



DOW CORNING

ACHIEVING BEST-RUN IT WITH SAP® EXTENDED DIAGNOSTICS

Dow Corning Corporation's global IT staff must maintain high availability for the Web-based, service-oriented architecture in a complex IT environment. The company chose the SAP® Extended Diagnostics application by CA Wily to provide 24x7 application monitoring, proactive incident detection, and troubleshooting.

QUICK FACTS

Company

- Name: Dow Corning Corporation
- Location: Midland, Michigan
- Industry: Chemicals
- Products and services: Silicone-based technology, innovation, and products
- Revenue: US\$4.9 billion
- Employees: 10,000
- Web site: www.dowcorning.com
- Partner: CA Inc.

Challenges and Opportunities

- Maintain high availability of Web-based, service-oriented architecture (SOA) across a complex global IT environment
- Ensure that enterprise applications perform as expected

Objectives

- Meet high-availability requirements in SAP® and non-SAP software environments efficiently and effectively
- Achieve consistent, comprehensive, real-time monitoring of software performance
- Identify problem areas quickly for rapid troubleshooting across heterogeneous IT environment

SAP Solutions and Services

SAP Extended Diagnostics application by CA Wily

Implementation Highlights

End-to-end support for implementation

Why SAP

- User-friendly monitoring tool that is straightforward to install and run
- Ability to manage SAP and non-SAP software environments
- Root cause analysis used to pinpoint IT problem areas

Benefits

- Enables IT staff to efficiently maintain high availability of global SOA and Java-based applications
- Reduces support costs
- Makes service-level agreements easier to meet with 24x7 live views of application performance and proactive incident detection

“[The SAP Extended Diagnostics application by CA Wily] is an essential Java monitoring tool that provides detailed information about the health and availability of SAP applications and multiple systems at a glance. It's easy to install, simple to use, and provides critical information for quick and accurate problem determination.”

Chuck Neal, Senior SAP Basis Analyst,
Dow Corning Corporation

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