

## MERCURY SOLUTION OVERVIEW

# OPTIMIZE BUSINESS APPLICATIONS

ERP/CRM software empowers every facet of the enterprise. These applications unlock critical assets, strengthen customer relationships, and increase supply chain efficiencies.

Now more than ever, enterprise customers are demanding business agility in their new ERP/CRM applications. Vendors are responding by embracing service-oriented architecture and business process management. The result? Enterprise business applications unlike anything before.

But constant change, tight budgets, limited time, and new technologies present risks to IT's ability to deliver business outcomes. Forward-thinking IT professionals are asking, How do I make the tradeoff between the time, cost, and risk of delivering business application projects?

# CONTROLLING THE RISK OF YOUR MISSION-CRITICAL APPLICATIONS

## THE APPLICATION DELIVERY PROCESS MUST CHANGE

Business application projects include major implementations and consolidations, as well as the management of frequent patches and minor releases. The business processes delivered must work flawlessly upon go-live, and any ongoing changes must not adversely impact the production environment.

The need for rigorous testing becomes obvious when a major application fails in production. No retail company wants to run out of product due to supply chain issues during the busy holiday shopping season. To ensure a positive business outcome, it's imperative that you prevent problems before they occur.

Today's testing and validation practices don't go far enough. To understand business requirements and to relay risk information effectively, IT professionals must find a better way to communicate with stakeholders. When the right mechanisms are not in place, it often results in:

- Poor understanding of business requirements
- Inability to assess impact of changes
- Insufficient validation of business processes
- Inability to assess and report on application readiness

## MOVING FROM BASIC TESTING TO RISK CONTROL

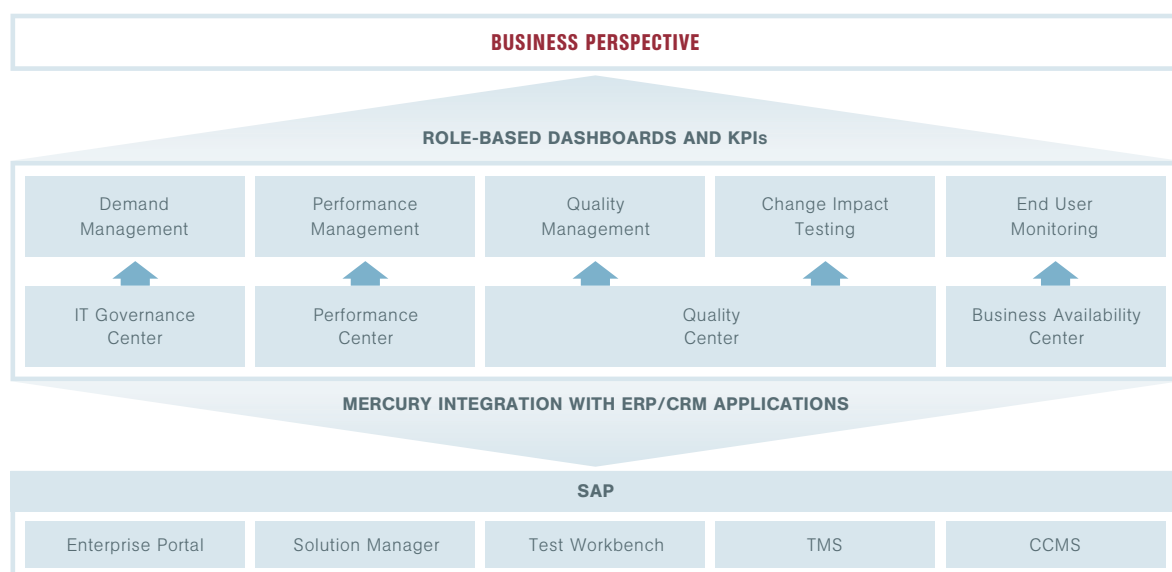
Most business processes are now embedded in composite applications that span Oracle, SAP, custom, and legacy software. Many of these components are less predictable Web services and are being developed or tested offshore.

In the past Quality Assurance focused on testing and validation, looking mainly at code coverage and defects. Now, the business is demanding more. IT needs to be able to control, predict, and quantify the risk that key business processes won't perform as necessary after go-live.

## MERCURY BTO ENTERPRISE

IT leaders are adopting Mercury's end-to-end, lifecycle approach to application delivery. Based on Mercury BTO Enterprise™, our approach allows you to engage the right discipline at the right time, so you can control risk and predict with confidence that your application will meet the highest business requirements.

Mercury offers different solutions to address the challenges at each stage of the application lifecycle. If you're doing an implementation, upgrade, or consolidation, our products for quality management, performance management, and end-user monitoring come into play. Alternatively, if you're managing ongoing changes (continuous improvement), we have solutions for demand management, quality management, and change impact testing.



