCO SERVER
- CONNECTIVITY: WEB SERVER, EMAIL SERVER, DATABASE, TIBCO (ERP), ARIBA CSN, PUNCHOUTS
- WORKFLOW
- USER SESSIONS
- CATALOG IMPORT

Benefits

- REDUCE SYSTEMS MANAGEMENT COMPLEXITY THROUGH A SINGLE POINT OF MANAGEMENT CONTROL FOR ARIBA BUYER COMPONENTS AND THE ENTERPRISE
- REDUCE TOTAL COST OF OWNERSHIP (TCO) FOR CUSTOMERS BY ALLOWING OPERATIONS STAFF TO MONITOR APPLICATION AVAILABILITY AND PERFORMANCE
- ENSURES THE BUSINESS AND SERVICE AVAILABILITY OF KEY CUSTOMER CONTACT POINTS, KEY BUSINESS TRANSACTIONS (PURCHASE ORDER, ORDER STATUS, ETC.) AND PROVIDES A “GOOD HOUSEKEEPING SEAL OF APPROVAL” PROCESS (THROUGH BMC ONSITE)

- INCREASED APPLICATION AVAILABILITY & PERFORMANCE OPTIMIZES END-USER EXPERIENCE. PATROL PROACTIVELY DETECTS AND NOTIFIES IT ADMINISTRATORS OF POTENTIAL OR PENDING PROBLEMS AND PROVIDES AUTOMATED OR MANUAL RECOVERY BEFORE USERS ARE IMPACTED
- MINIMIZES LOSS OF PRODUCTIVITY & CREDIBILITY WITH LARGE USER COMMUNITY DUE TO OUTAGES
- INTEGRATES ARIBA SYSTEMS MANAGEMENT DATA SEAMLESSLY WITH OTHER KEY PLATFORMS, SUCH AS SAP R/3 AND PEOPLESOFT AND/OR ANY ENTERPRISE MANAGEMENT SYSTEM, SUCH AS IBM TIVOLI AND CA-UNICENTER

SUPPORTED OPERATING ENVIRONMENTS

AIX 4.3.3

HP-UX 11.0

SOLARIS 2.6, 2.7

WINDOWS NT 4.0 (SP 5, 6A)

WINDOWS2000



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