CA Virtual Assurance for Infrastructure Managers

CA Virtual Assurance for Infrastructure Managers is an add-on product to Service Assurance and Automation solutions from CA Technologies that supports large production virtualization environments, enhancing operational visibility and control, and driving agility. When used with Service Assurance solutions from CA Technologies, CA Virtual Assurance for Infrastructure Managers helps deliver a greater ROI by providing centralized, heterogeneous virtualized systems management which can be extended to support networks, databases, and applications. When used in conjunction with CA Systems Performance for Infrastructure Managers it delivers end-to-end visibility across physical and virtualized environments.

Overview

With a strong move to fabric-based computing as the preferred infrastructure for systems, networks and storage, large IT organizations are transitioning from virtualizing data centers to cloud-based strategies. This shifts the focus to an agile service delivery model where standardization, automation, and service management are key components. This is supported by a recent IDC study[1] where 61.2% of IT decision makers of enterprise class organizations in North America expect to be using private cloud to support some production applications and workloads by 2013.

As more virtual machines (VMs) are provisioned in production environments, enterprises are hit by what we call "virtual stall"—resulting from VM sprawl, poor visibility, and inaccurate root-cause analysis; all of which can reduce or eliminate the virtualization ROI. CA Virtual Assurance for Infrastructure Managers is an add-on to Service Assurance solutions from CA Technologies providing an integrated view of virtualized systems management for multi-platform, multi-vendor server technologies from VMware, Cisco, Microsoft, IBM, and Oracle/Sun. This enhances operational visibility and provides much-needed agility that can translate into a greater ROI. When used in conjunction with CA Systems Performance for Infrastructure Managers it delivers end-to-end visibility across physical and virtualized environments.

Benefits

The solution helps address "virtual stall" challenges head-on by providing centralized event, fault and performance management across virtualized environments. This provides much-needed visibility to confidently deploy production applications in virtualized environments, resulting in greater ROI and operational visibility.

What sets the solution apart

Protecting your IT investments in delivering value to your business

CA Technologies offers an extensive virtualization management portfolio that is designed to allow organizations of any size to start small, meeting basic virtualization management requirements, with the ability to scale to an enterprise-class solution that provides end-to-end management. CA Virtual Assurance for Infrastructure Managers is a key product in this portfolio geared towards meeting the virtualization management needs of large, global enterprises.

CA Systems Performance for Infrastructure Managers when used in conjunction with CA Virtual Assurance for Infrastructure Managers offers deep, OS level monitoring supporting multiple platforms. Taken together, customers have the flexibility to license and monitor their physical, virtualized, and cloud environments as they deem fit promoting greater ROI and delivering business agility.

Additionally, our recent positive ratings by the analyst community is a barometer of how we are delighting our customers globally. In January 2011, we announced that Gartner[2], a leading analyst firm, positioned CA Technologies in the Leaders Quadrant of its Magic Quadrant for IT Event Correlation and Analysis (ECA) based on our completeness of vision and ability to execute.

Core values delivered

- **Single pane of glass visibility across multiple hypervisors.** Benefit from automatic discovery and centralized management of your diverse hypervisor environment. The solution detects resource allocation needs, vMotion activity and automatically updates the topology in real-time. CA Technologies takes pride in offering broad hypervisor platform coverage that includes VMware, Cisco, IBM, Oracle/Sun, and Microsoft. Additionally, the solution enables role-based management by defining access privileges according to the role of the user.

- **Achieve availability with patented root-cause analytics.** The solution offers out-of-the-box integrations with CA Spectrum® making it valuable to enterprises to help protect their IT investments by extending patented root-cause analytics capabilities to their virtualized environments. IT Operations can *isolate and remediate root-cause*, suppress symptomatic alarms, delivering availability, and reducing MTTR. Further, the solution supports integration with CA Help Desk, resulting in policy-driven escalation to the right teams, reducing downtime.

- **Improve assurance, predictability with proactive performance management.** The user-friendly Web interface is designed to make it easy for IT operations to have access to *real-time metrics and at-a-glance historical performance reports* across systems, network, database and applications running on virtualized environments. This facilitates informed decisions about performance, utilization, and capacity planning.

What's new in this release?

- **Unified computing.** With Cisco and CA Technologies collaborating to deliver fabric-based computing—integrating systems, networks and storage—enterprises can now build and manage a shared, high-quality and secure virtualized infrastructure. Support includes VMware virtual distributed switches, enhanced Cisco UCS AIMs for service profiles and Cisco Nexus 1000K support.

- **Microsoft cluster management.** CA Technologies continues its tradition of offering broad platform coverage with support for Microsoft clusters. Whether you have a single data center, a campus, or a global environment that supports Microsoft clusters, this release includes a base agent designed for cost-effective cluster management that provides continuous data availability for your critical business environment.

