IBM

WebSphere® software

IBM WebSphere Business Monitor

Highlights

- *Provides business users with a real-time comprehensive view of business process perform-ance on user-friendly and customizable dashboards*

- *Improves responsiveness by providing critical monitoring data through multiple means including Web dashboards, via corporate portal, on mobile devices and on the desktop*

- *Provides an end-to-end view of business processes by col-lecting real-time data from a variety of processes and appli-cations across the enterprise*

- *Enables business users to pre-empt problems with predictive KPIs and to detect and manage business situations thus improving business results*

- *Increases productivity by empowering business users to create new dashboards, KPIs and alerts with minimal IT involvement*

- *Accelerates continuous process improvement and business innovation through tight inte-gration with other IBM BPM products*

- *Improves business user deci-sion making through embedded analytics for analysis of trends and data*

Your business activity monitoring solution for critical business performance

In a rapidly changing marketplace, you need to provide your customers with the services and products to differenti-ate yourself from the competition. Business process management (BPM) enables you to do exactly that. Business activity monitoring (BAM) is a critical part of BPM, allowing the aggre-gation, analysis and presentation of real-time information, including tracking performance, processes and opera-tional activity using key performance indicators (KPIs). IBM WebSphere® Business Monitor, a BAM offering, is an integral part of the IBM BPM Suite foundational offering called IBM WebSphere Dynamic Process Edition. WebSphere Business Monitor enables you to aggregate real-time information about process performance with real-time information from other parts of the business. Benefits to your organization include improved efficien-cies, lower costs and higher revenue.

Gain the insight you need to succeed
IBM WebSphere Business Monitor helps you monitor business activity by providing feedback and analysis to continually improve and optimize business processes. You can monitor business processes in real time using management dashboards, available on a variety of clients. Business users can receive immediate notification alerts to current or potential business situations and take appropriate actions. Embedded analytics and detailed reports provide for more in-depth analysis enabling users to make appropriate decisions.

Monitor business activity across your organization
WebSphere Business Monitor offers an end-to-end view of business processes as it collects business process events from a range of sources, including:

* *Process execution and workflow systems*
* *Enterprise service bus software*
* *A wide range of enterprise business applications such as SAP and customer relationship management systems such as Siebel*
* *Other existing applications critical to your business*

The high-performance engine of WebSphere Business Monitor handles large volumes of process activity.

In addition to processing events, WebSphere Business Monitor can access additional business information used in metric and KPI calculations, which can provide more context to the business monitoring.

Visualize data through flexible dashboards
WebSphere Business Monitor business dashboards offer actionable, role-based and contextual visibility into business process performance. A variety of visualization types are provided, enabling you to choose the most appropriate method for visualizing process performance data. These visualization types include:

* *Lightweight Web-based dashboards*
* *IBM WebSphere Portal*
* *Mobile devices, such as BlackBerry® Smartphones and the Apple® iPhone®*
* *IBM Lotus® Notes® collaboration software*
* *The IBM Lotus Sametime® instant-messaging client*
* *Desktop gadgets*
* *Common business software, such as Microsoft® Excel®*

Business dashboards are highly configurable, allowing users to personalize their visual experience and to view the data tailored to their roles in the organization. Business users can create new KPIs without involving IT, enabling business users to be more responsive to changing business conditions.

Monitoring information can be combined with capabilities and information from other IBM BPM products in the WebSphere family through Business Space powered by WebSphere, a common user interface environment that provides a holistic management of your business processes.

Respond quickly to business alerts
WebSphere Business Monitor provides alerts and notifications on critical business situations to key users, enabling them to respond quickly. These alerts can be issued for current conditions or issued preemptively based on the embedded predictive analytics. Business users can define business situations and associated alerts based on the criteria they deem important, without the need to involve IT. In addition, remedial actions for dealing with business situations can be automated.

Embedded analytics and reporting

WebSphere Business Monitor provides real-time views of current conditions, predictions of future values based on current conditions and historical views and trends of business metrics. This enables you to perform a deeper analysis and compare business process performance across time and across the various aspects of your business to gain additional insight directly from the dashboards. For example, you can analyze the profitability of a process across geographic locations or across business units or customer types to enable you to improve profitability even further.

