

PRODUCT SHEET:  
CA APM Cloud Monitor

# CA Application Performance Management Cloud Monitor

agility  
made possible™



CA Application Performance Management Cloud Monitor (CA APM Cloud Monitor) provides end-to-end transaction response-time visibility into cloud, mobile and traditional Web applications to understand the health, availability and end-user experience in a flexible and cost-effective 100% Software-as-a-Service (SaaS) based solution.

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## Overview

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 their end-users are impacted. CA APM Cloud Monitor replicates real-user transactions to provide performance insight for these applications no matter where they're hosted: outside the firewall, in the cloud or delivered via a Managed Service Provider (MSP).

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## Benefits

CA APM Cloud Monitor utilizes a globally distributed infrastructure of more than 60 monitoring stations in over 40 countries to replicate real-user transactions from these locations, providing rich, up-to-the-minute insight into application performance and availability that enables you to:

- proactively manage the end-user experience around the world
- quickly identify and resolve application performance problems before users are affected
- keep cloud vendors accountable for their service level agreements (SLAs)
- understand end-user experience even at times when there is no real-user traffic
- transparently communicate application performance to key stakeholders

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## Deeper insight into end-user application experience in a SaaS-based solution

In today's ultra-connected world, your users expect to access applications from anywhere and on just about any device. How does your 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 you know if an issue is a last-mile connection problem affecting only a certain geography or an application-wide problem impacting all users? Are certain application components loading more slowly in one browser type and not another? The fact that some applications are now hosted in the cloud or delivered through a SaaS vendor can further complicate the performance management issue.

CA APM Cloud Monitor helps bolster existing premise-based CA APM implementations by giving your organization comprehensive and flexible options to manage your cloud, mobile and traditional Web applications in a single solution set. If you already have CA APM, you can further extend the value of your investment and gain even deeper visibility into end-to-end transaction performance regardless of where your 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.

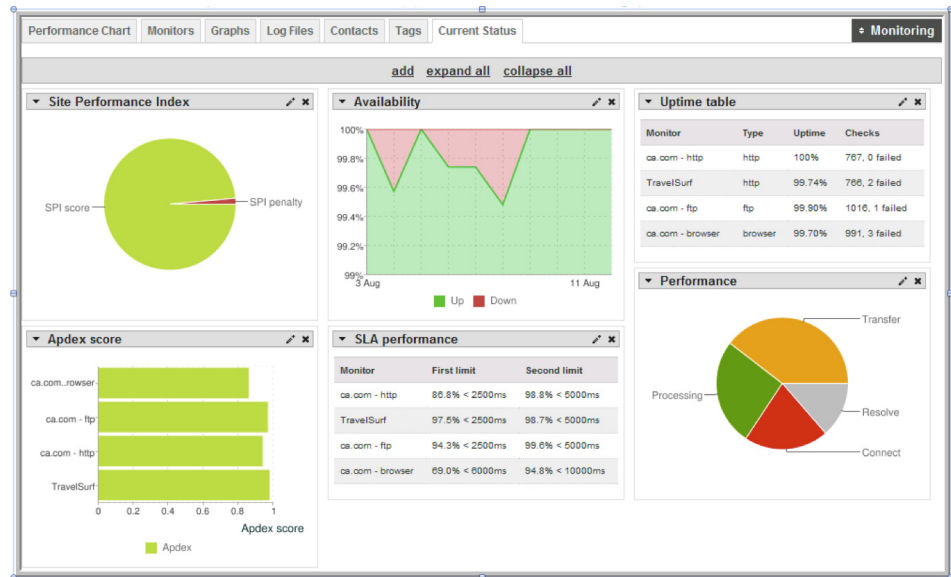
CA APM Cloud Monitor gives you greater insight into your applications in a number of ways:

- **Synthetic transaction monitoring.** Through a global infrastructure of more than 60 monitoring stations in over 40 countries around the globe, CA APM Cloud Monitor replicates real-user transactions to provide rich, up-to-the-minute insight into cloud and traditional Web application performance. This enables you to quickly identify and resolve performance issues and proactively manage end-user experience around the world.
- **Cloud application monitoring.** Through the same global infrastructure, CA APM Cloud Monitor measures transaction performance to understand how end users experience cloud applications when they interact with them from different locations. This helps you isolate incidents quickly, anticipate and avoid problems before they impact end users, pinpoint geographic issues and manage transaction performance proactively.
- **Cloud services and API monitoring.** CA APM Cloud Monitor checks the availability and performance of key Web services (including services delivered by third parties) and APIs to proactively identify issues and assure consistent service delivery levels for cloud-based applications.

