

# Cost-effective and Comprehensive Application Performance Monitoring for SunGard Higher Education's Banner® Digital Campus

Institutions like yours face the incredible challenge of maintaining a robust and complex campus IT environment with limited or shrinking budgets. Plus, you must deliver reliable constituent services to support critical, day-to-day activities for faculty, students and university administration. The good news is that you can rely on SunGard Higher Education's Banner® Digital Campus to address these challenges with its tightly integrated, cost-effective suite of enterprise-wide applications. But how do you ensure the performance and availability of your entire application environment to keep constituents happy and your budget in check?

Quest Software, named a leader in Gartner's Magic Quadrant for Application Performance Monitoring, can deliver the solution you need to effectively monitor the performance of your Banner Digital Campus.

Through Quest's **Foglight**®, you can significantly lower the cost of managing applications while ensuring application service delivery meets the needs of both your institution and end users. Foglight manages every layer of technology that supports an application, diving deep to collect, correlate and display accurate and actionable information according to organizational roles. It provides a correlated, 360-degree view of your applications—from end user to database and from service levels to infrastructure—to source the root cause of all incidents impacting your environment and to fix them quickly.

Foglight can help you:

- Lower the operational cost of managing applications
- Mitigate risk of downtime
- Improve compliance with application service level agreements
- Reduce incident counts and mean-time-to-resolution (MTTR) of incidents
- Provide visibility into the entire application environment for IT and the university administration

## Continuous Visibility for IT. Long-term ROI for the University.

Foglight correlates hundreds of relationships and thousands of metrics into a single source of the truth that is relevant from multiple perspectives.

- From a service view, you'll see how performance and availability of services are impacting the university.
- From the end users' view, you'll know how they interact with your applications and how responsive those applications are to their needs.
- From the technical and service support view, you can understand all the technology that is contributing to application performance and availability including the database and the physical and virtual infrastructure running behind the scenes.
- Plus, Foglight is built on a foundation that quickly adapts to technology or process changes in your organization, making it ideal for your needs now and in the future.



Gartner recently released its Magic Quadrant for Application Performance Monitoring\* (APM), which assesses 19 vendors on their "Ability to Execute" and "Completeness of Vision" in the APM market.

Gartner named Quest a leader in the Magic Quadrant. For a comprehensive view of the APM market, **get a free copy** of the report at [www.quest.com/Gartner-Magic-Quadrant](http://www.quest.com/Gartner-Magic-Quadrant).

*\*Magic Quadrant for Application Performance Monitoring, Will Cappelli, February 18, 2010 \*The Magic Quadrant is copyrighted February 18, 2010 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.*

## Foglight Capabilities

Foglight delivers integrated capabilities for critical technology platforms and unique solutions for the following areas:

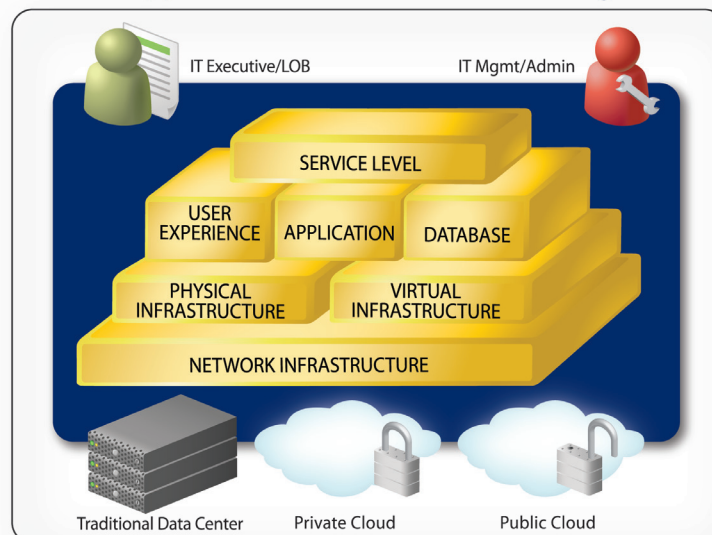
- **Service Level Management** – Integrates disparate IT technology components into a service representation that is the sum of the whole.
- **User Experience Management** – Monitors the users' quality of experience with the applications and provides visibility of that experience for multiple stakeholders
- **Application Monitoring and Diagnostics** – Identify the root cause of incidents and resolve them before users are affected
- **Database Monitoring and Diagnostics** – Spans multiple database platforms, including Oracle, SQL Server, DB2 LUW and Sybase, and extends administration capabilities to the desktop with the de-facto standard tool for database administration tool, Toad®
- **Physical Infrastructure Monitoring** – Controls and connects the infrastructure that supports critical application services including the network, operating systems and other components.
- **Virtual Infrastructure Monitoring** – Manages all views of the virtual environment including the datacenter, cluster, resource pool, ESX servers and virtual machines, while correlating all the virtualization activity with the rest of the application environment.

## Addressing Your Most Important Projects

Foglight's unparalleled capabilities allow you to address the IT projects that are keeping you up at night such as:

- **Improving the user experience of faculty, students and administration** – Enhance application performance to satisfy users, and minimize the time it takes to resolve their support calls.
- **Launching new web applications according to expectations** – Ensure performance upon rollout and manage it effectively in production.
- **Consolidating software tools and vendors** – Cut maintenance and operations costs associated with performance monitoring solutions, while improving service delivery and application performance.
- **Increasing IT operations efficiency and bridging team silos** – Reduce mean-time-to-resolution (MTTR) of incidents and end cross-team finger pointing.
- **Virtualizing the data center** – Ensure application and service performance on mixed infrastructure.
- **Provide IT executive dashboards** – Measure performance for better decision making and offer real-time visibility of impact on the university, service trends and resource utilization.

### Application Performance Monitoring



*Foglight manages every layer of technology that supports an application, diving deep to collect, correlate and display accurate and actionable information according to organizational roles*

## How Foglight Delivers

Foglight provides historical view of application performance metrics and changes to the monitored environment to identify trends and help you proactively prevent disruptions. It delivers quick time-to-value with proven, out-of-the-box capabilities for management of application performance, middleware, the end user and the database.

- **Quick time-to-value**—Offers proven out-of-the-box capabilities for application performance, middleware, end-user and database management.
- **Discovery and service dependency mapping**—Identifies vulnerability from unmonitored components.
- **Flexible architecture**—Allows you to quickly change agents or add new ones without bringing the monitoring environment down.
- **Role-based dashboards**—Automatically adapts to changes as they occur to ensure an accurate picture of application performance.
- **Proactive management**—Uses application performance and change trending to prevent future disruptions.
- **Discovery**—Exposes vulnerabilities by identifying and incorporating unmonitored application components.
- **Incremental and rapid deployment**—Manages applications by what's most at risk.

## Protecting Your Investment in the Banner Digital Campus

**Want to know more** about Foglight and how it can assist you in improving performance and increasing value within your Banner Digital Campus? Visit [www.quest.com/application-monitoring/](http://www.quest.com/application-monitoring/) or call 1-800-306-9329.



## About Quest Software, Inc.

Now more than ever, organizations need to work smart and improve efficiency. Quest Software creates and supports smart systems management products—helping our customers solve everyday IT challenges faster and easier. Visit [www.quest.com](http://www.quest.com) for more information.



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