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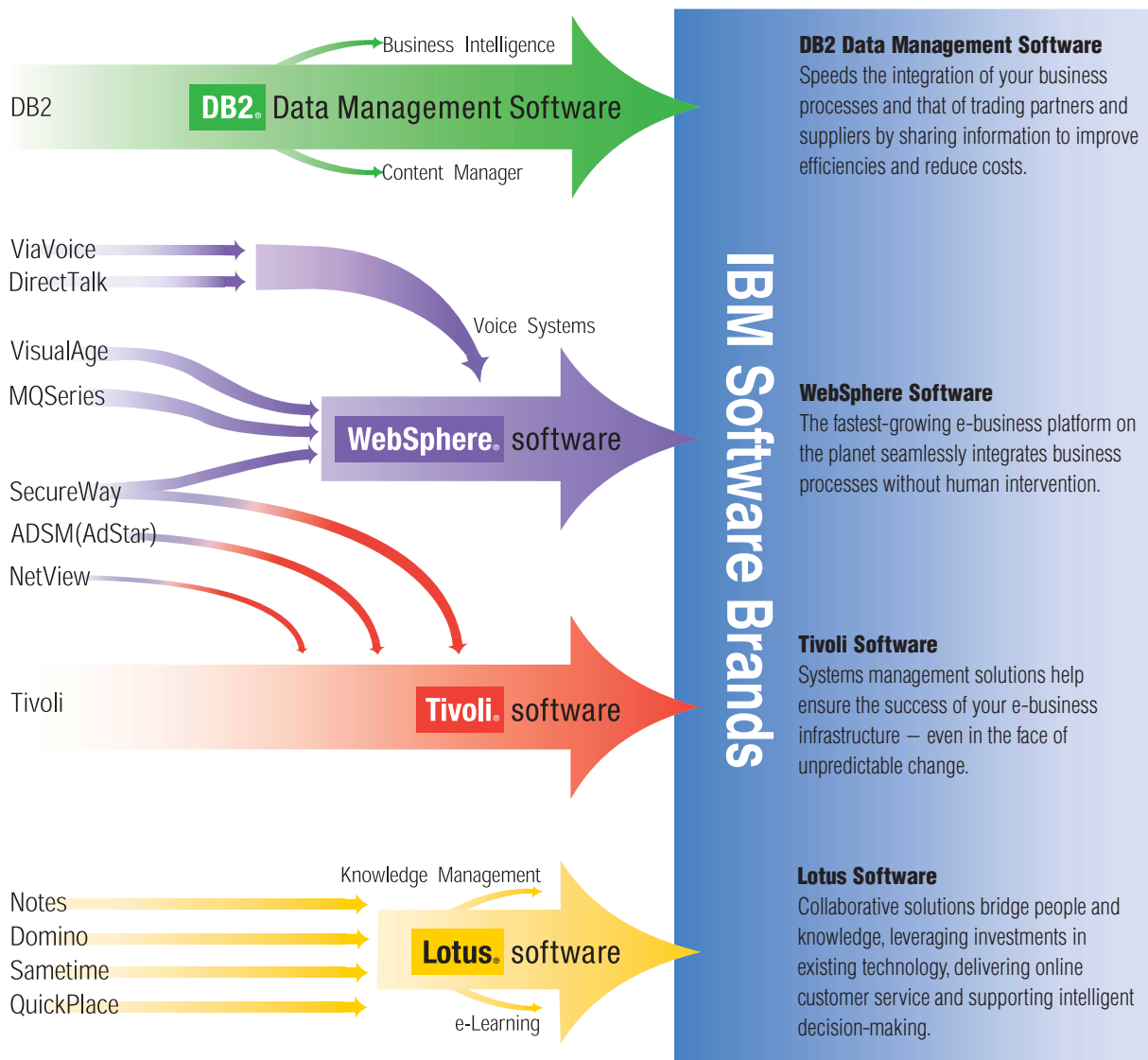
Meet the demands of dynamic e-business with IBM software.

e-business made the move from simple Web publishing to B2C and B2B transaction processing. From integrating your systems and applications with the Web to extending them across your value chain. Where do we go from here?

