At a Glance

IT organizations require full visibility into business-critical applications regardless of where they’re hosted in order to maintain service levels and proactively deal with issues before the end-user is impacted. CA APM Cloud Monitor uses synthetic transactions to provide performance insight for these applications no matter where they’re hosted: outside the firewall, in the cloud or delivered via a MSP.

Delivered as Software-as-a-Service, CA Application Performance Manager Cloud Monitor (CA APM Cloud Monitor) provides end-to-end transaction response time visibility into cloud, mobile and traditional Web applications using synthetic transactions delivered by a network of 70+ (and growing) monitoring stations in over 40 countries.

CA APM Cloud Monitor provides actionable insight into business-critical applications regardless of where they are hosted—inside or outside the firewall, in the cloud or delivered by a managed service provider. When CA APM Cloud Monitor detects a performance problem, you can identify, repair and restore service before end-users are affected.

Key Benefits / Results

**Expands visibility in the cloud.** Provides visibility into cloud-based applications outside enterprise control.

**Ensures availability.** Uses synthetic transactions to check systems when there is no real user traffic (the “3 AM problem”).

**Replicates real-user behavior.** Captures real-user interactions for replay, to help ensure complex services are performing correctly.

**Pinpoints problems.** Provides comprehensive browser-based end-user perspective to provide optimal experience.

Key Features

**Synthetic transaction monitoring.** Replicates real-user transactions to provide insight into cloud and traditional Web application performance.

**Cloud application monitoring.** Measures transaction performance of cloud applications to help isolate incidents quickly, anticipate and avoid problems and pinpoint geographic issues.

**On-premise monitoring station.** Creates a monitoring station in your own data center to monitor applications inside the firewall.

**Real browser monitoring.** Enables capture of real-user interactions for replay.

**Solution packs.** Ready-to-use monitoring scripts for key applications, like Office 365.

**Public status page.** Communicates application health to key stakeholders - users, developers and management; the page remains up even when the service being monitored is down.

Business Challenges

In today’s always-connected world, users expect to be able to access applications from anywhere and on just about any device. How does an IT organization ensure that users—be they customers accessing revenue-generating systems or employees using productivity tools—are getting the best possible experience? How can IT or Operations staff tell if an issue is a last-mile connection problem affecting only a specific geography or an application-wide problem impacting all users? Are certain application components loading more slowly in one browser type but not others? The fact that some of these applications are now hosted in the cloud or delivered through Software-as-a-Service (SaaS) vendor can further complicate the performance management issue.

Solution Overview

CA APM Cloud Monitor is a SaaS solution requiring no software installation and can be up and running very quickly. By using CA APM Cloud Monitor, you gain a simple, flexible and cost-effective way to proactively manage the end-to-end performance of your cloud, mobile and traditional Web application to deliver an exceptional end-user experience.

CA APM Cloud Monitor uses synthetic transaction monitoring (also referred to as ‘scripting’, ‘functional testing’ or ‘Web application testing’) to check the behavior of your site and identify exactly where bottlenecks or problems occur. Transaction monitoring ensures you know how your customers experience your site when they interact with it from different locations. Transaction monitoring scripts can be used to identify a wide variety of possible issues, from slow page response times to monitoring the behavior of forms such as login pages and shopping carts. Transaction monitoring scripts can also be used to monitor a full range of APIs.

CA APM Cloud Monitor is further enhanced with features such as Solution Packs, predefined transaction scripts for commonly-used applications like Office 365. These Solution Packs make it even faster and easier to monitor applications most businesses use and frees your on-site resources from writing and maintaining those scripts. Another feature is the CA APM On Premise Monitoring station, enabling you to create a monitoring station inside your firewall. This enables monitoring within your data center to ensure the availability of business-critical applications you run on-premise or key productivity applications, like SAP, that need to be extremely reliable for your employees and partners to access.
Critical Differentiators

CA APM Cloud Monitor helps bolster existing CA Application Performance Management implementations by giving IT organizations comprehensive and flexible options to manage their cloud, mobile and traditional Web applications in a single solution set. Customers who already have CA APM can further extend the value of their investment and gain even deeper visibility into end-to-end transaction performance regardless of where their applications are running—in the data center, outside the firewall, in the cloud or from a MSP.

For those applications that do not require a comprehensive APM solution, CA APM Cloud Monitor provides a fast-easy and cost-effective way to understand the health, availability and end-user experience in a 100% SaaS-based solution.

Related Products/Solutions

- **CA Application Performance Management.** Market-leading APM solution available on-premise or as-a-Service.
- **CA Application Delivery Analysis (formerly CA NetQoS SuperAgent).** End-to-end application response time monitoring—without desktop or server agents.

For more information, please visit ca.com/apm

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