

CA Wily Advanced Capabilities Service

Achieve Higher Return on Your Application Performance Management Investment by Applying Best Practices and Capabilities in a Practical Manner

Realize greater return on your CA Wily APM investment by further improving application performance and reducing service down times. In a matter of weeks, CA Services professionals can leverage the Application Performance Maturity Model best practices developed from years of field experience — enabling you to acquire advanced application management expertise, implement efficient monitoring processes, and enhance the CA Wily APM deployment.

Meeting Business Requirements

The CA Wily Application Performance Management (APM) solution is a very powerful and flexible tool. While it is relatively simple to deploy, it takes expertise to leverage the solution to attain deep performance visibility and utilize the performance information collected to improve application performance and reduce service downtime.

Developed from years of field experience, the CA Wily Application Performance Management Maturity Model (APMM) is a model for implementing Web application best practices. It enables you to continuously improve application performance, systematically increase your visibility into application execution, and detect problems with greater speed and accuracy. The APMM gives your IT teams the skills and knowledge to help you reduce mean-time-to-repair (MTTR), detect problems more quickly, and implement effective APM processes that comply with your organization's standards.

The CA Wily Advanced Capabilities Service is based on the APMM. This service includes a number of capability modules from which you can select to fit your specific application management needs. Each module focuses on a practical capability or process. By working together with CA Services Architects, you will not only be able to implement the APM best practice processes, but your IT staff will also be able to acquire the advanced application management capabilities and expertise.

Delivering Business Value

With the CA Wily Advanced Capabilities Service you can:

- Further reduce MTTR
- Prevent most of production performance problems
- Increase monitoring process effectiveness and efficiency
- Improve compliance on application performance

What You Get

The CA Wily Advanced Capabilities Service currently includes two capability modules: the Monitoring Solution Health Check module and the Application Performance Audit module. CA Services professionals work with your organization to ensure each module meets all your needs.

- The Monitoring Solution Health Check module:
 - Provides an overview of best practices based on the APMM
 - Reviews the architecture and configuration of the CA Wily APM solution
 - Reviews the high level architecture of the applications under management by the CA Wily APM solution
 - Examines the CA Wily Introscope Enterprise Manager and CEM health metrics, if applicable
 - Performs an updated capacity calculation for the CA Wily Introscope Enterprise Manager and CEM TIM/TESS configurations, if applicable
 - Examines the CA Wily Introscope Agent and CEM transaction configurations and ensures that the expected metrics are being collected, if applicable
 - Delivers Monitoring Solution Health Check findings
- The Application Performance Audit module:
 - Introduces the application performance audit process to the IT staff
 - Reviews and confirms CA Wily Introscope configurations, if necessary
 - Receives the pre-defined load tests from the customer
 - Monitors the application under load
 - Collects transaction trace data
 - Performs appropriate analysis of results
 - Delivers Application Performance Audit findings

Why CA Services?

By leveraging our proven nine-stage deployment methodology, best practices, and expertise, CA Services can help you implement CA products in a way that speeds time-to-value and lowers project risk. When it comes to deploying CA solutions, no other organization can provide the depth of expertise, breadth of services, and partner network required to help you achieve the efficient IT management that drives business results.

Get Started

To purchase the CA Wily Advanced Capabilities Service or to speak with CA about how you can integrate this solution into your environment, please contact CA Services at ca.com/services.

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