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## **New Tango/04 Transaction Agent Monitors User Experience and Simplifies Service Level Management**

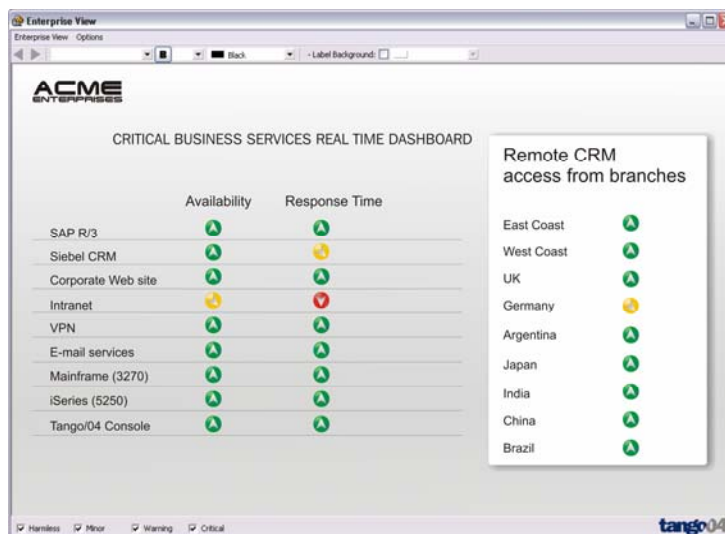
- The new Universal Transaction Agent allows Tango/04 VISUAL Message Center to monitor the actual experience of business application users
- IT departments can proactively detect application failures before they impact user experience and business results, simplifying Service Level Management

PETERBOROUGH, NH, March 6, 2007. – What is the actual experience of users of business applications? What is the actual response time they get from SAP, Siebel or applications running on Citrix? How fast are transactions performed? Can companies detect if a critical application is failing before it affects the business?

[Tango/04 Computing Group](#), a leading developer of software solutions for Systems Management, Security Auditing, Operations Monitoring and Business Service Management (BSM), today released the new Universal Transaction Agent (UTA), which provides its flagship solution, [VISUAL Message Center](#), with new monitoring capabilities to help automatically reproduce typical user business transactions, measuring the time they take to complete and detecting any possible malfunction before it's too late.

*“Most companies today depend on the successful completion of the transactions performed on-line by their customers, partners or internal users,”* says Raul Cristian Aguirre, CEO of Tango/04 Computing Group. *“If an application transaction takes longer than expected or fails, it can create serious business problems and losses. Now, with the new Tango/04 Universal Transaction Agent, it is very easy to automatically detect and proactively solve the root-cause problems that affect user experience.”*

The new Universal Transaction Agent works as a robot continuously testing critical applications and transactions to discover problems and outages before users or customers do, saving valuable time and money.



In the example above, a VISUAL Message Center management dashboard instantly shows the quality of critical applications' user experience, in real time and using color-coded icons. The status information is collected by the Universal Transaction Agent. Users can easily explore the root causes of an event, simplifying problem analysis and shortening time to resolution.

The Universal Transaction Agent controls application processes that can be successfully monitored by simulating a synthetic transaction. A few examples of supported applications are:

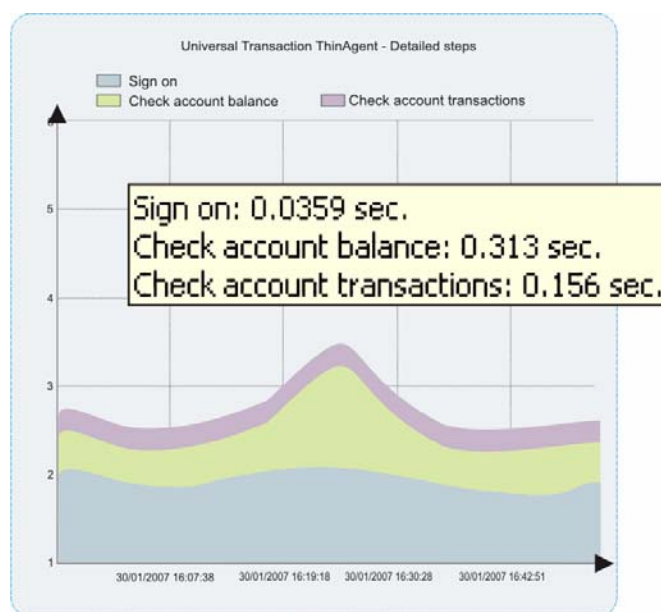
- Windows native applications
- Web-based applications (including those using JavaScript, ActiveX controls, Flash controls, Java applets, Java Server-side, etc.)
- Java applications
- .NET applications
- SAP R/3, Siebel CRM, and other major business applications
- DOS mode and character mode applications
- 3270 (Mainframe) applications through graphical and text-based emulators
- 5250 (OS/400, i5/OS) applications through graphical and text-based emulators
- Citrix Metaframe applications
- Microsoft Terminal Server

