

# Find and Diagnose Your Critical Performance Issues Fast

WHEN YOUR ENTERPRISE DEPENDS ON WEB APPLICATION SYSTEMS TO SERVE YOUR CUSTOMERS — ONLINE SHOPPERS, TRADING PARTNERS, GOVERNMENT CONSTITUENTS — A SINGLE FAILURE IN A SYSTEM COMPONENT CAN CAUSE YOUR ENTIRE BUSINESS APPLICATION TO FAIL. ORGANIZATIONS NEED THE ABILITY TO FIND THE ROOT CAUSE OF PROBLEMS FAST, SO THAT BUSINESS OPERATIONS CAN BE RESTORED WITH MINIMAL IMPACT TO CUSTOMERS AND THE ORGANIZATION. THE CA WILY CRITSIT RESPONSE OFFERING CAN HELP YOU ADDRESS THESE CRITICAL PERFORMANCE ISSUES.

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## Service That Supports Your Business

Designed and delivered by CA Wily architects, the CA Wily CritSit Response service helps your organization rapidly respond to critical web application incidents. CA Wily CritSit Response provides you with immediate response from the CA Wily's team of performance management experts, allowing you to quickly determine the nature of the problem, share critical data with all stakeholders involved, and communicate with the right system administrators to resolve the incident.

### Benefits That Deliver Value

CA Wily CritSit Response:

- Provides a quick response to your request
- Enables deep visibility into potential root causes of your performance issues
- Uses a collaborative approach to address critical performance issues
- Increases effectiveness of your process to identify, repair and verify the incident

### What You Get

The CA Wily CritSit Response service is a short engagement with a minimum required purchase of 40 service hours and provides on-site architects who:

- Collect and review application architecture
- Verify web application failures or problems
- Install and configure CA Wily products, if necessary
- Test agent configuration
- Implement custom tracing, if necessary
- Confirm appropriate visibility via transaction tracer
- Monitor the application under load, if applicable
- Capture and interpret performance data
- Document and present findings

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## CA Vision

Enterprise IT Management (EITM) is CA's vision to unify and simplify complex IT environments for greater business results. We do this securely through the intelligent integration and dynamic management of people, processes and technology across the enterprise, including storage, systems, networks, applications, databases and security. In this way, we help you better manage risk, manage costs, improve service and ensure IT resources are consistently used to drive the business.

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## Why CA Services?

CA Services specializes in designing, implementing and optimizing solutions to help you achieve the efficient IT performance that drives superior business results. We use a five- step, time-to-value approach that delivers results quickly and incrementally.

- Best practice leadership
- Rapid time-to-value
- Multi-phased deployments
- Transition to production
- On-boarding education

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## Get Started

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