How can I deliver better, highly accessible services to my customers?

With the right tools, you can deliver the highest possible service levels to your customers. That translates to higher customer satisfaction, retention, and the ability to serve new customers to drive increased growth and revenue.

Challenge

Organizations are increasingly challenged to find ways to stay competitive, increase productivity, and improve the bottom-line. To be successful, IT services need to be optimized in order to sustain and further improve customer satisfaction. Many of these business-critical IT services run on OpenVMS systems. Therefore, keeping these systems well tuned and running at peak performance is vital to business operations. However, these tasks are becoming increasingly difficult, time-consuming and costly. By deploying a comprehensive tool set to manage systems, networks and applications running on OpenVMS environments, organizations can be much more responsive to business needs, and even more efficient in their day-to-day operations.

Opportunity

The Systems Management Product Family for OpenVMS from CA Technologies manages the performance and availability of business-critical applications, transactions, and services that are running on OpenVMS systems. This comprehensive offering enables your organization to centrally manage and continuously monitor your enterprise-wide OpenVMS environment running on Integrity servers and Alpha and VAX systems. With its ability to turn data into actionable intelligence, you can quickly identify problems, automate alerts and actions, and resolve issues before they can impact your business.

Solution: Systems Management for OpenVMS

| CA Console Management for OpenVMS | • Centralized Monitoring & Management  
| CA Performance Management for OpenVMS | • Advanced Performance Analysis  
| CA System Watchdog for OpenVMS | • Real-time Data Collection & Monitoring  
| CA System Management Option for OpenVMS | • Historical/Detailed/Graphical Reporting  
| CA Job Management for OpenVMS | • Enterprise-wide Control  
| CA Job Management for OpenVMS | • Network & System Event Management  
| CA Job Management for OpenVMS | • Automated Operations & Alerts  
| CA Job Management for OpenVMS | • Automatic Discovery & Alerting  
| CA Job Management for OpenVMS | • System Metrics & File Monitoring  
| CA Job Management for OpenVMS | • Memory & Processor usage monitoring  
| CA Job Management for OpenVMS | • Automated Job/Workload Management  
| CA Job Management for OpenVMS | • Centralized Control of Job Execution  
| CA Job Management for OpenVMS | • Management of Job Inter-dependencies  

Benefits

By deploying a comprehensive systems management tool set to manage and monitor applications and services running across your OpenVMS environment, your IT organization is empowered to achieve its goals of optimizing the performance of applications and services and providing end users with the best service available.

The Systems Management Product Family for OpenVMS from CA Technologies delivers the following key capabilities and benefits.

- Enterprise-wide visibility and control of your entire OpenVMS IT infrastructure enables you to identify and respond to issues before they can impact your business.
- Centralized management and process automation capabilities allow you simplify operations, increase the productivity of your staff and reduce administrative cost.
- Real-time, continuous monitoring enables you to repair issues quickly when unexpected issues occur, allowing your staff to concentrate on delivering the business initiatives that drive revenue.

The CA Technologies Advantage

CA Technologies provides our customers with comprehensive offerings for effective Systems Management of your entire OpenVMS infrastructure. This allows your IT organization to streamline and automate operations, which can improve both cost and operational efficiencies. Designed to run in the most challenging environments, Systems Management products for OpenVMS from CA Technologies are deployed in hundreds of installations worldwide – helping organizations reduce total cost of ownership, improve productivity and maintain service continuity.
CA Console Management for OpenVMS

CA Console Management for OpenVMS enables you to monitor the console activity of multiple systems without having to be present at those systems’ consoles. You can monitor either locally or remotely. You can also perform management tasks on these systems from a single point or multiple points of control. Management can be from either a workstation or a character cell terminal. You can use console management to monitor and manage any device that sends and receives data via an RS232 link in ASCII format using flow control (XON/XOFF) and I/O buffering. This device can run on any operating system.

**Benefit**
- Enterprise-wide and secure remote console management reduces administrative overhead cost and simplifies operations, improving your bottom-line while enhancing service levels.

CA Performance Management for OpenVMS

CA Performance Management for OpenVMS automatically collects and analyzes OpenVMS performance data from your HP Integrity, VAX and Alpha servers, providing knowledge-based expert tuning advice, real-time performance data and historical graphs and reports. It helps OpenVMS systems operate at peak performance by identifying potential problems and providing recommendations for resolution before they adversely impact your business.

**Benefit**
- Continuous monitoring of critical data optimizes problem resolution, while process automation increases staff productivity. Both of these can result in improved quality of business services and reduced total cost of ownership.

CA System Watchdog for OpenVMS

CA System Watchdog for OpenVMS allows you to keep a watchful eye on your enterprise-wide OpenVMS environment running on Integrity servers and Alpha and VAX systems, enabling you to monitor and maintain system availability, reliability and performance. Its ability to centrally monitor systems, networks, processes and subsystem events and send alerts indicating the occurrence of events helps you to keep your mission-critical systems healthy and available. Automatic detection and notification helps optimize your operational expenses.

**Benefit**
- Centralized monitoring of enterprise-wide events and alerts helps to keep your systems up and running at their peak performance. As a result, you are able to meet or exceed your service levels, while at the same time improve operational efficiencies.

CA Job Management for OpenVMS

CA Job Management for OpenVMS automates job and workload management tasks. It allows you to centrally control job execution processes across your OpenVMS environment. As a result, your jobs run on schedule and in the specified order. Additionally, by effectively managing complex interdependencies of job execution and error recovery, you can reliably run these jobs in the desired sequence. Load balancing across systems in a cluster and real-time monitoring of job execution, can help you improve availability and reliability.

**Benefit**
- Automated job management and scheduling enhance service levels and productivity, while reducing operational risks, costs and inefficiencies.

CA NSM System Monitoring Option for OpenVMS

CA NSM System Monitoring Option for OpenVMS helps you to proactively discover, monitor and display the health and availability of critical servers running OpenVMS and application log files that are residing on those systems. It enables you to monitor OpenVMS resources against user-defined thresholds and generate policy-based alerts to notify you of problems before they can impact your overall business.

**Benefit**
- Automated monitoring and filtering of events and corrective actions accelerate response times – improving both staff productivity and customer service.

**Next Steps**

The Systems Management Product Family for OpenVMS from CA Technologies is designed to run and manage the most challenging OpenVMS environments, helping organizations reduce cost, improve operational efficiencies and deliver high quality and accessible business services.

To learn more visit us at [ca.com/openvms](http://ca.com/openvms).

**Product Briefs:**
- CA Console Management for OpenVMS
- CA Performance Management for OpenVMS
- CA System Watchdog for OpenVMS
- CA NSM System Monitoring for OpenVMS
- CA Job Management for OpenVMS