

IBM Software



Tivoli software



Tivoli software and the next chapter of your e-business strategy.

Tivoli software from IBM isn't just a family of reliable business continuity and performance management software...

...it's also part of a comprehensive, integrated e-business solution

It's an "e" world out there. Companies like yours are using e-business to reduce costs, deepen customer loyalty, reach new markets, increase operating efficiencies, accelerate time to market and integrate their value chain.

Of course, you're aware of that opportunity, and you recognize the need to capitalize on it now or fall behind the curve...and the competition. That's why you're improving your business processes with powerful e-business software products from IBM:

WebSphere® software helps you extend your existing business-critical processes to the Web.

DB2® software gives you the power to turn e-business data into usable business intelligence.

Lotus® software enables your staff to be more productive by collaborating with colleagues, suppliers and customers.

Tivoli software: Think of it as e-business protection

So what's next? If you're like most organizations, you'll want to fully leverage the capabilities of your e-business software and keep it running at peak levels. Which is where the Tivoli® family of e-business Infrastructure Management Solutions comes into play. Tivoli solutions are specifically designed to help you protect your e-business activities in four different areas:

Performance and Availability Management. If your Web site is down,

you're losing sales; if your network is down, you're losing productivity. Tivoli software can manage those systems reliably and alert you to problems in advance.

Configuration and Operations

Management. Meeting IT needs with limited staff is a big challenge. With Tivoli software, you can manage activities centrally across diverse environments, manage configurations and deploy software for maximum productivity.

Security Management. You've got to deploy e-business applications faster and at lower cost while maintaining consistent security policies across your IT investments. Tivoli software helps you address the critical security issues of access management, identity management and risk management.

Storage Management. Accessing, protecting and recovering data are more important than ever. Tivoli storage management solutions enable businesses to confidently deploy, access, share and protect their mission-critical information.

In short, Tivoli e-business solutions help enable business continuity, as well as monitor and manage the performance and availability of your e-business infrastructure. Want proof? On the following pages, you'll find a few examples of how Tivoli solutions can optimize your IBM WebSphere, DB2 and Lotus software.



Successful e-businesses are leveraging four key capabilities provided by IBM e-business software solutions, which work in concert to provide a total, balanced infrastructure.

WebSphere

Web-enables your business processes

DB2

Uses data to increase competitiveness

Lotus

Enables collaboration inside and outside your organization

Tivoli

Manages your e-business infrastructure for high availability

Tivoli Manager for Domino —

Keep collaboration up and running at peak levels

In IBM Lotus Domino™, you have the most impressive collaborative solution in e-business, fostering critical teamwork among colleagues, customers and vendors. Which is why you may want to consider a high-performance Domino management solution: Tivoli Manager for Domino.

Think about it: If your organization's messaging infrastructure goes down, productivity suffers. Tivoli Manager for Domino gives you powerful tools to help keep your Domino server up and running at peak levels 24x7. Its capabilities include:

- Proactive server health monitoring
- Service-level reporting
- Storage management
- Client performance measurement
- Server auto-detection
- Role-based configuration.

An early warning system

Tivoli Manager for Domino doesn't wait for small server issues to become big business problems. Continually monitoring Domino availability, it quickly locates and notifies administrators of server problems before they cause outages. Plus it identifies server slowdowns and network bottlenecks and reports them using actual client performance metrics. With that kind of proactive server management, you can accelerate problem resolution and improve server availability.

Service-level reporting

Look to Tivoli Manager for Domino for the in-depth service health monitoring and reporting that's essential for today's IT organization. Running from either an IBM Lotus Notes® client or a Web browser, it provides integrated and centralized management of your Domino server.

Intelligent monitors and realtime graphing

Tivoli Manager for Domino monitors server availability, server health, database corruption, database usage and usage patterns for all or selected Domino servers. All critical metrics can be graphed in realtime, giving you a quick visual indicator of recent events and potential problems.

Intelligent monitors provide analysis and insight into complex Domino network operations, such as replication and mail routing. They also track scheduled replication, reporting on the number of hits and misses for any designated time interval. And a mail trace monitor tracks every message routed through your server.

Teamwork, Tivoli-style

Your collaborative infrastructure is too important not to be protected. With Tivoli Manager for Domino, you have a comprehensive management solution that allows for planning, administration and analysis of your Domino server. The results: enhanced server availability and performance and lower total cost of ownership.

Tivoli Manager for Domino at a glance...

- *Enhances Domino server availability and increases productivity*
- *Proactively identifies small server issues before they become big business problems*
- *Tracks down and reports network bottlenecks*
- *Provides in-depth service-level reports.*

Tivoli Data Protection for Domino — Back up your database

Your e-business collaboration is only as good as the security of its data. That's the premise behind Tivoli Data Protection for Domino, which provides centralized, online, incremental backups of your Lotus Domino databases. This helps keep your data safe, no matter where it resides or how it's stored.

