

# The EMA™ All-Stars™ in Enterprise Systems Management for 2008



## Introduction

In this EMA™ Research Report, Enterprise Management Associates highlights what it considers to be the best available software solutions in 18 specific enterprise systems management disciplines, in order to form a ‘Systems Management All-Star’ team. Three categories of solutions were identified in each discipline: *All-Star First Team* (a special honor for the ‘best of the best’), *All-Stars* (the best performers in systems management) and *Rising Stars* (the best new or innovative vendors with the potential to be on a future All-Star Team).

Each solution earned its selection for the EMA All-Stars Team based on a mix of objective and subjective criteria, including:

- **Strength of Offering** – depth and breadth of product functionality was a key factor. Solutions with limited functionality or applicability in narrow niches were not considered for the list. Significant factors in this category included diversity of platform and technology support, as well as integration with third-party systems.
- **Innovation** – the number of new releases in 2007 was a major, objective indicator of innovation. New product functionality also was considered important. While limited innovation was not a complete barrier in determining the best vendors – particularly in mature disciplines – vision and a demonstrated commitment to product development were highly weighted.
- **Customer Feedback** – analyst interactions with enterprises (including surveys, focal interviews, case studies and input from EMA Enterprise IT Consulting clients) provided many objective measures including market penetration and customer satisfaction. Also, specific feedback from companies using a vendor’s technology played a significant part in the evaluation.
- **The EMA Perspective** – a consensus of opinion about each solution among EMA analysts also played a key role in the selection of team members. The EMA analysts’ evaluation was based on many years of enterprise, vendor and analyst experience in systems management coupled with access to a wealth of data in the EMA research library and the EMA IT Management Solutions Center (<http://itsolutions.emausa.com>).

The EMA All-Stars Team showcases our choice for the very best players in the enterprise systems management arena. The report profiles the top solutions on several useful measures to provide strong, independent guidance for enterprises and vendors alike.

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*“[OpTier’s] cross-tier view of every service invocation (or transaction) underlying a business application ... is a compelling and result-driven approach.”*

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## **Rising Star - Performance and Availability Management: OpTier**

With a rating of almost 4.5 out of 5, OpTier’s flagship CoreFirst product scored the highest of all statistically significant responses in customer satisfaction for Performance and Availability Management. With such a small market penetration, it is difficult to put a lot of emphasis on this. However, its innovative approach to performance and availability monitoring is enough to make up for any doubts. Its cross-tier view of every service invocation (or transaction) underlying a business application, including resource metrics by tier and for the transaction as a whole is a compelling and result-driven approach. It has also engaged a number of innovative strategic partners including real-time infrastructure vendor, DataSynapse. The excellent customer satisfaction only serves as icing to make it a Rising Star for Performance and Availability Management.

### **About EMA**

Enterprise Management Associates (EMA) is a leading industry analyst and consulting firm dedicated to the IT management market. We provide IT vendors and enterprise IT professionals with objective insight into the real-world business value of technologies ranging from Virtualization to Security and Risk Management to ITSM and CMDB. Learn more about our research services, our free online IT Management Solutions Center, and our IT consulting offerings at: [www.enterprisemanagement.com](http://www.enterprisemanagement.com)

### **About OpTier**

OpTier™ provides software solutions that dynamically link business services to underlying IT infrastructure, assuring service delivery and optimizing IT resources. Its unique Business Transaction Management™ technology – which delivers end-to-end visibility and control of all business transactions – makes effective Business Service Management a reality. OpTier tracks and monitors all business transactions – across all tiers, all the time. It identifies and isolates performance problems as they develop, thus minimizing the cost to resolve them. OpTier generates intelligence, for more effective testing, capacity planning, provisioning and decision-making. It can further prioritize transaction resource allocation based on business needs. For more information, visit [www.optier.com](http://www.optier.com).

*For more information about OpTier or CoreFirst please feel free to contact Lindsay Diamond at 212-679-2700 or at [lindsay.diamond@optier.com](mailto:lindsay.diamond@optier.com).*

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