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IBM is working with other industry-leading companies to establish the open standards required to create dynamic e-business. And implementing these standards in our software products so that we can provide you with the solutions you need to benefit from dynamic e-business integration.

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A comprehensive guide to the IBM software your business needs to grow.

To get greater efficiencies from your business, there's no need to scrap your current software systems, you can simply build on what you have. The applications your company builds today will become your legacy systems tomorrow. Especially when you're talking e-business; software is the smarts in an e-business infrastructure.

Your systems will help you gain a competitive advantage, containing customer and operational data that is priceless and growing exponentially. In a world of constant change, the ability to achieve competitive advantage, and keep it, is directly related to the flexibility of the underlying infrastructure.

IBM has completed thousands of customer engagements, working with companies such as ASX, St George, Qantas and Telstra. More importantly, we've taken what we've learned in those engagements and used it to create a roadmap and a portfolio of middleware software, servers and services that can be combined to help your business.

This catalogue, developed especially for the Australian market, covers our entire spectrum of software including our four key software divisions: DB2, Lotus, Tivoli and WebSphere. If you want your business to grow, you'll find your software solution right here.

DB2 and Informix to manage and leverage data.

The IBM Data Management Software and Informix portfolio provides an open, scalable, industry standard platform across NT, Windows, UNIX, Linux, OS/390 and more. Ranging from high performance, extendable database engines powering your business application, to Business Intelligence solutions leveraging your priceless data and information, and Content Management solutions for management, storage and integration of unstructured data-like documents, audio, video, images and much more. IBM Data Management delivers unique deployment flexibility with unparalleled scalability and availability.

Lotus for leveraging know-how.

By bridging the knowledge gaps in your business, you can establish the right teams, adapt to change and outpace the competition. Lotus software allows suppliers, partners, customers and employees share company information with three integrated solutions: Messaging and Collaboration, Knowledge Management and IBM MindSpan Solutions.

Lotus offers a leading portfolio of modular and standards-based software that easily integrates with other applications and operating platforms. Its distinctive solutions can help optimise your company's business transactions and the human interactions that support them.

Tivoli for managing complexity.

Tivoli software from IBM enables an IT organisation to reduce the total cost of ownership and improve the service levels of their IT infrastructure. Tivoli software helps traditional enterprises and e-businesses worldwide manage security, storage, performance and availability, and configuration and operations.

Tivoli software is a global leader in systems management software, in fact, 96% of Fortune 500 companies use Tivoli products and services to efficiently manage their enterprises.

WebSphere for integrated infrastructure.

IBM WebSphere is the broadest, best-integrated family of middleware in the industry. Combining application serving and integration technologies, complete customer relationship management, supply chain management, B2B and e-commerce services, WebSphere encompasses a full range of products designed to maximise your business performance.

WebSphere software gives you the tools to create a compelling Web experience for users plus enhance e-business performance. Organised into product groupings that match your specific needs, IBM WebSphere-based solutions provide your company with the flexibility to quickly transform into an adaptable, fast-growing and integrated business that can compete effectively on the Web.

All your software needs in the one place.

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Comprehensive management of your IT infrastructure

IBM Tivoli Performance and Availability Management Solutions

WNT W2000 AIX UNIX HP-UX SUN



IBM Tivoli's performance and availability products continue to provide leadership in the changing market by transitioning customers to a proactive business impact management model that integrates Web-based architectures. The following Tivoli products provide integrated e-business infrastructure management solutions for monitoring, event management, and business impact management:

IBM TIVOLI MONITORING – allows customers to apply preconfigured best practices out-of-the-box to automate the task of monitoring system resources, to detect bottlenecks and potential problems, and to automatically recover from critical situations. It provides the foundation for additional Best Practices via Proactive Analysis Components (PACs) for managing business critical hardware and software including middleware, applications, and databases.

IBM TIVOLI MONITORING FOR TRANSACTION PERFORMANCE – ensures the availability and performance of e-business and enterprise transactions. This is achieved by measuring actual customer response times, measuring prerecorded or real transactions at regular intervals, and scanning a Web site for potential problems, such as links that do not function.