- **Real browser monitoring.** Through the synthetic monitoring feature, CA APM Cloud Monitor uses real browsers to accurately measure application performance and help assure that applications are delivering the best possible end-user experience. Designed to meet the needs of today's Web 2.0 technologies, CA APM Cloud Monitor checks multiple connections and sources that are part of Rich Internet Applications (RIA) to accurately report on real end-user experience, pinpoint failing components and bottlenecks quickly and resolve problems before users experience delays.
- **IPv6 Performance monitoring.** CA APM Cloud Monitor verifies the availability and performance of IPv6-enabled websites and services from an end-user's perspective to assure consistently high service delivery levels in next-generation networks.
- **Public status (health) page.** CA APM Cloud Monitor makes it easy to communicate application availability information to your key stakeholders, including users, developers and management, through a public status page that is simple to customize and use. Application status information is updated automatically and you can communicate through a RSS feed that is pushed directly to the public status page. The status page remains up even when the service being monitored is down.
- **Root-cause analysis.** When CA APM Cloud Monitor detects a performance problem, it automatically triggers a root-cause problem diagnosis capability that helps organizations to reduce the mean-time-to-repair (MTTR) and restore service before users are affected. Root-cause diagnosis capabilities provide deep insight and detailed analysis of trace routes, HTML source code and DNS host names to accelerate problem resolution.
- **Real-time alerts.** When problems and bottlenecks occur, CA APM Cloud Monitor immediately sends an alert notification for fast problem triage and diagnosis. Alert triggers and notifications can be customized through the easy-to-use management console.
- **Performance dashboard.** CA APM Cloud Monitor makes it fast and easy to track cloud application performance through an intuitive and fully customizable performance dashboard. On a single screen, organizations gain an up-to-the-minute view of current tests as well as historical availability and performance data.
- **Actionable reports.** Included in CA APM Cloud Monitor are a wealth of on-demand reports that can be exported in nearly any format. This comprehensive, actionable data helps IT organizations to manage SLAs proactively and ensure MSPs and SaaS vendors are delivering upon service delivery commitments.
- **Extensive protocol support.** CA APM Cloud Monitor is designed to meet the needs of Web 2.0 applications and cloud services. Extensive protocol support includes: Web (HTTP and HTTPS), FTP, name service, directory service, email, network level checks, SIP, XMPP, POST and GET parameters, IPv6, and SSL certification expiration checks.

**Figure A**  
Status dashboard

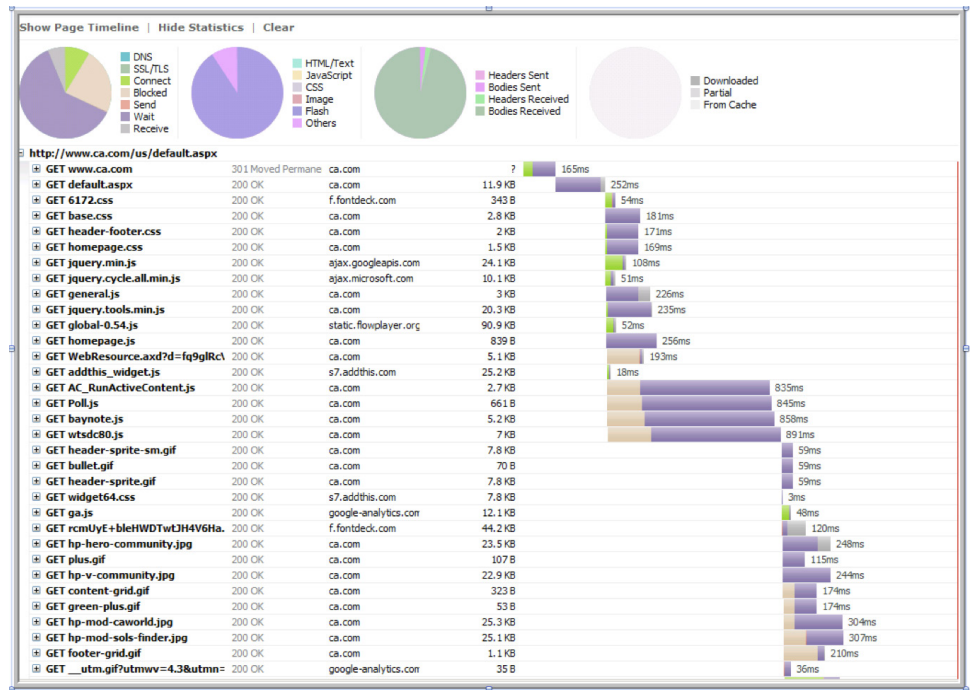
CA APM Cloud Monitor's customizable status dashboard shows the performance, availability and key metrics for monitored Web sites and applications. The status dashboard enables you to quickly determine how well your Web sites and applications are servicing your customers.



