PROGNOSIS FOUNDATION FOR BASE24-eps® (UNIX)

Now jointly offered by Integrated Research and ACI Worldwide, Prognosis provides real-time performance management for business-critical UNIX infrastructure, supporting BASE24-eps® environments.

This enables financial institutions to correlate system and payment application performance to deliver on service levels and reliability objectives.
PROGNOSIS PROVIDES PROACTIVE REAL-TIME MANAGEMENT FOR SNMP-ENABLED NETWORK DEVICES ACROSS THE ENTIRE IT INFRASTRUCTURE.

KEY BENEFITS

• OFFERS A SINGLE MANAGEMENT VIEW OF THE ENTIRE PAYMENTS ENVIRONMENT
• DELIVERS REAL-TIME, DEEP PERFORMANCE AND AVAILABILITY METRICS FROM UNIX PLATFORMS AND OTHER DISTRIBUTED SYSTEMS
• ENABLES HIGHLY CUSTOMIZABLE, SECURE MANAGEMENT OF SERVERS, APPLICATIONS AND COMPONENTS
• CORRELATES PAYMENTS SYSTEM PERFORMANCE WITH UNDERLYING INFRASTRUCTURE METRICS FOR ROOT-CAUSE ANALYSIS
• GENERATES ALERTS WITH BUILT-IN ESCALATION MANAGEMENT FOR DISTRIBUTED TEAMS ACROSS TIME ZONES
• AUTOMATES RECOVERY PROCEDURES
• COLLECTS DATA FOR HISTORICAL TREND ANALYSIS
• EXTENSIBLE AND FULLY INTEGRATED WITH ENTERPRISE MANAGEMENT FRAMEWORKS

PROGNOSIS — PROVEN PERFORMANCE

Built on decades of experience in some of the world’s most demanding payments environments, Prognosis is a real-time strategic asset that helps you effectively manage the demands of a mission-critical UNIX environment.

Prognosis helps optimize the performance of critical systems and correlates data to show how systems performance affects a financial institution’s payment services. Complementing and integrating with enterprise management frameworks, teams and toolkits, Prognosis delivers highly efficient systems management.

Inherently fault-tolerant, the Prognosis peer-to-peer architecture provides built-in redundancy to ensure systems management continuity without expensive hardware investments. Web access means information is available whenever and wherever it is needed.

CORRELATE PERFORMANCE METRICS

Prognosis provides a unified view of the performance and availability of all UNIX servers, which can be extended to be visible over other distributed platforms. It monitors operating environments, alerts to problems and delivers real-time, drill-down fault identification.

Payment Service Management enables financial institutions to correlate UNIX operating system and middleware metrics with BASE24-eps application metrics. They are then able to pinpoint problems occurring in the payments application or the infrastructure for fast root-cause analysis.
OPTIMIZE VIRTUALIZED ENVIRONMENTS
Prognosis optimizes the performance and reliability of virtualized environments through deep performance-based metrics.

These metrics provide insight into virtualized environments, delivering in-depth analysis of the performance of physical resources, as well as virtual or partitioned resources.

Prognosis monitors UNIX virtualization technologies such as Solaris zones and AIX logical partitions.

PLAN FOR FUTURE CAPACITY
The metrics required by capacity planning teams can be collected efficiently and reliably. Resource utilization can be processed and plotted over time for any of the thousands of metrics related to servers, storage, network, applications and other infrastructure components.

MEET SERVICE LEVELS
Prognosis helps enterprise IT departments set and meet service-level agreements (SLAs) and performance and reliability objectives. It also allows financial institutions to review historical service levels before agreeing to new targets and proactively warns about situations that have the potential to impact SLA achievement.

MEASURE APPLICATION PERFORMANCE
Prognosis allows you to measure application performance and compare with service-level objectives.

Prognosis includes support for popular application servers such as the WebSphere application server. Prognosis also provides deep insight into Java virtual machine performance.
MANAGE DATABASE PERFORMANCE
The performance of the most common database management systems can be managed by Prognosis, including IBM DB2/UDB and Oracle.

Prognosis provides details such as activity and query methods, cache and buffering, transactions and locks, memory and I/O, database tables, backup and replication.

VIEW REAL-TIME AND HISTORICAL DATA
Prognosis comes with a broad and deep set of highly customizable, real-time graphical views of servers, operating systems, middleware and applications. For ease of use and to aid troubleshooting, metrics are grouped according to common scenarios and are complemented by historical replays.