IBM TIVOLI ENTERPRISE CONSOLE – is an enterprise event management system that receives events from monitoring devices throughout the environment (both Tivoli and non-Tivoli) and the network through an enhanced interface with NetView. These events are analysed and correlated to determine the true multi-layer root cause. Predetermined actions and/or escalations can then be initiated based on the root cause, accelerating restoration time, minimising costs and maximising availability.

IBM TIVOLI SWITCH ANALYSER – combines with IBM Tivoli NetView to deliver a fully integrated, comprehensive multi-layer network management tool based on proven market leading technology. It utilises the existing NetView console and command set along with auto-discovery and automatic correlation of Layer-2 and Layer-2 events to determine network root cause and provide complete availability management of network devices. This powerful integration and automation significantly improves ease-of-use and minimises the learning curve for IT staff, making time to value almost immediate.

IBM TIVOLI NETVIEW – is a network management solution that enables users to discover TCP/IP networks, display network topologies, correlate and manage events and SNMP traps, monitor network health and gather performance data. Using "SmartSets," collections of user-defined groups, IBM Tivoli NetView can manage beyond the level of device availability, allowing the customer to develop a management solution based on the entire business system. Performance monitors for TCP/IP and for SNA and TN-3270 networks are available as separate products. They report network communication, performance, and utilisation and provide the timely analysis of traffic flow, transit times, and component use needed for network tuning.

IBM TIVOLI SERVICE LEVEL ADVISOR – simplifies the process of defining, monitoring and managing your service level agreement (SLA) service offerings. Tivoli Service Level Advisor can help simplify and automate SLA management and reporting. It helps you communicate IT value and service delivery through web-based reporting. It provides alerts for SLA violations and trends toward violations, helping you proactively correct service level problems.

IBM TIVOLI WEB SITE ANALYSER – designed to help you gain insights into the health and integrity of web server and web site infrastructure, to provide a window into the effectiveness of e-business initiatives. IBM Tivoli Web Site Analyser identifies performance trends and patterns of web server usage, traffic and visitor behavior in a way that helps you evaluate the impact of web-based marketing programs.

IBM TIVOLI BUSINESS SYSTEMS MANAGER – provides a single, simple-to-use interface for consolidating management information into a business-centric view, from across your environment – including distributed, web and mainframe components. The software is capable of automatically discovering many of the IT resources in your environment, based on the tools you are currently using to manage them. IBM Tivoli Business Systems Manager then gives you the ability to display those resources in a logical, business-oriented view – showing the particular business process served by a group of components.

IBM TIVOLI MONITORING FOR APPLICATIONS – is comprised of Proactive Analysis Components, or PACs for industry leading applications. The purpose of a PAC is to monitor and manage a specific application area. The mySAP.com PAC is designed to manage SAP's mySAP.com e-business platform, focusing on proactive management and reporting of all key architecture components such as Web Application Servers, R/3 and mySAP applications and the new WebSphere Portal Family. The Siebel eBusiness Applications PAC enables you to manage Siebel application throughout the enterprise, all from a centralised console.

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Comprehensive management of your IT infrastructure

IBM Tivoli Performance and Availability Management Solutions (cont.)

IBM TIVOLI MANAGER FOR DATABASES – consists of three PACs that help ensure the availability and optimal performance of DB2, Oracle, and Informix servers. The primary objective is to provide routine, consistent monitoring and to anticipate and correct problems before database performance and customer confidence is degraded.

IBM TIVOLI MANAGER FOR WEB INFRASTRUCTURE – is designed to help ensure the availability and optimal performance on the critical Web resources such as Web servers and Web application servers. This product captures detailed status and performance metrics from the most commonly used Web infrastructure products. It then transforms this data into useful information for Systems Administrators by applying intelligence and delivering it via an intuitive user interface.

IBM TIVOLI MANAGER FOR MESSAGING AND COLLABORATION – as part of an integrated e-business infrastructure management solution, this product provides the monitoring tools to improve performance, availability, and administration of Lotus Domino, Lotus Sametime, and Lotus QuickPlace servers.

IBM TIVOLI MANAGER FOR BUSINESS INTEGRATION – manages Message – queuing and integration middleware as an integral component of larger business systems – linking its management to databases, applications, and other middleware products spanning host and distributed systems. It provides IT managers with the information they need to understand the business-level impact of this middleware availability and performance. Host and distributed systems can be managed from the same desktop so systems administrators learn only one tool.

