

## Logicalis—Assuring Application Performance

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—Terry Laber, CIO,  
Logicalis

Organizations ranging from Amazon.com and Burton Snowboards to the Washington State Court system rely on Logicalis to optimize their IT infrastructure.

Logicalis (formerly known as Logical) is an international provider of high performance IT integration solutions. The company has more than 700 employees and focuses on the business IT priorities of its more than 5,000 customers around the world. These priorities include infrastructure consolidation and integration, outsourced managed services, backup and disaster recovery plans, IP Telephony (IPT) deployments, and flexibly designed, scalable IT environments.

A major focus for Logicalis is on customer requirements for application management and transaction monitoring. For example, Logicalis manages company Web sites and related e-commerce transactions, as well as Oracle-based financial management and ERP applications for some of its largest customers.

And while customers rely on Logicalis for integrated IT solutions, Logicalis relies on Indicative as the platform for its application and transaction monitoring, troubleshooting and reporting solutions. Through Indicative’s monitoring and reporting tools, Logicalis can provide its customers with highly-valued performance and end-user experience metrics for mission critical applications.

“Indicative’s performance monitoring software has enabled us to quickly establish real-world baselines for monitoring end-to-end application performance for our customers,” said Terry Laber, CIO for Logicalis. “In particular, we have integrated Rational Robot with Indicative for monitoring large client-server environments.”

A key benefit from the Indicative software is the ability for Logicalis to monitor the performance of complex client server applications such as Oracle or Siebel for its customers. For these applications Logicalis can create a transaction model for specific user tasks. Indicative software includes a GUI-based capability for defining the steps of a task and the performance measurements for each step. Logicalis can then exercise the tasks with Rational Robot scripts running across the network via distributed agents.

For one large customer Logicalis monitors more than 45 different applications using Indicative. The applications are monitored from multiple remote locations to identify problems specific to the location from which the applications are accessed. Some of the tasks contain up to 25 unique steps. These types of proactive transaction tests help Logicalis identify potential performance issues before they affect users.

End-to-end application testing relies on accurate performance thresholds for identifying out-of-boundary conditions. The Indicative approach is to use variable thresholds that track to automatically generated, historical usage baselines. This provides a more accurate picture of infrastructure health under varying usage guidelines.

For example, in setting up the thresholds for a Web transaction, Logicalis can consider the relative increase in user access between 8:00 pm and midnight based on a spike in HTTP response time and data transfer time. They can then establish a specific peak-use threshold for that time period to alert them of conditions that may cause unacceptable delays for users.

Monitoring service and system performance is another key capability Logicalis provides its customers. In this case monitoring is based on system-level technology measurements, for example, Windows Perfmon or UNIX/Linux CPU utilization, virtual memory, or other measures. When a system level threshold is crossed, Indicative executes a predefined action such as sending an alert. Depending on the severity of the alert, Logicalis may notify the customer's technology staff via e-mail, pager, or phone. For some customers Logicalis has formatted the Indicative alerts to pass them to HP OpenView ITO where they can automatically generate HP Service Desk trouble tickets.

Logicalis values the ease of use and quick set-up of Indicative's software, and the responsiveness to new requirements in successive releases. In the future they hope to use Indicative to increase their transaction monitoring of modern Java-based applications, client-side applets and script-generated processes. Logicalis also envisions the combination of service level and infrastructure management in a single console. They need to provide proactive SLA monitoring with real-time reporting, and greater executive-level reporting capabilities for their many customers.

Logicalis creates value for its customers by integrating and managing advanced technology infrastructures based on components from multiple suppliers. Indicative is proud of our contribution to the success of Logicalis by providing reliable, easily-configurable solutions in the critical areas of application management and end-to-end transaction monitoring.

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## About Nimsoft

Nimsoft provides next generation performance and availability monitoring solutions for the complete physical and virtualized IT infrastructure. The Nimsoft solutions redefine the standards for ease of use and speed of deployment—providing outstanding return on investment and unparalleled customer satisfaction. Over 600 customers in 30 countries rely on Nimsoft solutions to monitor their IT based business applications and services. These customers include mid-market and global organizations, such as Barclays Capital, Amway Corporation, Archstone Smith Communities, Bay Area Rapid Transit, Ladbrokes, MTU Aero Engines, TriNet, TRW Automotive, and hundreds of leading managed service providers such as CDW Berbee, Easynet and Rackspace Managed Hosting. For more information, visit [www.nimsoft.com](http://www.nimsoft.com).

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