**Figure B**

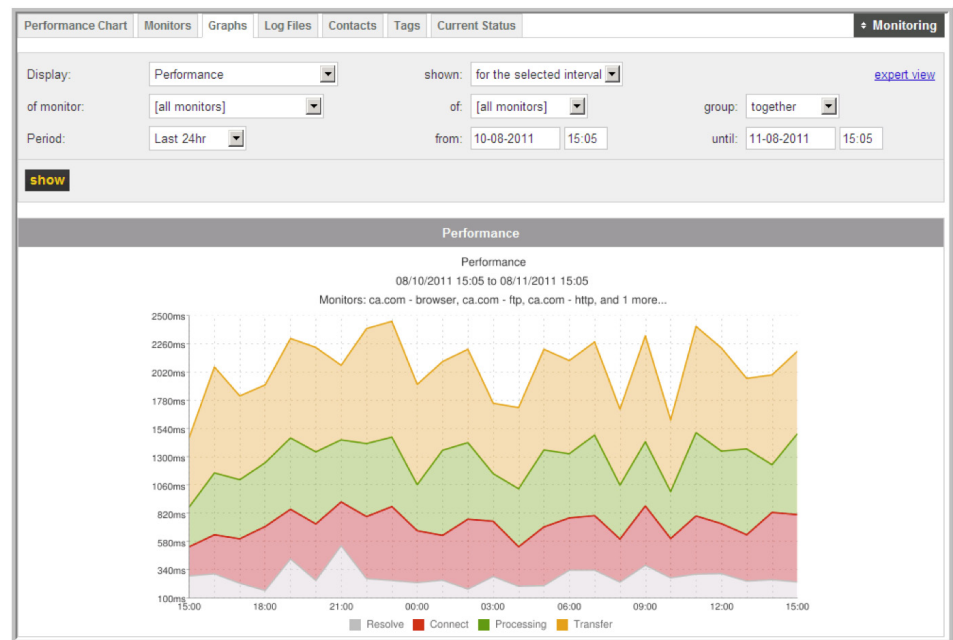
Waterfall performance chart

CA APM Cloud Monitor's waterfall chart shows how long it takes for each element of an application and/or Web page to load in a browser. This information can be utilized to pinpoint filtering components and help ensure applications are loading efficiently.



**Figure C**  
Performance chart

CA APM Cloud Monitor's performance graph shows a breakdown of time spent in different stages of the display of Web pages. This information helps troubleshoot latency problems.



## Easy and effective APM for cloud, mobile and traditional Web applications

CA APM Cloud Monitor is delivered via a SaaS model, requires no software and can be up and running quickly. You gain a simple, flexible and cost-effective way to proactively manage the end-to-end performance of your cloud, mobile and traditional Web applications to deliver an exceptional end-user experience. The service can be used to:

- **Monitor cloud-based applications outside enterprise control.** CA APM Cloud Monitor monitors applications that are delivered by SaaS vendors and MSPs to quickly and easily check cloud application availability and performance, proactively manage SLAs and help prove that vendors are meeting service delivery commitments.

- **Solve the “3 a.m. problem.”** CA APM Cloud Monitor replicates real-user transactions to monitor application health and availability, enabling you to check performance even at times when there is no real user traffic. For example, this can help you when rolling out a new service or update during off hours, allowing you to test the application before real traffic starts flowing in and end-users are impacted.
- **Discover geographic knowledge of end-user performance.** With over 60 monitoring stations spread across 40-plus countries, CA APM Cloud Monitor provides a fast and easy way to understand end-user performance according to geography, allowing you to see, as an example, if customers in Europe are experiencing slower response time than other global users.
- **Get a complete end-user perspective.** CA APM Cloud Monitor provides complete visibility into the entire spectrum of factors that impact end-user experience, such as third-party content delivered directly to the user’s browser, JavaScript execution, DNS lookup and first/last TCP transmission to better pinpoint problems and assure the best possible end-user experience.

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## CA APM Cloud Monitor is also:

- **Easy to use.** Once subscribed to the service, you can be up and running within minutes. You can begin monitoring applications immediately without deploying software agents, incurring implementation and customization costs, or taxing critical technical resources.
- **Easy to monitor.** CA APM Cloud Monitor provides a simple and effective way to monitor cloud, mobile and traditional Web applications, allowing you to understand transaction performance in any environment and help prove MSPs and SaaS vendors are meeting service delivery commitments.
- **Easy to publish.** You can quickly and easily publish the status of your cloud, mobile and traditional web applications using CA APM Cloud Monitor, helping you more efficiently and transparently communicate with key stakeholders, including customers, developers and management.
- **Easy to choose.** CA APM Cloud Monitor expands the CA APM solution to offer flexible options for both full-featured and simple APM within a single solution set.

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## The CA Technologies advantage

CA APM Cloud Monitor bolsters the full-featured CA APM solution by increasing visibility into cloud, mobile and traditional Web applications through a SaaS-based offering. Adding external monitoring capabilities from outside the firewall makes CA APM even more comprehensive and effective at identifying root-cause problems that can negatively impact end-user experience while helping customers gain greater insight into increasingly complex applications that are being accessed from multiple devices.

CA APM Cloud Monitor is part of the Service Assurance solutions from CA Technologies, which uniquely links end-to-end application performance and transaction visibility with top-to-bottom understanding of the underlying IT infrastructure. It provides exceptional reliability and power to collect and retain data and perform complex analysis for the world's largest IT environments. The solution is rooted in practical innovation with heavy investment in usability, workflows and reporting tailored for each stakeholder. Its platform independence and flexible architecture accommodate any environment and is built to adapt to rapid change.

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## Next steps

Put the power of CA APM Cloud Monitor to work for your organization today. To learn more, please visit [ca.com/apmcloudmonitor](http://ca.com/apmcloudmonitor).