

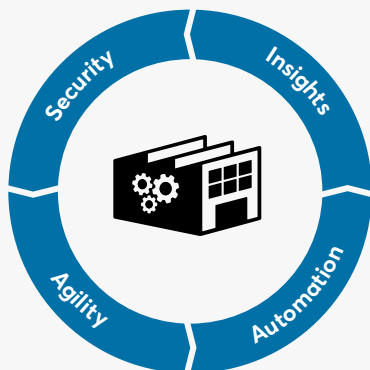
CA Digital Experience Insights

AI Ops-driven platform for smarter, faster IT operations

KEY FEATURES

- **User experience insights** across web, mobile and wearables channels, including app crash analytics, user session playback and insights into user behavior.
- **Application performance insights** including automatic problem discovery, assisted triage workflows and application topology views.
- **Unified infrastructure visibility** across data center, public, hybrid and private clouds, including intuitive visualization and reporting, as well as intelligent and predictive alerting.
- **Operational intelligence** helps you make smarter, faster decisions through cross-domain contextual intelligence to proactively resolve issues, cut through false alerts and optimize key resources.

82% of organizations agree that CA has the breadth and depth of monitoring expertise to deliver the cross-correlation of IT Ops analytics data from app to infra to network.¹



Business Challenge

In the application economy, user experience is a business' competitive advantage. The quality of the user experience can be the measure of IT effectiveness. And success is dependent upon a company's ability to obtain the right insights to drive that amazing experience. However, volume, velocity and variety of data ultimately limit the ability to derive meaningful insights. This is especially challenging when teams and tools are organized by silos. Full insight requires visibility across apps, infrastructure and networks—and the application of AI, machine learning with advanced analytics managing all the data to deliver those meaningful insights.

Solution Overview

CA Digital Experience Insights is an AI Ops-driven digital operations monitoring and analytics solution. It offers an integrated set of user experience analytics, application performance and infrastructure management services to provide a holistic view into the user experience, business transactions and digital infrastructure. Applying AI and machine learning to monitoring data, the solution provides developers and IT ops teams with deep application and infrastructure visibility, cross-tier correlated insights, and guided problem resolution to ensure the delivery of an exceptional digital experience. Built on the top of a powerful analytics engine that leverages open technologies such as Elasticsearch, Kibana and Apache® Spark™, CA Digital Experience Insights is one of the industry's most comprehensive AI Ops platforms.

*"With analytics we can see potential problems before they start affecting customer experience and get them resolved before they become an issue."*²

IT Professional

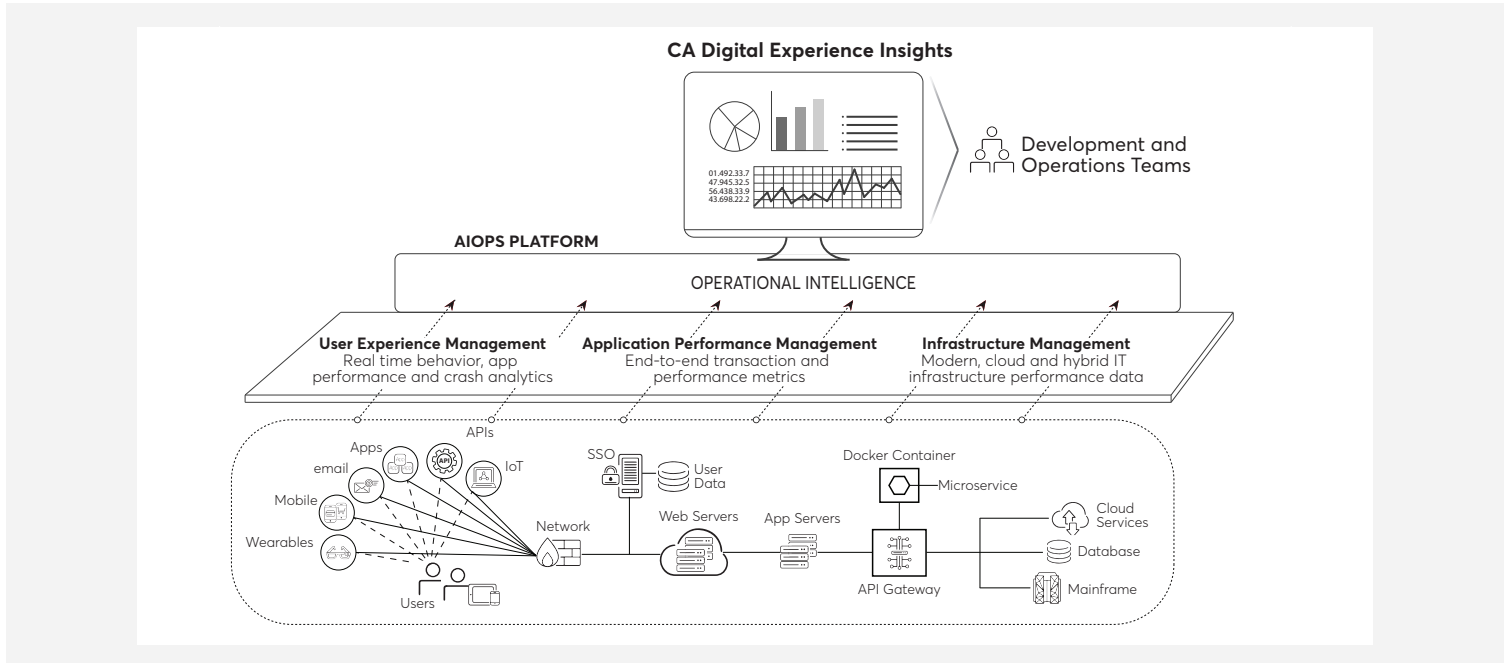
Global 500 Telecommunications Services Company

Key Benefits

Quickly diagnose conditions that impact the user experience by normalizing and correlating data to determine the real issues and diagnose problems in context of their own role and function.

Predict when issues will occur by applying the right math and intelligence to understand patterns, trends and anomalies.

Prescribe enhancements based on insights that will improve efficiencies and positively impact the customer experience through better designs, better code, and better resource usage.



Capabilities

CA App Experience Analytics: Built on an open, flexible SaaS analytics foundation that uniquely combines user behavior with operational performance, CA App Experience Analytics provides intuitive reports to reveal a deeper understanding of customers' overall digital experience. Using these insights to optimize the user journey helps you retain and attract new customers, increase revenue, achieve faster resolution times and deliver innovations quickly by boosting development productivity.

CA Application Performance Management (CA APM): Powered by modern analytics with deep monitoring from click to code, CA APM provides cross-functional DevOps teams the insights needed to fix application problems fast and identify opportunities for improvement. With automated application discovery and baselining, dynamic team dashboards and guided workflows, CA APM cuts through complexity to ensure every digital interaction delivers maximum customer value.

CA Infrastructure Management: Provides a single, analytics-driven solution for proactively and efficiently managing modern, cloud and hybrid IT infrastructures. By leveraging the CA Infrastructure Management capability, organizations can speed mean time to repair, reduce monitoring efforts, accelerate new deployments and improve the end-user experience.

CA Digital Operational Intelligence: Provides comprehensive insights by ingesting and analyzing a diverse data set including metric, topology, text and log data. The machine learning–driven analytics, along with out-of-the-box visualization and correlation, helps drive a superior user experience and deliver significant operational efficiencies.

For more information, please visit ca.com/dxi

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1 TechValidate [survey](#), May 2017. TVID: 094-D04-34C

2 TechValidate [customer testimonial](#), May 2017. TVID: 16A-9F2-4A8