

# CA Wily APM Solution Implementation

Improve Application Performance and User Experience by Using Proven Best Practices to Deploy CA Wily Application Performance Management

The CA Wily Application Performance Management (APM) Solution Implementation enables your organization to more efficiently deploy and benefit from CA Wily APM products. This offering provides the product expertise and sophisticated project management experience necessary to achieve your return on investment goals while meeting specific business requirements. You can count on CA Services professionals and our knowledgeable network of partners for a successful APM deployment, no matter how complex your application or underlying environment.

## Service That Supports Your Business

The CA Wily APM solution lets you monitor complex Web applications 24 hours a day, 7 days a week. It gives you the ability to detect problems before they affect your customers, and it resolves issues quickly and collaboratively. It also provides business managers and IT professionals with visibility into the performance and quality of Web-based user transactions. By measuring performance from the high-level business process down to the transaction component level for each user in real-time, you can immediately identify, prioritize and dispatch performance problems. As a result, you can solve problems before additional users are affected and the business impact increases. CA Wily APM deploys the basic product configurations that deliver fast time-to-value and real business benefit to your application environment.

Providing more than a basic implementation, the solution implementation follows a proven methodology for phased implementation and reduces risk during your CA Wily APM deployment. Our architects work with your IT group to understand your top-level application performance and business transaction needs. This process gives us the flexibility necessary to cater to your unique business conditions, and helps ensure that your most important needs are met.

Our architects help you identify the metrics that are crucial to your application performance management goals and eliminate those that are unnecessary. We then help you set up management dashboards and reports to rapidly access application performance information. Additionally, our architects make sure your staff learns everything they need to know during the entire service engagement.

## Benefits That Deliver Value

The CA Wily APM Solution Implementation:

- Provides a customized deployment to ensure your crucial business needs are met
- Speeds time-to-value on your CA Wily APM investment
- Ensures your CA Wily APM products solution is correctly deployed
- Helps your IT staff gain in-depth application performance management expertise

## What You Get

The CA Wily APM Solution Implementation provides on-site architects who:

- Confirm proposed engagement task lists
- Collect and review business requirements and solution architecture
- Design management and monitoring structures
- Deploy and configure applicable CA Wily products and product modules
- Provide guidelines on resource capacity required to maintain CA Wily Introscope Enterprise Managers, if applicable
- Integrate corporate directory and identity servers with CA Wily Introscope, if applicable
- Configure CA Wily CEM to monitor critical business processes and transactions, if applicable
- Record HTTP-based transactions into CA Wily CEM, up to the specified limit, if applicable
- Set up User Management and Access Control modules
- Tune alerts based on SLA or other business requirements
- Define customer or end-user experience defects and weightings, if applicable
- Set up email notification for basic alerting, if applicable
- Integrate corporate directory and identity servers with CA Wily CEM, if applicable
- Integrate CA Wily CEM with CA Wily Introscope, if applicable
- Integrate CA Wily products with other CA or third-party products, if applicable
- Create customized dashboards and reports
- Initialize performance analysis on selected applications, if applicable
- Provide knowledge transfer throughout the engagement
- Present engagement results and suggest future activities
- Deliver a remote checkup session to review performance of the CA Wily APM solution within eight weeks following the implementation wrap-up meeting, if applicable

## 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 that we do. These are the critical advantages that help you achieve efficient IT management that drives business results.

## Get Started

To purchase the CA Wily APM Solution Implementation service, or to speak with CA about how you can integrate this solution into your own environment, please contact CA Services at [ca.com/services](http://ca.com/services).

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