

## Compuware APM for Mainframe: Business focus drives better performance for distributed and mainframe environments

We last wrote about Compuware's APM for Mainframe solutions last January. At that time, we noted the benefits to customers that result from how Compuware focuses on providing a complete end-to-end, in-depth view of transactions that involve highly heterogeneous environments. We closed stating that *"There are many other mainframe products that could be included. We expect Compuware will address more of these in future releases. We also expect Compuware's customers will help them to identify the most needed and desired additions."* Compuware's recent announcement and briefing about a new release fulfills those expectations.



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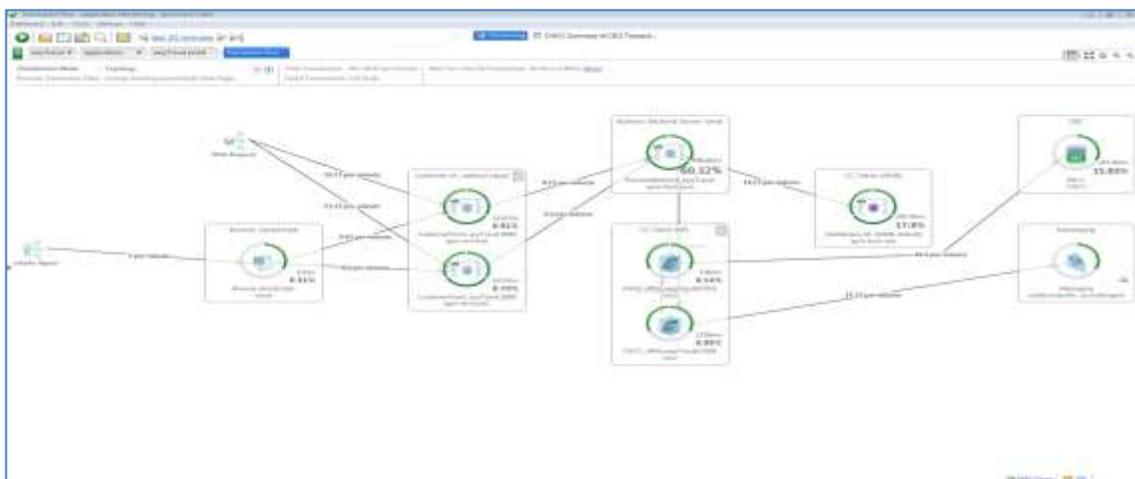
<http://www.compuware.com>

### Compuware APM for Mainframe

Before discussing how they do that, here is a quick review of the problem to solve and what they deliver. Today's business transactions can initiate in a smart device at the extreme edge of the internet and progress through multiple distributed application servers to finally access data residing on a mainframe. Performance disrupting infrastructure, architectural or code anomalies can originate from multiple sources and interaction. Staff efforts to identify, trace and resolve these problems are complicated by cultural gaps that affect resource collaboration efforts, as well as infrastructure and application based technological interconnections, integrations and operations.

Compuware APM for Mainframe tracks and allows a drill-down of each business transaction across **all** platforms, not just the aggregated behavior of multiple transactions. The result is a collection of detailed data that allows it to identify and resolve four major problem areas:

1. MIPS Utilization – is improved with an end-to-end view of transaction execution and performance to identify both open-systems and mainframe structural and infrastructure problems resulting from poorly structured inquiries that consume expensive mainframe MIPS.
2. Visibility Gap – is eliminated in a single dashboard that provides all IT a seamless and integrated view of every transaction, 24/7 from the originating endpoint across multiple distributed tiers and into the mainframe (figure below).



3. Blind spots – are eliminated with a true end-to-end view of the transaction path so you know exactly what is happening and where a transaction executes.
4. Finger-pointing – is minimized as both mainframe and distributed staffs share a consistent, informative view of what is impacting business transactions, along with the ability to drill down to get additional programmatic, as well as infrastructure detail to find out why.

As a result of this focus, IT and business staff are better able to work more effectively across functions (development, operations, administration). The direct result is better, smoother cooperative efforts to identify where and how to tune infrastructure, applications and operations. The results are seen in improved efficiency and lower costs. It also provides the data for developers to identify poorly performing code (e.g. mainframe code and SQL) and tune applications and data base calls (JAVA, .NET code calls to CICS and MQ) to improve performance and increase efficient operations.

### **New Enhancements**

Consistent with their own plans and in concert with customer desires, Compuware APM for Mainframe has extended its CICS support to additional products, such as CICS Transaction Gateway (CTG) and CICS Web Services (SOAP). Adding these to the existing support for Websphere/MQ completes the triumvirate of the most common<sup>1</sup> ways used by customers to connect distributed applications to a CICS region.

In combination with existing capabilities, users are able to more quickly identify and resolve problems using automatically generated transaction flow diagrams to understand the topology of the transactions (who is making what calls, where and accessing what resources). Compuware APM for Mainframe automatically generates the transaction flow diagram on the fly. There is no pre-definition by the customer required. This helps to reduce the time spent and effort expended in “War Rooms” to identify and resolve problems. And, the complete view is displayed on a single screen – no more shifting between multiple images to identify and diagnose problems.

Compuware provided testimonials and results from customers. For one, they identified the source and helped resolve a problem using the integrated, continuous view of the transaction. The Mean Time to Repair was cut by 80%. Another reduced MIPS usage (freeing CPU process time and delaying a mainframe upgrade) by making a code modification in a “chatty” distributed application where one business transaction invoked dozens of CICS transactions.

### **The Final Word**

During our briefing, Compuware indicated they had taken 40 years of technology knowledge and expertise and made it available to customers in a single tool. From what we heard and saw, we tend to believe this is not an exaggeration. We continue to be impressed with the direction taken and advancement delivered by Compuware. They are clearly attuned to what customers want and need in today’s rapidly moving and changing environment. Their efforts

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<sup>1</sup> An unofficial customer survey by Compuware found that of 80 customers: 48 used MQ; 25 used CICS CTG and 16 used SOAP.

directly contribute to improve the effectiveness, ease of use and productivity of today's transaction management solutions.

Compuware provided a glimpse into the future directions for continuing enhancements. We believe that these will also be extremely satisfying and pleasing to customers. Don't wait; we recommend again that mainframe shops examine and evaluate the newly announced features and capabilities. They will be pleased with what they see and experience.

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