

BMC AppSight Application Problem Resolution System

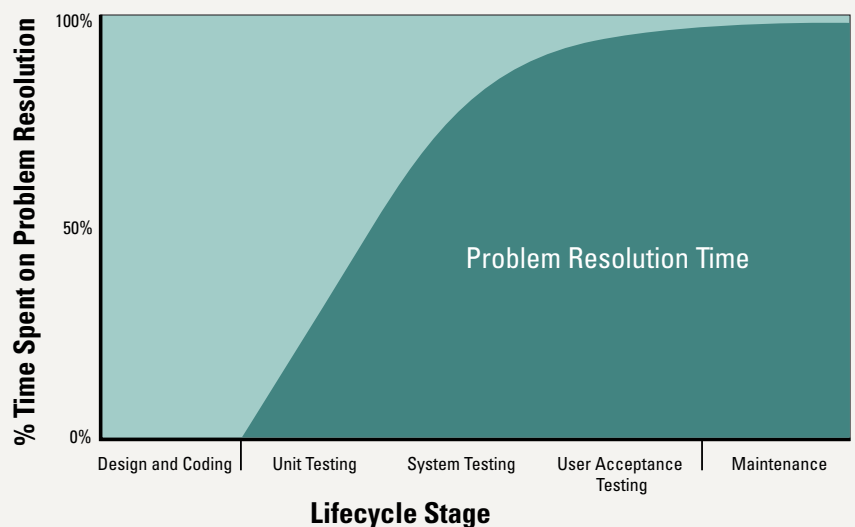
Improve the efficiency and productivity of your development organization

As an application development manager, you are under continuous pressure from the business to improve on all project variables: build more functionality, increase quality, and do both within rigid time-to-market schedules. At the same time, you have to hold the line on — and often reduce — costs, all while grappling with the hiring and attrition of the technical staff.

Many development organizations have been able to achieve reductions in cost and increases in efficiency through offshoring, adopting Agile development methods, and implementing service-oriented architectures. But none of these methods addresses a core process that consumes 30 to 60 percent of your developers' total time. This process is enmeshed in every application development project, yet it adds no business value.

It is the process of problem resolution.

Problem resolution encompasses the time spent on documenting, recreating, and diagnosing defects uncovered during development and testing, as well as those escalated from the help desk or IT operations staff during the maintenance stage. It is an inefficient, manual process that is based on trial and error. It typically involves excessive communication cycles, as well as finger-pointing among developers, testers, support staff, and end users.



BMC AppSight Application Problem Resolution System optimizes application development by automating key problem resolution processes during development, testing, and maintenance.

During application development, testing, and maintenance, developers spend 30 to 60 percent of their time on problem resolution.

The BMC Difference

- > The industry's only solution that optimizes application development by automating the problem resolution process
- > Automatic recording of complete problem information in the test lab, in the data center, or at remote end-user sites — regardless of problem type
- > Streamlined, automatic communication of problem information among developers and test personnel in the development stage, and among developers and support personnel in the maintenance stage, of an application's lifecycle

Return on Investment in Action

Private Wealth Management Division of an International Financial Services Organization

- > Significantly improved the productivity of developers and testers
- > Reduced time spent on problem resolution by more than 40 percent
- > Reduced developer hiring plan by more than 10 percent
- > Enabled development staff to fix defects that previously had been difficult to reproduce, increasing software quality without increasing delivery times

SHRINK PROBLEM RESOLUTION TIME

BMC AppSight Application Problem Resolution System optimizes application development by automating the problem resolution process to dramatically shrink problem resolution time. This translates to a 20 to 40 percent savings in your developers' and testers' total time.