TIVOLI MANAGER FOR SECURITY & EDGE SERVICES – is designed to help an enterprise manage the complexity of modern computing environments. It simplifies the security management of geographically dispersed users, applications and resources. It also strengthens the total security system associated with internal users (i.e. network and dial-in connections) as well as external users (i.e. supply-chain partners and e-commerce customers).

For more information info.tivoli.com/Catalog-P&A

Gain centralised control

IBM Tivoli Configuration and Operations



Tivoli's Configuration and Operations management solutions enable enterprise customers to reduce cost, gain automated control of e-business infrastructure and improve productivity through effective change and configuration management, and job scheduling. They include:

IBM TIVOLI REMOTE CONTROL – The industry's first and only enterprise scale remote control product. It provides complete real-time remote control, the ability to quickly establish connections when there are thousands of potential targets, the ability to control not just desktop systems but distributed applications, and an enterprise class security model to protect against abuse.

IBM TIVOLI CONFIGURATION MANAGER – Designed for full-cycle deployment and configuration management capability, it focuses on deploying and managing software on an enterprise scale. IBM Tivoli Configuration Manager is a key solution for customers who need to rapidly and efficiently deploy complex mission-critical or desktop productivity applications to multiple locations from a central point.

IBM TIVOLI WORKLOAD SCHEDULER – The production automation solution for managing workloads in today's complex computing environments. No matter how complex the computing environment, IBM Tivoli Workload Scheduler schedules, coordinates and automates mission-critical application execution across the enterprise, ensuring consistent and reliable operations. IBM Tivoli Workload Scheduler's underlying architecture ensures that business and mission-critical applications run within an infrastructure that is secure, fault-tolerant, and scalable. From a single point of control, it supports multiple platforms, from mainframes to UNIX to Windows, and has advanced integration with enterprise applications like SAP R/3, Oracle Applications, PeopleSoft and Baan when used in conjunction with the IBM Tivoli Workload Scheduler Applications Extension product.

For more information info.tivoli.com/Catalog-C&O

Centralised storage management for ease of administration

IBM Tivoli Storage Manager

WNT W2000 AIX HP-UX SUN



IBM Tivoli Storage Manager protects your organisation's data from hardware failures and other errors by storing backup and archive copies of data on offline storage. Tivoli Storage Manager's centralised web-based management, smart-data-move and store techniques and comprehensive policy-based automation work together to minimise costs and impact to computers and networks. It has many attributes that set it apart from other storage solutions, including:

Centralised, Comprehensive Management

Tivoli Storage Manager, a client-server application, is administered via a hierarchy of administrators with different management authority levels and specific "domains" defining user groups or applications. Multiple Tivoli Storage Manager servers can be controlled from any Tivoli Storage Manager server or via a Web interface from any computer. Data restore requests can be initiated and controlled from the client, greatly reducing workload for the administrator.

Broad Hardware Support

Tivoli Storage Manager client software supports 17 different operating systems, and the server software runs on eight different operating systems. Platforms vary from laptops to mainframes, and servers can be combined with virtually any client – cross-platform. Networks supported include dial-up, the Internet, WAN, LAN and SAN. Tivoli Storage Manager supports more than 500 offline storage devices including optical disk and tape libraries.

Intelligent Data Movement

Tivoli Storage Manager uses multiple techniques to reduce data transfer sizes to the minimum possible:

- *Progressive, incremental backup* – only backs up new or changed files
- *Adaptive sub file differencing* – just the portion of the file that has changed is backed up.

These techniques can reduce the time required for data backups and more importantly data restores. This means users can backup over a WAN or telephone line, because of the small amount of data that is sent.

Intelligent Data Storage

The heart of the Tivoli Storage Manager server is an integrated, relational database that catalogues each data transfer – backup, archive, HSM, etc. – and a complete set of data for every client.

Storage hierarchy – Tivoli Storage Manager makes the first transfer to a disk storage pool. After a specified length of time (hours, days, weeks, etc), the data in this storage pool is automatically migrated to other less-expensive offline storage devices. Storage resources are used more efficiently, restore time is minimised and data can be easily moved from one type of storage to another.

