## At a Glance

CA Infrastructure Management (IM) 2.0 helps you proactively and more efficiently manage the complex mix of virtual, cloud, converged and wireless technologies that comprises today’s business service infrastructure—all in a single user interface. It provides innovative dashboards, a highly scalable architecture, low cost of ownership and native multi-tenancy for enterprises, governments and service providers. Collaboratively designed with input from hundreds of network, systems and operational administrators and engineers worldwide, CA IM 2.0 offers a more proactive way to identify and remediate service-threatening infrastructure conditions. It is the cornerstone CA Technologies’ comprehensive infrastructure management solution.

### Key benefits/results

- **Unifies all aspects of infrastructure management into a single, productivity-enhancing source of actionable information**
- **Enables fast, proactive triage and remediation of service-threatening infrastructure issues**
- **Scales linearly to manage the tremendous growth in IT-based services, traffic, data and devices**
- **Delivers high value at low total cost of ownership**
- **Assures secure multi-tenant access segregation for management dashboards, data and reports**

### Key features

- **Performance center.** A single user interface that unifies all aspects of infrastructure management—performance, availability, flow, capacity, application response and more.
- **Intelligent visualization.** Out-of-the-box dashboards for key technology domains, with intelligent metric views and guided workflow based on best engineering practices for triage.
- **High-scalability architecture.** High performance data collection and aggregation with linearly scalable polling and massive data storage.
- **Small footprint and low administration.** Cost-effective host platform and productivity enabling interfaces and web services.
- **Native multi-tenancy.** Allows managed service providers to cost-efficiently scale complex infrastructure management technology across multiple customers, while helping to protect customer data.

### Business challenges

Business success increasingly depends on 24x7 business service availability at optimum performance. Any degree of infrastructure disruption or degradation can impact customer and end-user satisfaction, often at a cost of thousands of dollars per minute. Combining virtual, cloud, converged and wireless technologies to deliver new rich media-based services is commonplace, but a challenge to manage.

- **Customer and employee expectation for anytime-anywhere multi-media services** challenges operations to maintain high standards of infrastructure availability and performance.
- **Inability to proactively identify, diagnose and resolve performance problems** negatively affects end users, disrupts revenue-generating services and damages the company’s and IT’s reputation.
- **No unified view and approach to monitoring** availability, performance, capacity, application response and network flow slows triage, root cause determination, and time to resolution.

### Solution overview

CA IM 2.0’s innovative capabilities are designed to provide a best-practice approach to make proactive triage and remediation significantly faster than previous approaches.

CA IM 2.0 supports discovery, topology and dependency mapping, and monitoring of networks, physical/virtual systems, voice/video conversations and subsystems, and many other technologies through SNMP and non-SNMP data collection techniques.

To simplify troubleshooting, capacity monitoring and other disciplines, CA IM 2.0’s single user interface unifies monitoring, trending and alarming of infrastructure performance, availability, capacity, flow and application response information.

To enable operations to be more proactive and productive, CA IM 2.0 provides intelligent domain-specific dashboards, innovative metric views and built-in workflows that guide operations staff according to best practices.

To cope with the explosive growth of online and mobile services, remote users and locations, CA IM 2.0 is designed with a highly scalable architecture. Its visualization translates huge volumes of information into easily accessible, actionable intelligence.

To make management at high scale affordable, CA IM 2.0 operates on a small, low-cost host footprint and scales economically and quickly for the world’s largest environments.
Critical differentiators

Everything in one place for infrastructure management: From a single user interface, access actionable performance, availability, flow, capacity and application response information for all Layer 2 and 3 technologies through SNMP and non-SNMP collection techniques. Pre-defined, technology-specific dashboards free personnel from manually extracting and correlating data from different tools. Web services APIs enable easy integration to CA Technologies or third-party products. Wizard-guided workflows help self-certify new devices for monitoring within minutes.

Intelligent visualization is designed to accelerate proactive triage and remediation significantly faster than previous approaches to infrastructure management: Improve productivity and solve more problems proactively with dashboards dynamically populated with the most relevant Top N metrics. Innovative gauges, tables, charts and heat calendars eliminate time-consuming search across webpages and reports for correlating data. Intuitive placement of metrics on dashboards guides triage and root cause analysis workflow according to engineering best practices.

Architecture supports dynamic growth and massive environments: Deploy with confidence. Proven in some of the world’s largest organizations to have significantly higher scalability than last-generation architectures. Massive parallel processing and multi-threaded linear polling architecture. Single database on a centralized cluster scales to hundreds of terabytes and helps eliminate costly hardware.

Lower total cost of ownership: Deploy and maintain cost-effectively. Designed to lower the total cost of ownership of infrastructure management. Uses economical hosts and the Linux® operating system. Centralized administration, web services for auto-configuration and integration, policy-based monitoring profiles and device self-certification reduce overhead.

Assure controlled access to tenant data: Enables managed service provider and enterprise IT staff to separate monitoring environments for each customer, department, location, etc. Administer all tenants via a single user interface.

Related products/solutions

CA IM 2.0 Technology Components:
- CA Performance Management
- CA Network Flow Analysis
- CA Spectrum®

Add-on Modules:
- CA Virtual Assurance for Infrastructure Managers
- CA Systems Performance for Infrastructure Managers
- CA Unified Communications Monitor
- CA Application Delivery Analysis
- CA GigaStor
- CA Mediation Manager Device Packs
- CA Capacity Management
- CA Process Automation
- CA Application Performance Management

Complementary CA Service Assurance Solutions
- CA Service Operations Insight
- CA Executive Insight

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