

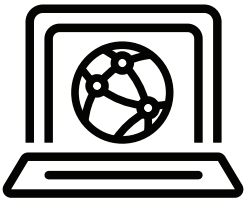
CA Technologies GIS increases efficiency and improves user experience with CA App Synthetic Monitor

CLIENT PROFILE

Industry: Information Technology

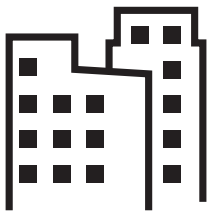
Company: CA Technologies

Employees: circa 11,000



8,000-plus

Monitored devices



6

Core IT locations

Optimizing application performance

As cloud computing has matured and proved it can be secure as well as cost-effective, more and more organizations are moving core business applications from on-premise to SaaS-based models.

CA Technologies is no exception, and has adopted SaaS-based models for nearly 200 business applications, including its CRM and ERP systems, which are used by 11,000 users across the globe. "Ensuring optimal performance of our business-critical applications is vital to safeguarding high levels of productivity and customer service," explains Deven Shah, Senior Director, IT, Tools and Automation Team within CA Global Information Services (GIS).

In order to have full visibility and be able to optimize the performance of its SaaS applications, CA Technologies GIS implemented CA App Synthetic Monitor in 2013. By providing meaningful alerts and reporting, the solution has helped CA Technologies GIS to proactively address issues to improve the user experience. Automation and integration have also freed up IT resources from manual tasks to do more value-added activities.

"With CA App Synthetic Monitor, we can monitor and improve the user experience using fewer resources, which helps maintain high levels of customer service and increases our business agility," comments Deven.

Managing SLAs and user expectations

Monitoring vendor performance and delivering value for money is a key responsibility for any IT team. With CA App Synthetic Monitor, CA Technologies GIS is able to more effectively monitor whether agreed SLAs are being met. "Before, we were reliant on vendors to report on SLA performance, whereas now we can see for ourselves how well their application is performing, which in some cases has enabled us to receive money back for SLA failures," says Deven.

More importantly, the ability to clearly identify issues means that CA Technologies GIS can work with its vendor partners to provide a better and more consistent experience for users regardless of location. "We now have better visibility into the user experience across different locations, on the network or when they are accessing applications remotely, and can work with our vendors to address any issues," explains Mahesh Ambekar, IT Program Director at CA Technologies GIS.

"With CA App Synthetic Monitor, we can proactively monitor and improve the end-user experience using fewer resources."

Deven Shah

Senior Director, IT, Tools and Automation Team, CA Technologies GIS

The insights provided by the solution also enable CA Technologies GIS to proactively inform users when there are any issues and that they are being investigated, which increases user satisfaction. "We are now keeping users informed and alerting them to problems, instead of the other way around, which has improved the perception of IT as a true partner of the business," adds Deven.

Prioritizing and achieving more with the same resources

CA App Synthetic Monitor is integrated with a suite of CA Technologies monitoring and service management solutions, such as CA Spectrum, CA Unified Infrastructure Management, CA Application Performance Management and CA CMDB, to increase automation and efficiency.

Integration avoids multiple alerts being triggered and ensures that the root cause of an issue is clearly identified, whether it is an application, network or bandwidth problem. "Alerts are more meaningful now; they're prioritized depending on how critical an application is, and sent directly to the relevant resolver group," explains Deven. "As well as being able to resolve issues more quickly, we are also using resources more efficiently which frees up time within IT to focus on further improving the service to users."

New applications can also be easily onboarded, as Dennis Smith, Principal Platform Engineer at CA Technologies GIS explains, "It only takes around 15 minutes to set up monitoring of a new SaaS application, which speeds up migration to a new application or to a cloud-based model and helps make us more agile."

Better application monitoring and performance have not only helped increase efficiency and agility for CA Technologies GIS, it can now proactively manage and enhance the experience for users globally, which will help the organization to maintain high levels of customer service.

For more information, please visit ca.com/asm



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