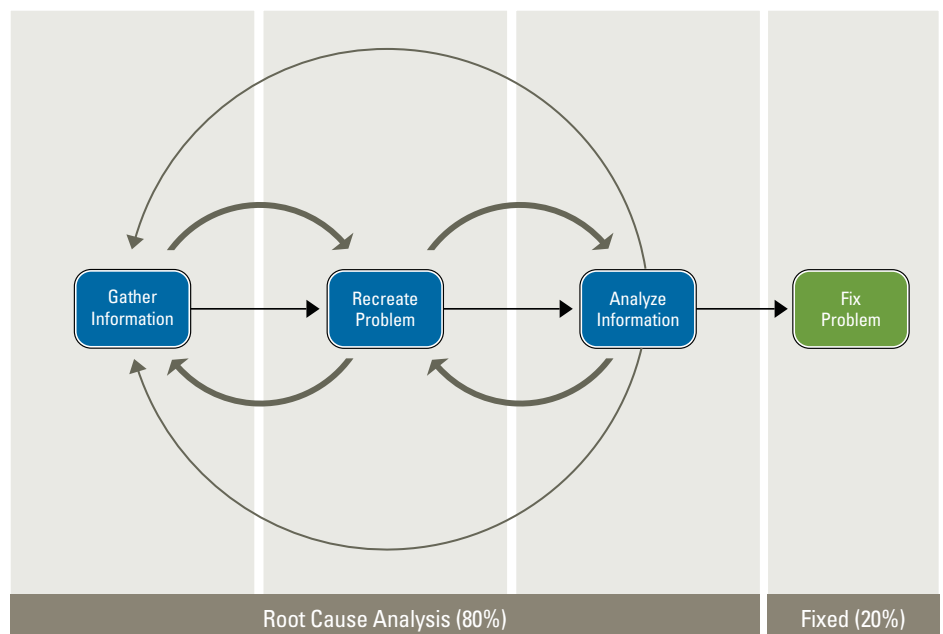
Think of what you can do with those savings:

- > Shrink time-to-market by automating problem documentation, eliminating the need to recreate problems, and speeding root cause determination
- > Increase the functionality and quality of applications, while still meeting schedule commitments
- > Reduce staffing requirements for development projects by increasing developer efficiency
- > Eliminate multiple round-trips among developers, testers, and operations staff by streamlining and automating information exchange
- > Reduce defects by conducting more rigorous testing and fixing previously "irreproducible" defects
- > Make testers more efficient by reducing the time they spend on documenting defects
- > Minimize disruptions to ongoing development efforts by cutting the time required to diagnose and fix issues escalated from the production environment or service desk

PROBLEM RESOLUTION — A BIG RESOURCE CONSUMER

Whether you are using Waterfall or Agile development methods, approximately half of your project time is probably spent on various forms of testing, such as unit, system, load, and user-acceptance testing. Most of that time is spent on uncovering, documenting, diagnosing, and fixing defects.

Your developers may also get involved in the resolution of application problems detected in production or at end-user sites. Although very few problems are escalated to development during the maintenance stage, those that are can have a substantial impact. They often entail lengthy analysis cycles and distract developers from their primary task of developing new functionality.



The manual process of root cause analysis is inefficient, error-prone, and time-consuming.

PROBLEM RESOLUTION — AN INEFFICIENT, MANUAL PROCESS

The problem resolution process consists of two steps: root cause analysis and problem fix. The vast majority of the time that developers spend in problem resolution is attributed to root cause analysis. Once the cause of a problem is pinpointed, fixing it is easy.

The primary reason that root cause analysis consumes so much time is because a problem's symptom does not usually point to its source. For example, during integration testing, a particular transaction may not execute. Potential causes of the failure are many and varied, and may include a source code bug, an application server service failure, a network problem, improper configuration, or a combination of these.