Tape reclamation – Tivoli Storage Manager automatically deletes files marked for expiration and reclaims space freed by moving remaining un-expired files to other tape volumes.

Collocation – keeps data grouped in logical sets, helping to optimise the performance of data restores for multiple clients.

Policy-based Automation

An extremely granular policy-based engine automates the management capabilities of Tivoli Storage Manager. This engine can be configured down to the individual file level to govern what data to transfer and where to transfer it, when check for changes and, if it must be transferred, how that transfer should take place. The goal is to give you a "set-it and forget-it" application for "lights-off" implementations. Policies can be set as simple defaults, or highly tuned and customised to help keep costs low and still meet specific service level agreements.

Tivoli Storage Manager Enterprise Edition provides disaster recovery preparation and data archive and retrieval, as well as hierarchical storage management. Tivoli software also offers optional add-on modules that allow business critical applications to utilise Tivoli Storage Manager's centralised data protection. The add-on modules include:

- IBM Tivoli Storage Manager for Mail
- IBM Tivoli Storage Manager for Databases
- IBM Tivoli Storage Manager for Enterprise Resource Planning
- IBM Tivoli Storage Manager for Application Servers
- IBM Tivoli Storage Manager for Hardware

For more information www.tivoli.com/storage

Integrated security to enable e-business

IBM Tivoli Security Solutions

WNT W2000 AIX UNIX HP-UX SUN



Tivoli software from IBM provides integrated security solutions that help remove many of the security barriers, so you can quickly deploy secure e-business initiatives, consistently enforce security and privacy policies, and simplify security administration. Tivoli security solutions address the key areas of access management, identity management, threat management and privacy management.

Access Management

IBM Tivoli Access Manager for e-business – Provides flexible, single sign-on to Web applications across multiple portals. It provides centralised user access control from browsers, PCs and wireless devices to any Web server, using various forms of authentication, without rewriting applications.

Security rules can be consistently enforced across portals such as IBM WebSphere and Plumtree, customer applications such as Siebel, supply chain applications such as SAP, messaging applications such as IBM WebSphere MQ, Java-based application servers such as IBM WebSphere and BEA WebLogic, object-oriented application servers, enterprise UNIX platforms, and many others out of the box.

IBM Tivoli Access Manager for e-business helps enable quick deployment of secure Web applications by removing the need for application developers to code customised security into each application. It can also help reduce security costs through capabilities such as centralised administration and Web-based delegation.

Identity Management

IBM Tivoli Identity Manager – Helps bring systems and applications online and productive faster, while minimising administration costs. Tivoli provides centralised user account creation (including self-registration), workflow for automating the necessary approvals process, and the actual provisioning of resources.

From the user's point of view, Tivoli provides outstanding ease of use, with support for self-service, Web-based password resets and account updates. From the administrator's point of view, Tivoli's solution is extremely powerful, with support for multiple-level, Web-based delegated administration, advanced auditing and reporting, and support for a broad set of resources, including applications and portals, and heterogeneous servers.

Threat Management

IBM Tivoli Risk Manager – Helps companies mitigate, manage, and quickly respond to security attacks by utilising a centralised management console, advanced event correlation, and reporting/analysis tools. Tivoli helps detect viruses or malicious acts, and can reduce the costs and complexity of managing disparate security products, like firewalls, intrusion detectors, vulnerability scanning tools, and other security checkpoints.

Centrally correlating information can help eliminate clutter, such as false-positive alerts, while quickly identifying real security threats and determining the severity of those attacks. This can speed response time to threats and help avoid loss of revenue due to downtime.

Threat management decision support tools provide insight into patterns of intrusions, as well as compliance with security policies. These tools can help identify security exposures, allowing them to be corrected before a security breach occurs.

Privacy Management

IBM Tivoli Privacy Manager – Provides a centralised view of a company's privacy policy, enables the company to manage the privacy sensitive data it collects, and monitors and reports on its compliance to those practices.

Tivoli security solutions can enable e-businesses to increase revenues by providing secure access for customers, prospects and partners, optimising operational expenses through centralised single-action management, and effectively managing security threats, attacks and exposures across the entire organisation.

For more information www.tivoli.com/security