Tight integration with IBM BPM Suite

WebSphere Business Monitor is an integral part of WebSphere Dynamic Process Edition in the IBM BPM Suite. The tight integration between WebSphere Dynamic Process Edition products enables the development and deployment of complete BPM solutions, rapidly improving processes. For example, business analysts can optionally specify the business measures and KPIs to be monitored by using an included copy of WebSphere Business Modeler. For certain human-centric processes, business users are empowered to use WebSphere Business Modeler to develop and deploy a complete solution to the IBM WebSphere

Process Server and (optionally) IBM WebSphere Business Monitor server environments. A preconfigured business space that is created as part of deployment can be immediately used to run, manage and monitor processes.

Real-time data on process behavior and other business measures can be exported to WebSphere Business Modeler for more accurate simulations and improved process design.

Fast time to value

WebSphere Business Monitor enables rapid development of monitoring solutions. It shortens the requirements phase of the solution by enabling the business users or analyst to choose the right KPIs, for example through the embedded KPI wizards, or through sample monitoring models for common processes and industries. It enables effective collaboration on the dashboard design between IT and line-of-business (LOB) users through a Web-based collaboration tool called IBM WebSphere Business Modeler Publishing Server. Ready-to-use templates for most common monitoring tasks are provided for IT developers. A full-function development test environment, including a

comprehensive graphical debugger, allows complete testing of monitoring solutions prior to deployment to a full-fledged production environment.

What's new in IBM WebSphere Business Monitor, Version 6.2

WebSphere Business Monitor, Version 6.2 has been enhanced with many new features and capabilities.

Empowering business users through enhanced capabilities

- *A new Web-based graphical business user interface, called Business Space powered by WebSphere, easily integrates monitoring capabilities with other process content for comprehensive management of business processes.*
- *Business users can better understand trends and anticipate business situations to take preemptive action through access to KPI history, automatic determination of historical KPI baselines, and predictive KPIs and alerts.*
- *The enhanced ability for business users to set up and manage alerts with minimal involvement from IT results in more agile decision making.*
- *The ability to view KPIs based on standard deviation helps business users track the reliability of business processes.*

- *The ability to view applicable individual process instances for KPIs enables business users to more easily determine root causes of business problems.*
- *Advanced detection of business situations is available through the ability to receive and send events to IBM WebSphere Business Events.*
- *Business users have expanded options for accessing BAM data, including the iPhone, iPod Touch, Microsoft Excel, IBM Lotus Notes collaboration software and the IBM Lotus Sametime instant-messaging client, and Google desktop gadgets, resulting in improved business insight and agility.*

Tight integration with IBM BPM Suite and IBM Connectivity Portfolio

- *For certain human-centric process scenarios, business users are empowered to go directly from modeling to deployment on the WebSphere Process Server and (optionally) WebSphere Business Monitor server environments. A preconfigured business space that is created as part of deployment can be immediately used to run, manage and monitor processes.*

- *The ability to integrate KPI information with IBM WebSphere Business Services Fabric enhances dynamic process behavior in response to business performance.*
- *Monitoring activity in IBM WebSphere Message Broker is improved through visibility to business changes that occur inside the processing of a message flow and access to business-relevant data, such as the amount of an item in a purchase order.*

Improved time to value

- *WebSphere Business Monitor, Version 6.2 has an embedded KPI library of over 800 open standard KPIs based on the APQC Process Classification Framework (PCF). The KPI library enables users to select KPIs for various processes across several functions including Financial Management, Human Capital Management, Customer Relationship Management and Supply Chain Management.*

- *New sample monitoring templates and dashboards, aligned with the WebSphere Business Services Fabric reference implementations, are provided to accelerate development of end-to-end BPM solutions.*
- *The WebSphere Business Monitor Representational State Transfer (REST) application programming interfaces (APIs) are expanded to accept business event information, helping to simplify the development of monitoring solutions.*

Support for a broader set of operating environments

WebSphere Business Monitor, Version 6.2 provides expanded support for operating systems, including:

- *SUSE Linux® Enterprise Server 9.0 and 10.0, 64 bit*
- *Red Hat Enterprise Linux 4.0 and 5.0, 64 bit*
- *Microsoft Windows® 2003 Server, 64 bit*
- *Microsoft Windows 2008, 32 and 64 bit*
- *IBM AIX® 6.1, 64 bit*

For more information

To learn more about IBM WebSphere Business Monitor, Version 6.2, please contact your IBM marketing representative or IBM Business Partner, or go to: **ibm.com**/software/integration/wbimonitor

For more information about WebSphere Business Monitor system requirements, go to: **ibm.com**/software/integration/wbimonitor/requirements/

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