



## HP Business Availability Center (BAC) software for SOA

Data sheet



HP Business Availability Center (BAC) software for SOA meets the needs of SOA management challenges and lets you measure and manage critical business processes to deliver intended business outcomes for your SOA environment.

### Optimise the business outcomes of your SOA

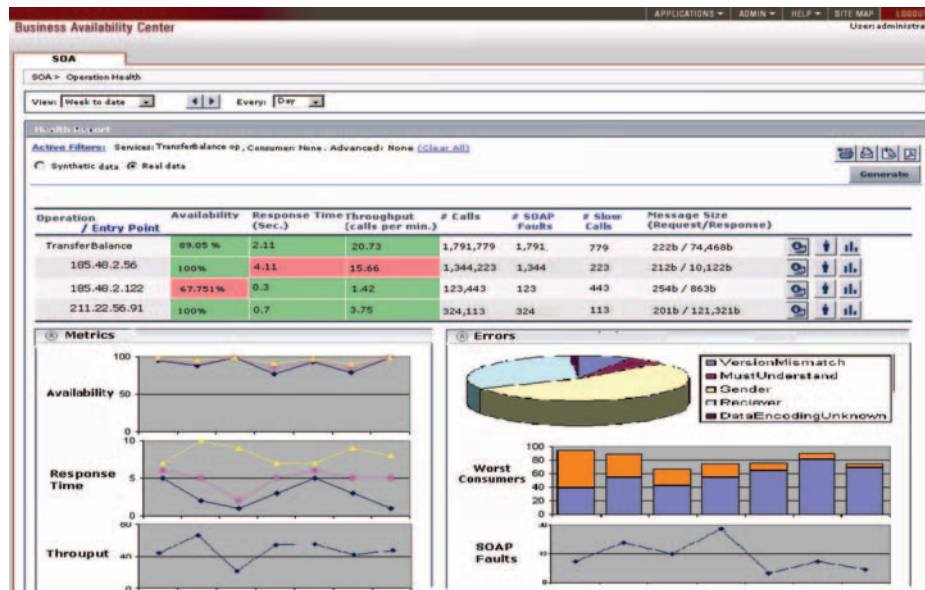
Service-oriented architectures (SOAs) are becoming increasingly desirable and viable. The need for business agility is prompting many enterprises to adopt SOA so that they can develop, re-use and modify business-critical services cost effectively. SOA promises big business benefits. But for all its promise, SOA comes with risks.

For SOA success, you need an integrated approach that strengthens the relationships among stakeholders and leverages IT assets across their lifecycle. That's where HP business technology optimisation (BTO) solutions can add real value. HP BTO solutions optimise business outcomes from IT, including SOA governance, quality and management. Benefits of this approach include:

- Greater business agility and fewer duplications of effort by providing services that are consistently discovered, understood and trusted as the basis for new applications
- Lower maintenance costs and more flexible applications by building consistency into services
- Higher-quality services and fewer service outages by providing services that meet business requirements and deliver uninterrupted performance when they are put into production

## Real-time visibility into SOA services and applications

HP BAC for SOA supports business outcomes for IT operations and allows you to isolate and resolve problems before service-level objectives are breached.



- Reduced risk of SOA initiatives by delivering the flexibility and cost savings that SOA promises without allowing complexity to turn into chaos

## SOA management challenges

IT operations teams need to cope with the complexity, accelerated rate of change and problems that arise in the SOA environment across the lifecycle and organisational relationships. Otherwise, IT operations delivers low-quality services that proliferate throughout the enterprise, jeopardising crucial business outcomes and destroying the trust that internal business customers have in their IT staff.

