

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.

All-Star in Event Management/Console Consolidation: CA

CA-Unicenter Automation Point has a distinct advantage over many alternatives, with its proven maturity in even the most heterogeneous of environments. Natively, it provides policy-based outboard automation, console consolidation, and event correlation, as well as automatic problem resolution. Unlike HP and Microsoft, it also has strong mainframe integration through CA’s own OPS/MVS product line, which natively supports z/OS and mainframe UNIX, with built-in control of mission-critical mainframe environments like

IMS and CICS. It also integrates with CA's own Service Desk for central management of problem issues and events, as well as other products in CA's Enterprise IT Management (EITM) solutions. EMA research also shows that CA has a higher than average satisfaction rating – at well over 4 out of 5, it is second only to Microsoft in the statistically significant ratings. Unfortunately, there is only a limited amount of space in the First Team, and with only the 4th-highest penetration, CA will have to be content with selection to the regular team in this year's Event Management/Console Consolidation All-Stars.

All-Star First-Team in Virtual System Management: CA

CA takes the lone First Team position for Virtual Systems Management for a single, simple, but extraordinarily important and all-too-often overlooked reason – heterogeneous system support. CA Unicenter ASM supports heterogeneous virtualization environments with a platform-neutral approach that manages several different virtualization technologies (including server and operating system virtualization and grid/cluster systems), from many vendors (including VMware, Microsoft, Red Hat, IBM, Sun, Symantec and HP), and across many platforms (including Windows, UNIX, and Linux). CA also has a very promising strategy for integrating virtual and physical system management, rather than perpetuating an unsustainable silo-based approach to VM management. Its CA Dynamic & Virtual Systems Management solutions also combine many of the most

important disciplines for managing physical and virtual systems into a single, normalized and standardized solution. With strong innovation, heterogeneous support, highly capable, proven solutions, and a customer satisfaction rating of 4 out of 5, CA is stepping up to the virtualization management challenge like no other vendor, taking a well-deserved solo spot on the Virtual System Management All Star First Team.

All-Star First-Team in Job Scheduling/Workload Automation: CA

With seven different job scheduling or workload automation tools in its current stable (CA Jobtrac, CA Scheduler, CA AutoSys, CA-7, CA ESP, CA dSeries, and NSM), it is perhaps predictable that CA should be an All-Star for job scheduling simply through weight of numbers. However, it is actually a lot more than a broad stable; it is deep in functionality, and progressive in vision. EMA has given CA some poor marks in recent years for its fragmented approach to job scheduling and workload automation, and its disjointed roadmap for existing customers despite continuing acquisitions (the most recent being Cybermation, acquired in 2006). However, over time CA has managed to gel these many parts into a cohesive whole – substantially by combining management and control into a single, comprehensive GUI – and it also now appears to have a clear and innovative roadmap, including interesting new products. Moreover, EMA research has found an above average customer satisfaction rating (4 out of 5), which leads most – although not all – of its competitors. With support for almost any enterprise operating system or application, excellent integration interfaces (including a broad Web Services API), and a history of excellence, CA is definitely back on the right track, and a Job Scheduling/Workload Automation All-Star.

CA appears to have made a significant comeback, providing new vision through its EITM vision and more importantly shipping new product. It retains significant market penetration across almost all ESM disciplines, providing core coverage for almost every current and legacy platform, from mainframe to handheld, and from data center to desktop. It also garners substantially high satisfaction ratings from customers. CA certainly appears to be regaining its impetus and with its vision and penetration, has fought back to earn a position in the First Team All Stars.

All-Star First-Team in ESM Suites: CA

It is perhaps not surprising that another of the 'Big Four' should make the First Team in this category – although it is perhaps surprising that it should be CA. Formerly Computer Associates, the software giant changed its name in the midst of scandal, and for several years suffered significant malaise in development, lacking direction and innovation. However, in 2007 CA appears to have made a significant comeback, providing new vision through its Enterprise IT Management vision, and more importantly, shipping new products in its flagship CA-Unicenter product line. It retains significant market penetration across almost all ESM disciplines, providing core coverage for almost every current and legacy platform, from mainframe to handheld, and from data center to desktop and even handhelds. It integrates management for major disciplines from Service Desk and CMDB through to performance, availability, and virtual machine management. It also garners substantially high satisfaction ratings from customers. CA certainly appears to be regaining its impetus in the ESM Suite market, and with its vision and penetration has fought back to earn a position in the First Team for the ESM Suite All-Stars.

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

About CA

CA (NYSE: CA), one of the world's largest independent software companies, provides software solutions to unify and simplify™ IT management. With CA's Enterprise IT Management (EITM) vision and expertise, organizations can more effectively govern, manage and secure IT to optimize business performance and sustain competitive advantage. Founded in 1976, CA serves customers in virtually every country in the world. For more information, please visit www.ca.com.

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