

Compuware Vantage and Gomez Integration

Accelerate troubleshooting with the most complete view of the application delivery chain

“The National Hockey League consistently brings its fans an outstanding experience — in our arenas and online. With Compuware and Gomez together, the NHL has everything it needs to optimize the performance of our most important business applications across the enterprise and the Internet: a unified dashboard, visibility over the entire application delivery chain, and immediate, deep-dive problem resolution.”

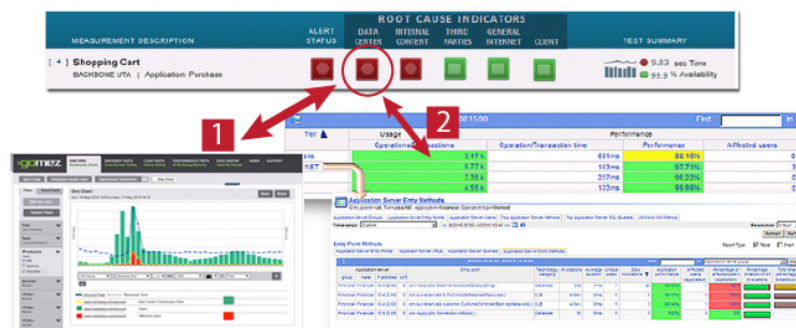
— Peter DelGiacco,
NHL Senior Vice President
and Chief Technology Officer

With Compuware Vantage and Gomez, organizations gain the only unified view across the entire application delivery chain — from internal systems behind the firewall to the Web browsers of users around the globe. With contextual analysis with Vantage and Gomez, you can quickly pinpoint problems, prioritize by business impact, and accelerate root cause analysis and resolution across the enterprise and the Internet.

- The Gomez First Mile™ real-user monitoring appliance extends Gomez’s SaaS-based ‘outside-in’ view further into the data center, enabling prioritization of Web performance problems based on business impact and more precise root cause isolation.
- Companies using Gomez and Vantage can directly drill from a Gomez alert into Vantage data to analyze root causes of issues deep into your infrastructure and across multiple application tiers.
- Companies relying on Vantage dashboards for business service management can enrich their view with Gomez Web performance data in order to optimize service delivery and end-user experiences.

These scenarios provide more complete and actionable information than ever before, accelerating the identification, diagnosis, and resolution of business-impacting issues.

The Gomez Dashboard provides deep-dive Vantage analysis:



“This [the Vantage Gomez integration] is a very interesting and potentially game changing move in both the end user experience monitoring and the application performance management (APM) markets.”

— Jean-Pierre Garbani,
Vice President & Principal Analyst,
Forrester Research

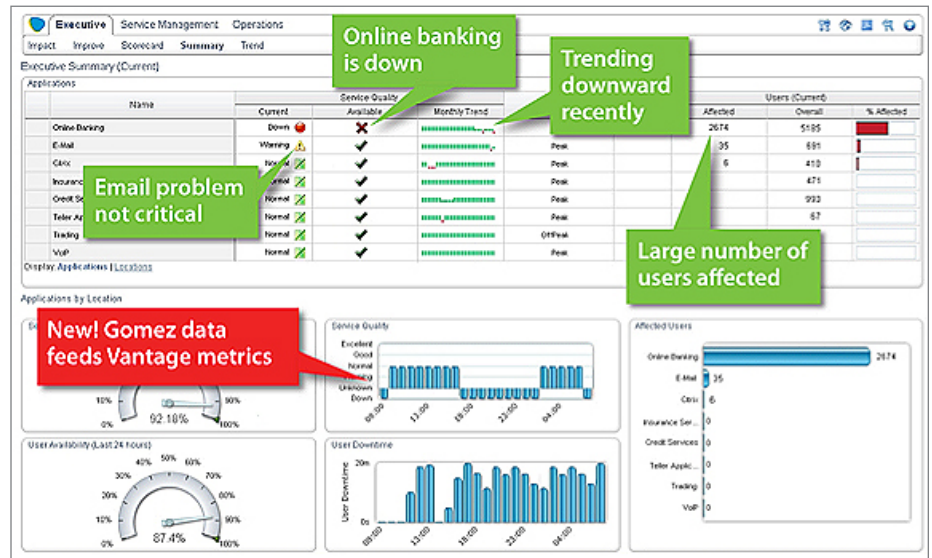
1. Gomez First Mile Charting

- Business and user impact
- “Outside in” response time
- Data center response time
- Web server infrastructure

2. Vantage Multi-tier Report

- Multi-tier analysis (Web, App, DB)
- Response time at each tier
- Transaction analysis
- Java / .NET method analysis
- In context with Gomez Alert

Key Features	Key Benefits
End-to-end view of entire application delivery chain from Enterprise to Internet	Accelerate problem identification with an end-to-end view of customer impacting incidents
Combined end user, application and infrastructure metrics across critical business transactions	Rapid root cause analysis with contextual drilldown between Vantage and Gomez that traces Gomez transactions across each application tier
Integrated dashboard views	Vantage data available in Gomez and vice versa
Business service reporting from the end-user perspective	Prioritize incidents based on business impact, the number of users affected and service quality issues



Prioritize issues according to their impact on the business by combining Gomez Web Performance Monitoring and Vantage real-user monitoring within Vantage dashboards.

About Gomez

Gomez, the Web performance division of Compuware, provides the industry's leading solution for optimizing the performance, availability, and quality of Web and mobile applications. The on-demand Gomez platform integrates Web load testing, Web performance management, Web cross-browser testing, and Web performance business analysis, enabling organizations to test from the "outside-in" – across all users, browsers, devices, geographies, and data centers – using a global network of over 150,000 locations. Gomez is an integral part of Compuware's end-to-end Application Performance Management offering, the industry's only solution for optimizing application performance across the Enterprise and the Internet. Over 3,000 customers worldwide, ranging from small companies to large enterprises – including 12 of the top 20 most visited US Websites – use Gomez to increase revenue, build brand loyalty and decrease costs.



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