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**Oracle Central**

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**Physical Reads & Writes**

**Statement Executions & Cache Hit Rate**
REPORT ON DEMAND OR TO SCHEDULE
Reporting is a core capability of Prognosis. Reports can be generated on demand or according to a user-defined schedule. Prognosis also integrates with standard reporting engines such as Crystal Reports or Microsoft Reporting Services.

MANAGE SNMP-ENABLED NETWORK DEVICES
Prognosis provides proactive real-time management for SNMP-enabled network devices across the entire IT infrastructure.

Prognosis queries servers, routers, switches, hubs, IP phones, printers and other devices in real time. It can also receive traps from SNMP devices and send traps to enterprise management systems when degraded conditions occur.
**MONITOR USERS’ WEB EXPERIENCE**
Prognosis can record and emulate end-user financial website and web application sessions to simulate global response times and check website availability 24/7.

Institutions can also use Prognosis to automate the testing of web applications before they are used in production.

**INTEGRATE WITH MANAGEMENT FRAMEWORKS**
Prognosis Framework Connector integrates Prognosis with enterprise management frameworks such as IBM Tivoli and HP Operations Manager (OpenView).

Critical information and events are filtered by Prognosis, giving you complete control over how messages are categorized, selected and sent. In response, enterprise management systems can generate additional alerts or initiate actions to resolve problems.

**EXTEND MONITORING TO OTHER APPLICATIONS**
The Prognosis Application Development interface provides an effective method of extracting and managing key performance, capacity and event indicators from commercially developed or home-grown applications. Prognosis gives visibility into the application’s performance and availability. Transaction profiles provide throughput information, success and failure statistics, end-to-end response times and information on internal application failures.

A full C++ development interface is also available for customers and partners to build their own extensions.
BUILD CUSTOM USER INTERFACES
Prognosis comes with a rich set of tools that allows users to create and customize their own displays, dashboards and reports. These are typically created for specific distributed applications, KPIs or for a line of business.

Users are provided access to the same toolset that the Prognosis design team uses.

CONTROL THE ENVIRONMENT
Prognosis allows authorized users to issue commands to servers and other devices. They can determine a problem visually and take action directly from the Prognosis user interface.

Alternatively, rules can be implemented to check for conditions, interrogate the system for details and automatically carry out a series of previously determined actions.

VIEW THE ENTIRE PAYMENTS ENVIRONMENT
Turn the desktop into a real-time dashboard that gives a snapshot of the current health of the entire UNIX and payments switch environment that sends alerts the instant something goes wrong.

Prognosis arms customers with the information they need to understand the cause of the problem, advise their colleagues and interchange partners, and troubleshoot and resolve the issue.

PAYMENT SERVICE MANAGEMENTPOWERED BY PROGNOSIS
Payment Service Management powered by Prognosis is a full suite of payments management solutions for BASE24® and BASE24-eps, any underlying infrastructure and supported ATM and POS devices.

Prognosis Foundation works best when combined with Prognosis Transaction Insight for BASE24 and BASE24-eps for full system-to-application correlation.

For a full suite overview and news, please visit www.prognosis.com/aci

Integrated Research, the company behind Prognosis, provides market-leading performance monitoring solutions for HP NonStop, payment networks, IP telephony environments and distributed systems.

Since its inception in 1988, Integrated Research has maintained its focus on providing best-in-class monitoring and management solutions.

Integrated Research is proud to be partnered with ACI Worldwide to deliver Payment Service Management to the world’s largest financial institutions, retailers and processors around the world.

ACI and Integrated Research are united in creating valuable and highly differentiated solutions that will benefit customers worldwide — all day every day.

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ACI Worldwide, the Universal Payments company, powers electronic payments and banking for more than 5,000 financial institutions, retailers, billers and processors around the world. ACI software processes $13 trillion in payments and securities transactions for more than 250 of the leading global retailers, and 21 of the world’s 25 largest banks. Universal Payments — — is ACI’s strategy to deliver the industry’s broadest, most unified end-to-end enterprise payment solutions. Through our comprehensive suite of software products and hosted services, we deliver solutions for payments processing; card and merchant management; online banking; mobile, branch and voice banking; fraud detection; trade finance; and electronic bill presentment and payment. To learn more about ACI, please visit www.aciworldwide.com. You can also find us on Twitter @ACI_Worldwide.