- **Internationalization.** Enterprises that are global can now take advantage of our internationalization feature—i18N certification for managing virtualized infrastructures delivering consistent IT services across your business.

Figure A

Patented root-cause analytics supporting multiple hypervisors

Downstream suppression of alarms results in reduced downtime
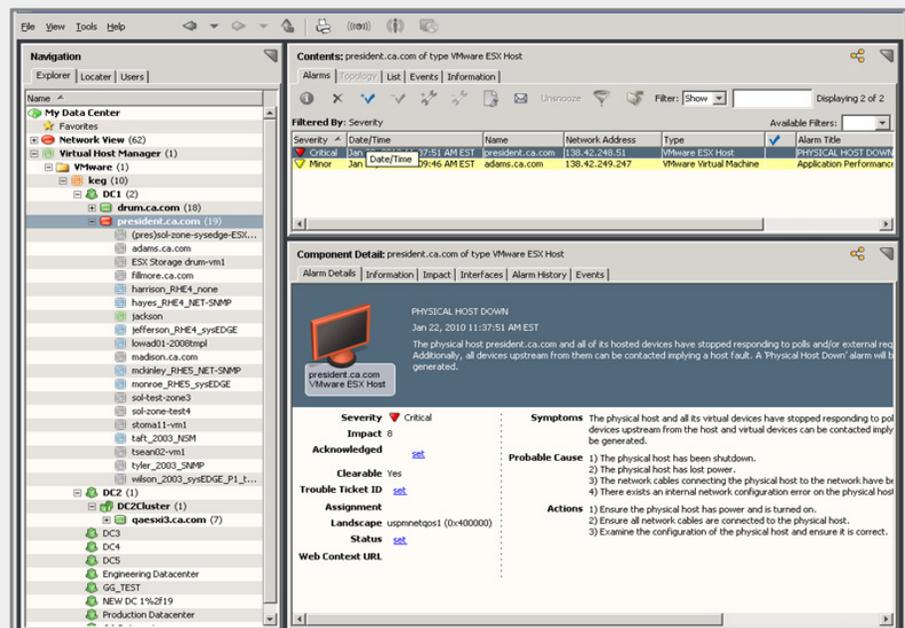
In a recent CA Technologies sponsored survey[3] only one-third of responders were highly satisfied with their ability to:

- Troubleshoot problems with applications running in virtualized environments
- Baseline performance of their virtualized environment and plan for capacity
- Capture historical performance data and utilization trends of their virtualized environment

"The integration with existing CA Technologies solutions was a major factor in our decision to deploy CA Virtual Assurance for Infrastructure Managers along with its ability to operate across heterogeneous environments. We can see everything in the enterprise through one console, which is a huge advantage. As a result, we are now achieving server CPU utilization rates of up to 60 percent compared to 15 percent prior to virtualization."

Jason Hall,
Director of IT
Rooms To Go

Key benefits delivered

When used with Service Assurance solutions from CA Technologies, CA Virtual Assurance for Infrastructure Managers provides a highly scalable solution designed for large, global IT enterprises offering exceptional control, agility, and deep insight into systems, networks, databases, and applications across both physical and virtualized environments. Further, modular solutions enable enterprises to leverage their existing investments in CA Technologies.

CA Systems Performance for Infrastructure Managers when used in conjunction with CA Virtual Assurance for Infrastructure Managers offers deep, OS level monitoring supporting multiple platforms. Together, customers have the flexibility to license and monitor their physical, virtualized, and cloud environments as they deem fit resulting in greater ROI and delivering business agility. Key benefits include:

Visibility
Visibility into the status and performance of virtualized infrastructures enables customers to leverage existing investments in their physical infrastructure management across systems, networks, databases, and applications. Easy-to-use interfaces provide visibility into status, performance, availability, as well as configuration information and provide a single source for critical information.