## THE RIGHT STUFF

The Mercury approach allows you to address the right questions, so you can deliver reliable, cost-effective, and repeatable business outcomes. These questions, in the context of the disciplines below, include:

## DEMAND MANAGEMENT

### Do I have visibility into upcoming projects and their priorities?

Mercury Demand Management™, part of Mercury IT Governance Center™, captures all requests on IT—operational demand, application patches and customizations, and new deployments—so you'll know what the organization is asking for and have the information to focus your IT resources on the highest business priorities. Users and stakeholders have a comprehensive picture of past, present, and future demand grouped by demand category—so demand can be prioritized, assigned, viewed, and modeled across multiple dimensions to identify trends. Mercury IT Governance Center also provides out-of-the-box processes for automating ITIL to ensure that your change management processes are consistent and repeatable.

## QUALITY MANAGEMENT

### Is there a global understanding of project requirements, status, and owners?

Mercury Quality Center™ provides a single, web-based application for all essential aspects of quality management—requirements management, test plan, test cases, and defects management—to support high levels of communication and collaboration among IT teams. It helps facilitate information access across geographical and organization boundaries. This enables groups throughout your organization to contribute to the quality process—whether automated in-house or done manually offshore.

## PERFORMANCE MANAGEMENT AND END-USER MONITORING

### Am I confident the application will scale successfully in production?

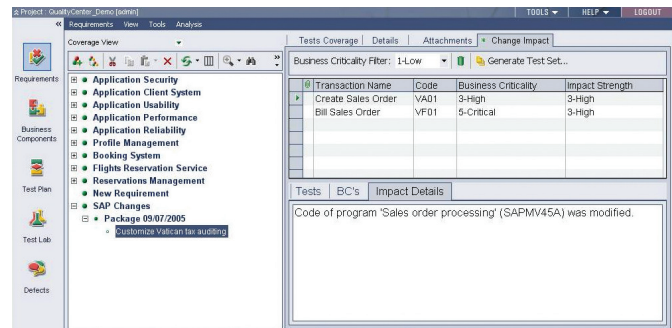
Mercury Performance Center™ provides a complete optimization solution for your performance process that you can set up to be globally accessible 24x7, via a web browser, to any number of end users. Based on Mercury LoadRunner™, it includes an integrated set of applications for automating load testing, application diagnostics, and capacity planning. This Mercury offering enables you to manage the risk of implementing mission-critical applications by telling you exactly what to expect once your application is in production. It is the only solution that drills down to all the different layers of a composite application, identifying areas that you can modify ahead of time to help increase application performance.

Once your application is in production, Mercury End User Management™, part of Mercury Business Availability Center™, proactively monitors website and application availability in real time, from the end-user perspective, so you can fix issues before customers experience problems. By providing diagnostic information from a user perspective, Mercury End User Management helps you isolate and triage production problems and reduce time to resolution.

## CHANGE IMPACT TESTING

### What can I do to control the risk from changes?

The breakthrough capabilities provided by Mercury Change Impact Testing™ enable you to continuously improve your applications quickly and effectively. You can focus testing on transactions and business processes impacted by changes, rather than testing all of the application functionality. This significantly reduces your testing effort and costs, especially if manual testing is involved. It also reduces your change cycle times. Furthermore, Mercury Change Impact Testing provides technical metrics specifying how a transaction is impacted, which together with the business criticality of the transactions helps determine the risk of changes. In addition, Mercury provides integration into the Business Process Testing blueprint of ERP/CRM environments, including Oracle and SAP Solution Manager.



The screenshot shows the Mercury Change Impact Testing interface. On the left, there is a tree view of requirements and business components. The main area displays a table with columns for Transaction Name, Code, Business Criticality, and Impact Strength. Below the table, there are tabs for Tests, BC's, and Impact Details, with the Impact Details tab selected, showing the code of a program that was modified.

Transaction Name	Code	Business Criticality	Impact Strength
Create Sales Order	VA01	3-High	3-High
Bill Sales Order	VF01	5-Critical	3-High

Impact of a change is correlated to the business process of an application based on risk indicators, such as Business Criticality and Impact Strength.

## DELIVERY FLEXIBILITY: IN-HOUSE OR VIA MERCURY MANAGED SERVICES

Only Mercury offers a flexible approach to application delivery. You have the choice of deploying your solution in-house or through Mercury Managed Services™—with optional migration at a later time to your in-house infrastructure. We help you determine the approach that best meets your business needs so you can achieve faster time to value, and we provide your team with ongoing mentoring on products and processes. Combine this with Mercury Education Services™ and award-winning Mercury Customer Support™ programs, and you will achieve long-term success with your business application initiatives.

Mercury's approach to application delivery is based on Mercury BTO Enterprise, the first integrated suite for Business Technology Optimization. Thousands of customers have already used Mercury BTO Enterprise software to enhance application quality, performance, and reliability of their ERP/CRM applications.

With Mercury BTO Enterprise, you can manage application quality in the context of the business while automating testing processes. You can perform risk assessment to ensure key application business processes are ready to go live. And you can do change impact testing to prioritize testing based on the business impact of changes.

Bottom line: you can effectively manage the entire business application lifecycle, so you can deliver applications that produce intended business outcomes.

**MERCURY**<sup>TM</sup>

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Mercury is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business outcome of IT.  
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