

The Monitoring Standard for MQ Technology



The dependability and performance of your enterprise application ecosystem relies upon robust middleware messaging capabilities—which in turn require powerful tools to manage them. Nastel Technologies' CEO David Mavashev, an industry pioneer in WebSphere/MQ-based messaging and APM tools, continues to redefine standards in monitoring and analytics. Nastel supports the needs of hundreds of global enterprises and thousands of users that demand scalable high performance solutions coupled with cutting-edge features, ease-of-use, and minimal IT resource requirements.



Key Benefits

- **A Complete Solution** – deep, real-time MQ monitoring, self-service capabilities, message tracking, configuration management, and capacity planning in a single, easy-to-use solution for WMQ or MQ Series
- **Instant Insights** – proactively monitor queues, channels, managers, listeners, and queue statistics. Identify and correct stuck messages while simultaneously monitoring and handling DLQs (Dead Letter Queues). AutoPilot MQ provides the transparency necessary to stay on top of MQ health and performance
- **Lower Operational Risk** – with high-speed detection, automated root-cause analysis, and available predictive analytics, problems are resolved before internal users are affected and SLAs are violated
- **Better User Experiences** – by reducing or mitigating outages and performance issues with customer-facing apps, reputational damage and customer attrition from unhappy and dissatisfied users is avoided
- **Slash Support Costs** – with easy-to-use tools to detect and correct MQ-based problems, MTTR is improved and more support tasks can be completed with fewer resource demands

Why Nastel?

- **Trusted by the largest global enterprises to safeguard the health and availability of business services and mission-critical apps relying on messaging backbones**

"Nastel AutoPilot...one of the leading solutions to manage messaging technologies such as WebSphere MQ, Message Broker, and DataPower."



**JP Garbani,
Forrester
Research**

AutoPilot for MQ provides deep insight into MQ health and performance issues, enabling fast resolution of middleware problems. It combines service, message tracking, configuration management and capacity planning in a single easy-to-use solution. It provides a complete lifecycle solution for IBM MQ (a.k.a. WebSphere MQ or MQ Series).

- **Expert knowledge – leverage more than 20 years' worth of domain expertise in MQ-centric processes, environments, challenges, and goals**

Nastel's success is reflected in the length of its client relationships (>15 years on

average among very large global clients, leaders in their own segments like Citi-Bank, BestBuy, Dell, and many others). It maintains such long relationships because **Nastel acts as a business partner for every client.**

Nastel boasts reseller agreements with prestigious firms such as HP, CA, and other industry leaders.

Who Needs Nastel?

Anyone who is accountable for the overall health, performance, and user availability of their company's application ecosystem is either a potential AutoPilot for MQ end-user or a direct beneficiary of its capabilities. This typically includes:

- **Middleware team**
- **NOC (Network Operations Center) personnel**
- **Application owners and support specialists**
- **IT Ops and DevOps specialists**
- **User support**
- **IT admins and developers**
- **CTOs, CIOs, and technology liaisons to line businesses**
- **Compliance officers**
- **Shared services groups**

Powerful Features

Nastel provides everything you need in a powerful, easy-to-deploy and easy-to-use solution. Highlights include:

- **Real-time MQ analysis** – monitor health, performance and policy metrics in real-time. Nastel is the only vendor that provides the choice of monitoring locally (with agents) or remotely (agent-free)
- **Topology mapping** – auto-discovery of all MQ objects and their state translates to a visual map of every network node, device, and business service, along with all application data formats and dependencies. This saves IT pros hundreds of hours in initial setup and policy definitions, and eliminates time-consuming work making environment changes, adding new user applications and technologies, etc. Benefit from better productivity and visibility with instant monitoring of new queues, applications and queue managers
- **MQ transaction tracking, visualization and performance** – visibility into applications prevents situations where delayed processing of messages means lost business
- **Correlate events from other systems** – monitoring MQ is not enough. To keep your business processes running smoothly Nastel provides visibility into everything that matters, such as events generated by the OS environment, other middleware, and applications
- **Early-warning alerts for MQ performance issues** – in accordance with defined policies, common problems like full queues or messages in DLQs are immediately visible, along with zOS buffer pool and page set information being monitored. AutoPilot provides visibility across all MQ platforms from a single point

- **Secure self-service + dashboards** – assignable self-service privileges offload work from the MQ team and improve their overall productivity by empowering app developers and owners to be self-sufficient. Customizable dashboards enable every interested party to benefit from access to MQ visibility
- **Configuration management** – via web browser, easily configure MQ without concern for the differences between releases, platforms and OS
- **Capacity planning tool** – enables accurate planning and avoidance of future outages. Queue and channel statistics are collected via built-in queries
- **Message management** – visibility into messages and actions to address problems gets the business operational quicker
- **Security** – fine-grained, integrated security with audit trails ensures that only those authorized can see and
- **MQ Appliance support** – all previously mentioned features and benefits are also available for the appliance

Expert Support

Regardless of your needs, Nastel's global client support team stands ready to recommend and execute an implementation plan that is right for your business.

Nastel focuses on providing comprehensive and superlative client support unmatched by other providers...service that addresses all the technical and business facets of clients' day-to-day IT operations.

To ensure smooth implementations, Nastel relies upon a well-tested and documented protocol that accommodates the exact requirements of every client. After implementation and configuration work is complete, Nastel works closely with each client to ensure on-going satisfaction.

Several levels of support are available to fit the service needs and geographical location requirements of any company.

Conclusion

Interpreting and acting upon fast-moving data and metrics associated with today's messaging backbones is one of the most challenging tasks faced by today's enterprise IT professionals.

AutoPilot for MQ provides a single point of instant analysis and visibility for MQ and the business applications, messages and transactions that use it. It provides unified analytics that can track metrics in real-time or perform a historical look-back. Sophisticated statistical functions employing Complex Event Processing (CEP) find performance patterns or transactional misbehavior that otherwise could easily go undetected.

Use AutoPilot for MQ to reduce MTTR, improve productivity, lower support costs and be certain your company's reputation is secure.

If proven answers to challenging performance and efficiency issues are at the top of your list of needs, turn to Nastel. For more information, visit our website at www.nastel.com or contact us at info@nastel.com.



For more information regarding Nastel Technologies and to ask about a live demo, please contact us at info@nastel.com, or call +1 631-761-9100.

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