Assurance
Patented, industry-leading, model-based root-cause analysis and proactive performance monitoring is designed to help assure uptime, cost containment, and agility. It also allows greater trust in virtualization performance and allows for expansion of virtualization deployments.
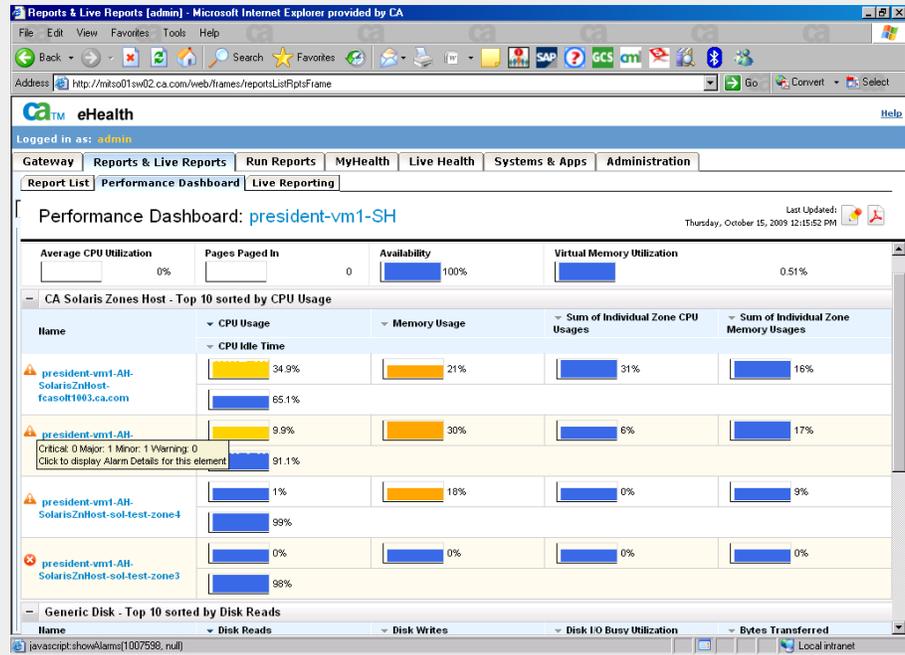
Automation
CA Technologies understands and supports the importance of automation in the rapid delivery of private cloud environments. Areas of automation extend to VM migration, performance policy thresholds, change management, and problem analysis. Automation also allows broader virtualization with existing (or fewer) staff.

Figure B

Performance dashboard
supporting multiple
hypervisors—Solaris
zones below

Live at-a-glance view of the status of the virtualized environments provides rich
visibility into important KPIs.

Supported Platforms

Product	Virtualization platforms supported
CA Virtual Assurance for Infrastructure Managers CA eHealth®, CA Spectrum®, CA Server Automation, and CA NSM	▪ VMware virtual distributed switches ▪ VMware VI3, vSphere 4.0, 5.0, ESX 3.5, 4.0, 5.0 ▪ Microsoft Hyper-V R2 support ▪ Microsoft Cluster management ▪ Cisco UCS, Nexus 1000K ▪ Oracle/ Sun Solaris Zones 10 (SPARC/Intel) ▪ IBM LPAR P5, P6, P7 systems

CA Systems Performance for Infrastructure Managers offers operating system monitoring for major OS platforms. More information about specific version support is available from the CA Support site at **www.support.ca.com**.

The CA Technologies advantage

CA Technologies has 30 years of recognized expertise in delivering robust, reliable, scalable, and secure enterprise-class IT management software developed in-house or via acquisitions. CA Technologies has made an unparalleled commitment to emerging technologies and IT delivery paradigms such as virtualization, automation, SaaS and cloud. CA Technologies has forged virtualization-specific industry partnerships with leaders like VMware, Microsoft, Cisco, Oracle/Sun, IBM, Citrix, and Red Hat. Further, CA Technologies has earned industry recognition in the IT and virtualization management space steadily gaining marketshare. This is reflected in CA Technologies ranked #1 in Forrester's[4] list of IT management software vendors by revenue.

Additionally, CA Services and CA Education form an integral part of the CA Virtual Assurance for Infrastructure Managers, providing education, assessment, implementation, health check, and other pre- and post-deployment services. This helps enterprises to accelerate the time-to-value of their virtualization investment, mitigate implementation risks, transfer knowledge via training, forge best practices and improve the alignment between IT and business processes.

To learn more about CA Virtualization Management portfolio visit www.ca.com/virtualization.

[1] IDC, "Private Cloud: It's All About Operational Efficiency," Mary Johnston Turner, IDC #227870, April 2011.
[2] Gartner, "Magic Quadrant for IT Event Correlation and Analysis," David Williams, Debra Curtis, December 13, 2010.
[3] CA Technologies sponsored survey link, March 2011.
[4] Forrester Research, Inc., "Who's Who in IT Management Software 2.0," August 12, 2010.

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Agility Made Possible: The CA Technologies Advantage

CA Technologies (NASDAQ: CA) provides IT management solutions that help customers manage and secure complex IT environments to support agile business services. Organizations leverage CA Technologies software and SaaS solutions to accelerate innovation, transform infrastructure and secure data and identities, from the data center to the cloud. CA Technologies is committed to ensuring our customers achieve their desired outcomes and expected business value through the use of our technology. To learn more about our customer success programs, visit **ca.com/customer-success**. For more information about CA Technologies go to **ca.com**.

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