With Tivoli Data Protection for Domino, you can perform two types of backups:

- *Incremental, conditional backup* creates a full online backup of Domino databases. The conditions that determine when a new backup is necessary vary depending on whether the database is logged.
- *Selective, unconditional backup* applies to specified databases. When archival logging is in effect, you can capture changes to logged databases between full backups.

The many faces of data protection

Tivoli Data Protection for Domino helps protect and manage data by making it easy to:

- Maintain multiple versions of Domino databases and automate scheduled database backups.
- Archive Domino transaction log files.
- Restore Domino databases to a specific point in time; you can restore backup versions of a Lotus Domino database and apply changes made since the backup from the transaction log.

- Recover to the same or a different Domino server; you can recover one or more archived transaction logs independent of a database recovery and also recover the transaction log introduced in Domino server 5.03.
- Expire archived transaction logs when they're no longer needed; you can also expire database backups automatically based on version limit and retention period.

Easy for administrators to manage

Domino administrators can perform online, incremental backups or point-in-time restores, all from the same management tool they use for all their Domino availability and management needs. Once a database has been restored, it becomes unavailable to users and server processes until it's "activated." This allows administrators to confirm a successful restoration before the database is made available to users or replicated throughout the Domino network.

If you value the safety of your Domino data and the collaboration it fosters, consider the high-performance backup recovery solution that can help protect your organization against loss of data — and productivity. Look into Tivoli Data Protection for Domino.

Tivoli Data Protection for Domino at a glance...

- *Perform online, incremental backups of IBM Lotus Domino databases.*
- *Manage the safety of your data, no matter where or how it's stored.*
- *Protect your organization's collaboration and productivity levels.*



Tivoli Storage Manager — Keep DB2 and your system up and running



Tivoli Storage Manager at a glance...

- *Provides automated, unattended incremental file backup and recovery*
- *Helps you reduce the costs of archival data storage*
- *Helps you establish 24x7 system availability*
- *Provides a tool for high-speed, policy-based disaster recovery.*

When you begin to deploy your applications on DB2, a little voice will probably be whispering three little words in your ear: “quick file recovery.”

Whisper three words back: Tivoli Storage Manager. Designed to work in concert with DB2, it uses advanced technologies to protect and manage the mission-critical information in your DB2 database. And that, in short, gives you a proactive backup and recovery solution.

Reduce your data archiving costs

For organizations with large DB2 storage capacity, Tivoli Storage Manager can help reduce the costs of storage. You can back up archival data on less costly tape or optical drives and retrieve that data as quickly as if it were stored on your server.

High-speed data restore

In a global 24x7 economy, there's no such thing as a Web site crash in the middle of the night. Somewhere, it's the middle of the day. So any problems must be detected and remedied immediately. Tivoli Storage Manager helps maintain availability and quickly gets your system up and running again. In fact, its high-speed data restore capability is among the fastest in the industry.

Proactive problem solving

Since Tivoli Storage Manager lets you set policy and thresholds, you can be alerted immediately if you ever reach a critical point of data storage. That means you'll be able to take action before the Help Desk calls. And due to policy-based management, you can

align your storage policies with business policies, coordinating data types with multiple backup requirements.

Monitor and manage your data

Tivoli Storage Manager manages a broad range of data, from laptops to corporate servers. From more than 35 different operating platforms, you can gain:

- High-speed, policy-based disaster recovery
- Centralized administration for data storage and management
- SAN features, such as LAN-free backup and tape sharing
- Space management file migration
- Compatibility with hundreds of storage devices, LANs, WANs and SANs
- Customized backup solutions for major Enterprise Resource Planning (ERP) applications and database products
- Optional data protection for most popular e-mail, databases and applications.

For DB2, a speedy recovery

A sophisticated solution for automated, unattended file backups, Tivoli Storage Manager can reduce your IT administrators' workload and free them to work on other projects. Find out why it's installed in more than a million systems worldwide, including 80 of the Fortune 100 companies.

Tivoli Manager for DB2 — Proactively detect and resolve DB2 issues

With your investment in DB2, you have a powerful database for managing e-business applications and data. The question is: How do you maintain their availability? After all, if data can't be accessed, it's costing your business plenty in terms of lost productivity... and revenues.

The answer is Tivoli Manager for DB2. This infrastructure management system alerts database administrators to emerging DB2 performance issues, errors or failures at both the database and instance levels. Your database administrators can proactively detect and resolve problems between users and applications before those problems affect data availability — and, ultimately, mission-critical business operations.