## HP Business Availability Center for SOA

HP Business Availability Center (BAC) software for SOA meets the needs of SOA management challenges and delivers the following value:

- Provides comprehensive automated discovery capabilities and visibility into service dependencies
- Enables real-time visibility into SOA services and non-SOA business applications and infrastructure so you can proactively manage service levels from a business perspective
- Facilitates fast problem detection and notification so you can rapidly diagnose and resolve SOA performance issues

- Lets you quickly detect changes in your SOA environment and assess the impact of changes in services on the end-users' experience

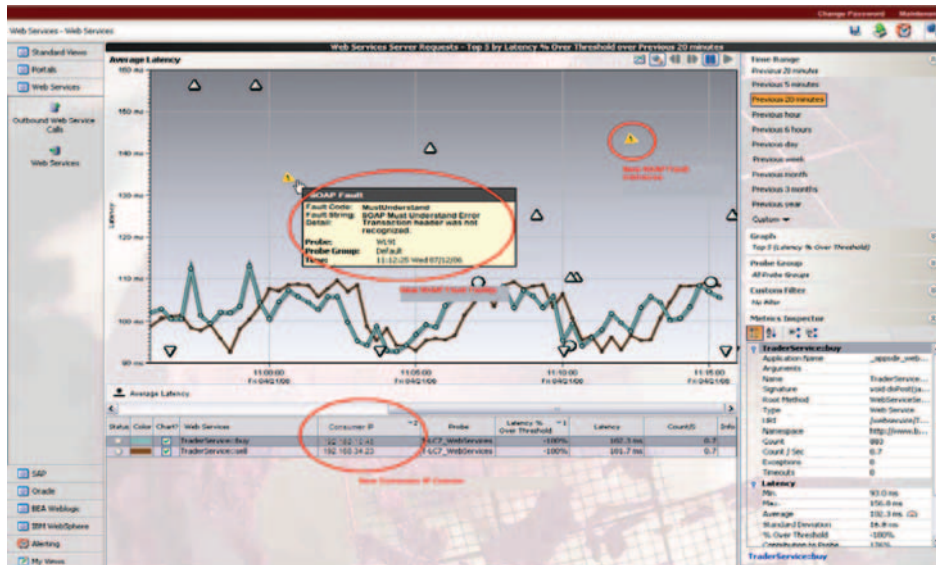
HP Business Availability Center lets you measure and manage critical business processes to deliver intended business outcomes. As part of the HP Business Availability Center, the HP Business Availability Center dashboard delivers up-to-date business service configuration and active drill-down to application components, and it provides simple and fast access to SOA data and reports.

## Get auto-discovery and dependency mapping for SOA services

HP BAC for SOA provides auto-discovery and dependency mapping, powered by HP Universal CMDB software. Based on an open architecture, HP Universal CMDB consists of a rich business-service-oriented data model with:

- Built-in auto-discovery of infrastructure, applications, services and their dependencies
- Visualisation and mapping of business services
- Tracking of changes across services, infrastructure and their dependencies
- The ability to perform sophisticated impact analysis based on complex relationships

**Analyse SOA application problems and reduce mean time to resolution**  
 HP diagnostics software lets you monitor, trace and perform root-cause analysis of your SOA applications in production before they impact end users.



## Monitor what matters

Effective SOA management requires the ability to monitor composite services and their underlying infrastructure and provide automated correlation for problem isolation. HP BAC for SOA lets you emulate end-user or consumer business processes against business services on a 24x7 basis for more than 60 protocols for web, web services and non-web environments. In addition, HP BAC for SOA provides real-user monitoring of services across the enterprise to provide valuable insight into how services are used in real time and to help you leverage that information into quality assurance by helping create scripts and test scenarios for HP Service Test software.

## Obtain transaction tracing, problem isolation and root-cause visibility

HP diagnostics software helps provide 24x7 application and service availability by proactively detecting problems before they affect your business, rapidly isolating problems to the correct tier and pinpointing root causes to specific application or service components. This software can trace services in an SOA environment across technology platforms, such as web services, J2EE, .NET, SAP R3 and others, and display correlated cross-instance call-trees and topology views. HP diagnostics software allows you to isolate slow services and determine root cause for memory problems, using heap walker, and synchronization problems, capturing thread dumps, argument capture and SOAP faults.