In performing traditional root cause analysis, developers engage in a reiterative three-step process that is often based on trial and error:

- > Gather problem information and document it
- > Recreate the problem scenario and environment
- > Analyze the recreated problem to determine its root cause

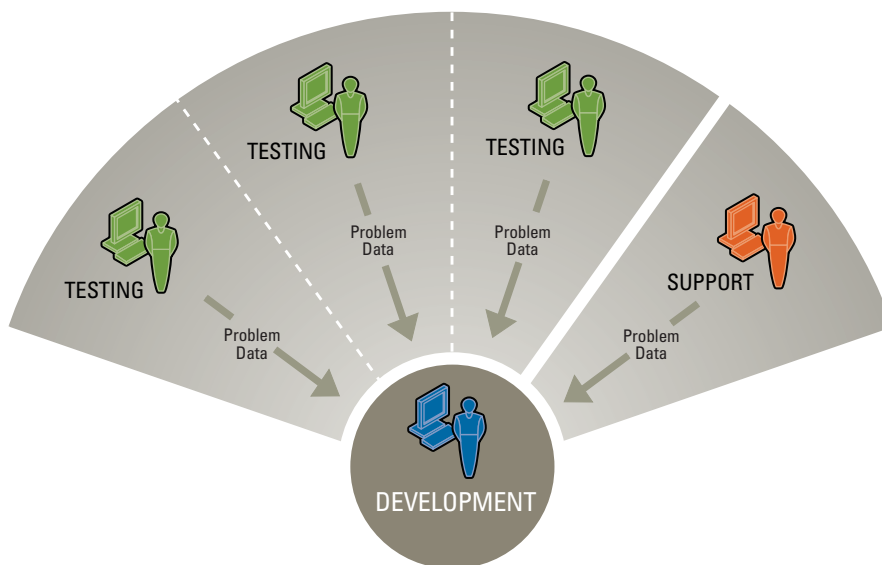
These tasks are performed manually. As a result, the process is inefficient, time consuming, and error prone.

AUTOMATING THE PROCESS TO BOOST EFFICIENCY

BMC AppSight Application Problem Resolution System automates the problem resolution process using patented technology that is analogous to a black box flight recorder on an airplane. The system automatically records full problem information, communicates it to development, and provides analysis views for determining root cause.

BMC AppSight Application Problem Resolution System significantly accelerates the problem resolution process. This innovative solution:

- > Automates the information-gathering step, capturing and documenting all relevant data in a single pass
- > Eliminates the need to recreate the environment in which the problem occurred or reproduce the exact steps that led up to the problem
- > Accelerates the analysis step by permitting the developer to quickly diagnose the problem and isolate root cause, regardless of the problem type



BMC AppSight Application Problem Resolution System automates the problem resolution process during development, testing, and maintenance.

"BMC AppSight black box technology helped us get to our problems in minutes versus hours."

Donna Reineck, supply chain architect, Mary Kay Cosmetics

"BMC AppSight Application Problem Resolution System saved us at least 30 percent in QA time and 15 to 20 percent in our overall time-to-market."

Marshall Andrew, vice president of IT and CIO, Station Casinos

"Problem resolution is a major time-sink for developers; but it's not a burning problem for development managers. Doing the math on savings will convince them it should be."

BMC commissioned study conducted by Forrester Consulting

The system automatically records every defect uncovered during testing. It can also be activated on-demand in a data center or at remote end-user sites when problems occur. Because the system captures full problem information — from user actions to source code execution — it minimizes the time and cost traditionally associated with problem resolution. The result? You can reclaim 20 to 40 percent of your development resources.

IMPLEMENTING PROBLEM RESOLUTION AS PART OF STANDARD PROCESSES

The BMC AppSight Application Problem Resolution System is easy to implement. It requires no change to your applications or environments. It integrates with your existing tools, such as defect tracking and support portals, and works in conjunction with any automated testing tool. Additionally, it is fully compatible with any development method and organizational structure. Consequently, implementation of the system takes little time from developers and testers, and it does not impact release schedules.

FOR MORE INFORMATION

To find out more about how BMC AppSight Application Problem Resolution System can help you optimize your application development, visit www.identify.com

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.

In May 2006, BMC acquired Identify Software, creators of the AppSight Application Problem Resolution System. For more information about BMC Application Problem Resolution System, visit www.identify.com or call (800) 364-5467 or (919) 388-3333.

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Extending
Value With:

