

BT to monitor applications

Martin Courtney

BT is to launch a managed network service to help IT staff identify problems with application performance over their LAN and WAN links, and prepare for greater volumes of voice and video traffic across their networks.

Andy Green, chief executive of BT Global Services, believes that managing the performance of core business applications such as enterprise resource planning (ERP) systems across multiple sites, from the end-user desktop on the corporate LAN, right through the WAN and into the datacentre, will prove attractive to corporates.

"Firms can buy the hardware and software to do this themselves, but BT can do it [with superior economy of scale]," he said. "We can do it more cheaply, with better skills, and right across the IT infrastructure, from the end-user to the server, with multiple applications running on the same network."

BT backed up the announcement of its Applications Assured

BT WILL OPTIMISE PERFORMANCE

- BT is to launch a managed service to optimise application performance across multi-site networks.
- The AAI includes audit, optimisation, monitoring, management and SLA components.
- 25 percent of IT heads do not know exactly how their networks are used.

Infrastructure (AAI), to debut in April, with the publication of a sponsored survey of 200 European firms, carried out by Coleman Parkes Research. It suggests that up to 25 percent of IT managers do not know exactly how their networks are being used.

Respondents cited the reasons for failing to get to grips with application performance problems as a lack of money, people and time (60 percent), and a lack of necessary skills and expertise (11 percent). Yet 27 percent failed to see the importance of addressing application performance-related problems.

"It is a major issue for IT managers, IT directors and the

boardroom," argued Green. "It raises the whole issue of corporate governance, data security, and how to run [mission critical] applications over distributed networks."

The service has five elements, from an initial audit of a firm's infrastructure, to its optimisation, real-time application monitoring, network management and the provision of service level agreements (SLAs) guaranteeing application response times. Firms can choose to buy any of the parts individually or collectively.

BT will use a range of hardware and software to manage its user networks, including Compuware's performance management suite, Vantage, and InfoVista's VistaFoundation 2.0, which looks at the applications on a firm's network and resolves problems according to the highest business priority.

"Online trading is a good example. Firms that import information regarding stock values often see a correlation between buying and trading on the stock exchange and the load on their infrastructure," said Joe Berger, senior vice president, InfoVista worldwide marketing.

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➔ Green: from end-user to server