## Deliver measurable SLAs

HP Service Level Management software lets you proactively manage service levels from the business perspective and provide reporting for compliance with service-level agreements (SLAs) for complex business applications in distributed environments. HP Service Level Management provides wizards for easy, guided definition of realistic, quantifiable availability and performance objectives that:

- Reflect business goals
- Measure performance and availability as experienced by end users
- Isolate and resolve performance problems before service-level objectives are breached

## Deliver positive business outcomes with integration across the SOA lifecycle

HP BAC for SOA supports business outcomes for IT operations. It provides out-of-the-box integration with the industry-standard SOA governance framework, including HP Systinet Registry software and the HP SOA Systinet repository. This integration lets you leverage service metadata to identify key stakeholders of a service when problems arise, set accurate SLAs in production as specified by service providers in the registry and promote effective re-use of services based on the production usage.

## HP Services

### Get the most from your software investment

To extend the value of HP software for SOA, HP offers complementary SOA services to help you design, build, integrate, manage and evolve an SOA environment. As a result, you can improve your business performance with the flexibility and discipline to change and grow.

- **HP SOA Envisioning** helps large enterprises develop an understanding of SOA concepts and identify the benefits and potential effects of SOA on their enterprise.
- **HP SOA Assessment** utilises the HP SOA Agility Assessment to help you develop a comprehensive roadmap to guide the adoption of SOA across your enterprise.
- **HP SOA Governance and Architecture** helps verify that you have the right enterprise architecture, architecture program office and the governance model to support an SOA across your enterprise.
- **HP SOA Enablement** leverages the results of the Governance and Architecture service to prepare your infrastructure for SOA implementation.
- **HP SOA Service Development** helps you define, develop and deploy an SOA-based business and IT services across your enterprise, line-of-business, department and project.
- **HP SOA Software Development** provides volume and scale in the development and delivery of business and IT services to help you improve productivity from your deployment teams through the use of our global software development capability.
- **HP SOA Management** helps you gain control of SOA adoption with management support that includes lifecycle management, services management, monitoring, auditing, analysis, service-level agreements and policies.

With the increased agility that SOA provides, you can more easily and cost effectively align your IT resources for more flexible systems and applications and to help achieve your goals.

For an overview of HP software services for SOA, visit: [www.hp.com/services/soa](http://www.hp.com/services/soa)

To access technical interactive support, visit Software Support Online at: [www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)

To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit: [www.hp.com/go/swcustomerconnection](http://www.hp.com/go/swcustomerconnection)

In addition, HP BAC for SOA lets you build efficiencies into your testing organisation and process by creating test scenarios, based on production usage of the services.

## A complete solution

### Comprehensive training

HP provides a comprehensive curriculum of HP Software and IT Service Management courses. These courses provide the training you need to realise the full potential of your HP solutions, increase your network optimisation and responsiveness, and achieve better return on your IT investments.

With more than 30 years experience meeting complex education challenges worldwide, HP knows training. This experience, coupled with unique insights into HP Software products, positions HP to deliver the optimum training experience. For more information about these and other educational courses, visit: [www.hp.com/learn](http://www.hp.com/learn)

### The smartest way to invest in IT

HP Financial Services provides innovative financing and financial asset management programs to help you cost-effectively acquire, manage and ultimately retire your HP solutions. For more information on these services, contact your HP sales representative or visit: [www.hp.com/go/hpfinancialservices](http://www.hp.com/go/hpfinancialservices)

## Contact information

To find an HP Software sales office or reseller near you, visit: [www.managementsoftware.hp.com/buy](http://www.managementsoftware.hp.com/buy)

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To learn more, visit: [www.hp.com/go/soa](http://www.hp.com/go/soa)

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