Tivoli Manager for DB2 manages critical connectivity between end users and databases through:

- Comprehensive monitoring of DB2 servers
- Automated task scheduling and execution
- Centralized user and database server management
- Delegation
- Integrated database, application, system and network management.

Manage hundreds of databases

Tivoli Manager for DB2 includes a full monitor suite, which gives your database administrators and other IT personnel the tools they need to manage hundreds of databases from a single console. Monitors can be deployed individually or en masse to

detect and resolve problems before they affect data availability. That kind of proactivity translates to satisfied end users and customers.

A long list of business benefits

The business benefits of Tivoli Manager for DB2 are readily evident. You can:

- Centralize control of multiple DB2 servers and databases, regardless of location.
- Safely offload certain database administrator tasks to others without giving up control over critical resources.
- Eliminate the need to synchronize user definitions, resulting in a complete, centralized view of your database environment.
- Proactively identify the most critical, relevant events and automatically initiate corrective actions.
- Reduce labor and training costs by automating manual processes.
- Increase customer satisfaction by better managing service-level agreements.

For any sophisticated e-business implementation — from e-commerce to Customer Relationship Management (CRM) to Enterprise Resource Planning to Supply Chain Management applications — an up-and-running database is critical. Tivoli Manager for DB2 enables superior database performance and simplifies database administration.

Tivoli Manager for DB2 at a glance...

- *Minimize DB2 outages to protect your e-business applications and data.*
- *Help maintain the availability and performance of your DB2 resources.*
- *Simplify the management of DB2 in an enterprise environment.*

Tivoli Web Services Manager —

Do your Web site visitors see what you see?

Tivoli Web Services Manager at a glance...

- *Measures realtime customer experiences without intrusive client software*
- *Executes synthetic transactions from multiple locations*
- *Scans your Web site and checks content for errors and accessibility problems*
- *Optimizes the WebSphere ability to generate e-business revenue opportunities.*

With WebSphere software, you've built an information- and function-rich Web site that represents your organization's e-business presence.

But what do customers and other users experience when they visit your site? Broken links? Error messages? Can they really access your site's utilities and applications? How long does it take to process a request or to render a page?

Tivoli Web Services Manager provides answers to those questions so you immediately know what customers and end users actually see and experience on your Web site. And that, in turn, can help you optimize WebSphere software's ability to generate e-business revenue opportunities.

Capturing the user's experience

In realtime, Tivoli Web Services Manager captures actual end-user transactions — as well as synthetically driven availability and performance data — from your Web environment. And to complete the management of the user experience, it also helps confirm that the right content is posted on your site — and that this content is available to visitors.

Tivoli Web Services Manager accumulates end users' transaction response time data in terms of total round-trip time, then further breaks it down by page-render time and backend processing time. These metrics are critical for measuring the level of service that your customers actually experience on your site.

Part of a complete solutions suite

Tivoli Web Services Manager is part of the total Tivoli Web Management Solutions suite. This suite offers a comprehensive method for maintaining optimum performance and availability from your site while balancing system security. It includes two powerful solutions that are designed to work in concert with Tivoli Web Services Manager:

- *Tivoli Web Services Analyzer*, which correlates Web server statistics with performance data to give you a complete view of your Web environment. Using OLAP technology, this data can be customized into graphical reports that departments can use to make informed decisions.
- *Tivoli Component Manager*, which monitors key Web infrastructure components. Leveraging JMX-based MBean™ data, it provides deep monitoring and control capabilities and automatically corrects problems while alerting administrators.

In Tivoli Web Services Manager, you gain integrated, realtime availability and performance management of your WebSphere-created site. That enables e-business management of backend systems and application-level quality-of-service management.

Tivoli Policy Director — Enforce security policies across your e-business environment

If your organization is like most, you may have found that in your company's rush to e-business, individual business units or departments have made different IT buying decisions. Which has left you with no single way to set and enforce consistent security policies across disparate Web applications and resources.

Enter Tivoli Policy Director. It offers you an integrated security model for cost-effectively managing security policies across heterogeneous Web application environments.

By adding Tivoli Policy Director to your WebSphere e-business environment, you can:

- Quickly apply security policies to Web applications.
- Gain faster time-to-value for your e-business initiatives.
- Manage application security policies consistently for high availability.
- Use security features such as Web-based single sign-on to confidently extend your e-business model to the Internet, your intranet and extranets, and mobile/wireless networks.
- Reduce application development costs and total cost of ownership by eliminating the need for customized, per-application security controls.

Centralize control and management

With Tivoli Policy Director, you can centralize user access control from browsers, PCs and wireless devices to any Web server using various forms of authentication — and without rewriting applications. Factors you can control and manage include:

- User access to diverse business affiliates and user constituents, enrollment support and controlled access to applications
- Enforcement of user privileges for employees, Business Partners, suppliers, investors and customers
- Integration into e-commerce solutions, corporate or consumer portals, CRM systems, Internet banking, ERP and electronic bill payment.