*“For example, imagine a database is accessed by users only at the end of the day to perform a critical business procedure. VISUAL Message Center’s Universal Transaction Agent can automatically simulate access before users actually need the application and discover if something is going wrong, with plenty of time to fix it,”* says Raul Cristian Aguirre. *“Without the Universal Transaction Agent the problem could not have been detected in time, resulting in a serious collapse of business.”*

## Monitoring user experience with recorded synthetic transactions

A transaction is a series of steps a user carries out in order to accomplish a particular task using an application. The Universal Transaction Agent can execute and monitor a typical transaction on any application that runs on Windows or can be controlled through a Windows interface, even if the application is actually running on another system and platform. This simulated operation is called a synthetic transaction.

Setting up a synthetic transaction with the included Wizard is as easy as defining the system and application that needs to be monitored, clicking on the record button and performing the sample transaction to be monitored. A script is created of the transaction and it can be played back at a regular interval, simulating final user experience, retrieving response time and availability metrics and feeding them into the Universal Transaction Agent, which in turn can generate an event in VISUAL Message Center's [SmartConsole](#). The resulting script is encrypted and can be modified only by authorized personnel, simplifying ongoing maintenance.



Using the information gathered by the Universal Transaction Agent, Visual Message Center can display in easy to understand graphics the total response time of a transaction, the response time of each of its steps or the total response time subdivided by steps. Hovering the cursor over the graphics, a tooltip appears displaying all the transaction details

## Complete End-to-End Transaction Monitoring with Root Cause Analysis

Using the events generated by the new Universal Transaction Agent, the VISUAL Message Center SmartConsole warns in real-time, through color-coded status icons and alerts, whether the monitored business transactions are working correctly or not. This is already a big help for the IT department, but not enough.

Thanks to complete application modeling capabilities, VISUAL Message Center is able to monitor the IT infrastructure, devices and applications that are involved in the monitored transactions. So, not only does the SmartConsole warn that a process or application is down, but it also shows what the real cause is, where the failure lies and which component has failed, making it very easy to solve the problem.

## **Simplifying Service Level Management with Real-time Dashboards**

Real-time, color-coded SLA dashboards and reports can be easily created through VISUAL Message Center's SmartConsole to show the health status of applications, servers (including System i, UNIX/Linux and Windows) and databases (including Oracle, IBM DB2 and SQL Server). These dashboards can provide different levels of visualization, from detailed technical information up to high-level Enterprise Views for every IT platform, location or business service.

When the Universal Transaction Agent detects a business process taking too long, the SmartConsole can react by executing automated action sets, or can alert operators by email or SMS when their intervention is required. The new version 7 of SmartConsole offers advanced event correlation, real-time impact assessment, and other advanced Business Service Management capabilities.

## **About Tango/04 Computing Group**

Tango/04 Computing Group is one of the leading developers of software solutions for Systems Management, Security and Business Service Management (BSM). Tango/04 software helps companies maintain the operating health of all their business processes, improve their service levels, increase their productivity, and reduce costs through intelligent management of their IT infrastructure.

Tango/04 has more than a thousand customers who are served by over 35 authorized Business Partners around the world. Customers include ABN Amro, ABX Logistics, ADT, Aviva, Banque de Luxembourg, Bacardi, BankBoston, Banque Rotschild, BBVA, becom Informatiesystemen, Boehringer Ingelheim, Bridgestone Firestone, BSCH, CelTel, Certegy, Coca-Cola, Carrefour, Dole Fresh Fruit, EDS, FootLocker, Fortis Bank Commercial Finance, Fritz Meyer, Genesis MetLife, Miele, Henry Schein, ING, L'Oréal, Manpower, Nationale Nederlanden, Nike, Norge Gruppen, Pierre Fabre, Repsol YPF, Shell, Sligro, Stratapult, Stora Enso, Telmex, Universal Music, and Zurich Insurance.

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## **Note to the editor**

Tango/04 can provide you with additional information, images, photos, technical documents and free software activation codes for test purposes. In North America, please contact Nicolás Brosky at telephone number 1 800 304-6872. In the EMEA and Asia-Pacific regions, please contact Giancarlo Cammarota at telephone number +34 93 274-0051 (Spain). You can also send an email to [media@tango04.net](mailto:media@tango04.net).

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