A top candidate: IBM WebSphere MQ

If you're currently deploying new applications based on IBM WebSphere MQ (formerly MQSeries®), you're undoubtedly aware of the critical importance of data security. To help keep your data safe from snooping by unauthorized processes — and to keep transferred data intact between applications — consider Tivoli Policy Director for MQSeries.

The ideal companion to WebSphere MQ, it maintains message integrity and manages confidentiality for your applications. That can help eliminate fraud, protect high-value or sensitive transactions and meet auditing requirements...all without changing your existing applications.

Manage security in your e-business environment

Can you really afford not to manage e-business security? With Tivoli Policy Director, you have an enterprisewide IT security policy that's comprehensive, manageable and linked live with the broad range of enforcement points throughout your organization.



Tivoli Policy Director at a glance...

- *Apply and manage security policies across multiple Web applications and environments.*
- *Control user access from browsers, PCs and wireless devices.*
- *Reduce application development costs and total cost of ownership.*

Tivoli Software Distribution — Deploy and manage client and server software automatically

Tivoli Software Distribution at a glance...

- *Quickly deploys software to thousands of users across multiple platforms and geographies*
- *Automates the management of the total user software suite*
- *Preserves your network bandwidth*
- *Allows administrator or user control of content and timing.*

The good news: You've decided on IBM Lotus Notes for your e-mail solution. Now for a challenge: You're about to acquire a company that uses a different e-mail solution. How do you quickly and successfully get Lotus Notes — and other software — delivered and working across the entire enterprise?

With Tivoli Software Distribution. When you have to quickly deploy software to thousands of users, on multiple operating systems, even in several countries, consider this serious solution. In short, Tivoli Software Distribution makes sure that your users get their software fast, that it's configured for their environment and that it works.

Install software across platforms

Tivoli Software Distribution enables your software to be installed easily on virtually any system platform. It:

- Assures delivery to mobile systems by waiting until a connection is established
- Lets users install software at their convenience
- Easily schedules repetitive updates
- Features a graphical interface that lets you monitor all its activities.

Flexible installation

Software deployed with Tivoli Software Distribution can adjust itself for the local environment of each system. And software packages can use variables of many kinds, allowing the customization that each system needs based upon its unique settings.

Maintain an entire software suite

Tivoli Software Distribution does more than just deliver software. You can define and maintain an entire suite of software for a group of workstations in one step using a simple “desired state” reference model.

When you update or upgrade your system, Tivoli Software Distribution doesn't disrupt your operation; it simply analyzes each system and does only what's required to bring it up to date, allowing you to send only what's different. It even tracks software installed with CD-ROMs.

Keep your network running efficiently

Tivoli Software Distribution includes many features to preserve your network bandwidth. Among them:

- Enforces limits on how much of the network your software will consume
- Allows large jobs to progress during specified “execution windows” — even in increments when necessary
- Enables you to pre-stage software in depots closer to the target systems.

If you need to get software like Lotus Notes to many systems that are diverse and dispersed, your answer is Tivoli Software Distribution.

Protect your e-business investment

In constructing your e-business infrastructure, you can take one of two courses: Assemble an array of disparate software solutions from multiple vendors. Or select your e-business software with an eye toward a larger goal: building a total solution of tightly knit software that works together to form a comprehensive, integrated e-business infrastructure.

If you're leaning toward the latter, consider IBM WebSphere, DB2, Lotus and Tivoli e-business software.

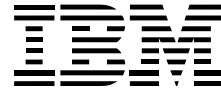
Enter the next chapter of e-business

These pages have shown you a few snapshots of how IBM e-business software can work together to help you build and manage an IT infrastructure that can easily handle the growing demands of e-business today...and tomorrow.

Needless to say, there's a lot more to the story. IBM e-business software continues to set new standards for interoperability, flexibility, reliability and scalability. And we're a key supporter of open standards and open technologies, which means you can confidently use your legacy applications and hardware — from IBM and other vendors — to interact with customers and suppliers on virtually any IT platform.

In short, when you choose IBM e-business software, you're not just adding to your infrastructure. You're entering the next chapter of e-business.

For more information on how IBM WebSphere, DB2, Lotus and Tivoli software offer a comprehensive e-business infrastructure solution, contact your IBM representative, call **1-888-SHOP IBM** or visit our Web site at **ibm.com/software**.



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Route 100, Building 1
Somers, NY 10589
U.S.A.

Printed in the United States of America
01-02
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Printed in the United States on recycled paper containing 10% recovered post-consumer fiber.

Lotus Part No. CC04DNA



G325-5488-00