

CA Digital Operational Intelligence

At A Glance

CA Digital Operational Intelligence enables IT operations teams to make smarter, faster decisions for enhancing user experience and improving IT service quality and capacity through cross-domain contextual intelligence. Built on an open, powerful engine, it is the leading advanced analytics solution in the market that provides users with 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.

KEY BENEFITS

- **Predict problems earlier.** Predict issues and anomalies through algorithmic intelligence before they cause costly performance degradation.
- **Speed triage and root-cause analysis.** Gain end-to-end, service-centric visibility to find underlying problems faster.
- **Boost operational efficiency.** Leverage automatic aggregation, visualization and smarter alarms to boost productivity.
- **Optimize costs and resources.** Get actionable intelligence on resource utilization and avoid waste.

KEY FEATURES

- **Single data repository** eliminates the effort of creating and maintaining a central data store or reporting.
- **Machine learning-driven analytics** augment human intelligence by identifying issues or anomalies proactively.
- **Service analytics** expedite root-cause analysis by providing end-to-end visibility across key business or IT services.
- **Predictive capacity analytics** identify bottlenecks before disruption and optimize resources by identifying waste.
- **Alarm analytics** reduce false and redundant alerts and thus reduce MTTR.
- **Contextual log analytics** automatically correlates event and performance data.
- **Unified visualization and correlation** across various-domains speeds issue resolution and boosts productivity.

Business Challenges

In the application economy, user experience is a business' competitive advantage. The success of an IT operations team is determined by how well they can proactively and efficiently manage users' digital experience across today's highly dynamic and hybrid environments. Obtaining the right, timely insights can be challenging due to the presence of siloed views across performance, event and business tools. This typically results in:

- Manual cross-tier analysis that significantly wastes time and effort in resolving issues and anticipating future performance or capacity needs.
- Reactive triage and alerting that inhibit staff from identifying issues proactively since they are always stuck in "firefighting" mode and often dealing with false alarms.

To win, IT teams need holistic, contextual intelligence in a timely manner across domains to truly drive a phenomenal customer experience and reduce operational complexities.

Solution Overview

CA Digital Operational Intelligence is a machine learning-driven, advanced analytics solution designed to help IT operations teams deliver a phenomenal user experience, improve service quality and drive operational efficiencies. It's the only analytics solution in the market that provides the most comprehensive insights by automatically ingesting structured and unstructured data across your performance monitoring tools and any third-party sources into a single, extensive data lake, built using open technologies such as Elasticsearch, Kafka, and Spark.

With its algorithmic intelligence, the solution allows IT teams to proactively resolve issues, cut through false alerts and optimize key resources. Advanced service analytics enables users to gain end-to-end visibility and perform root-cause analysis rapidly. Intuitive, unified cross-domain visualization and correlation helps IT teams resolve issues faster and boosts staff productivity.

The solution also embeds operational intelligence into existing workflows for monitoring tools to provide more context into issues. It helps maximize your existing investments by providing end to end visibility across your monitoring tools.

Critical Differentiators

Most comprehensive insight.

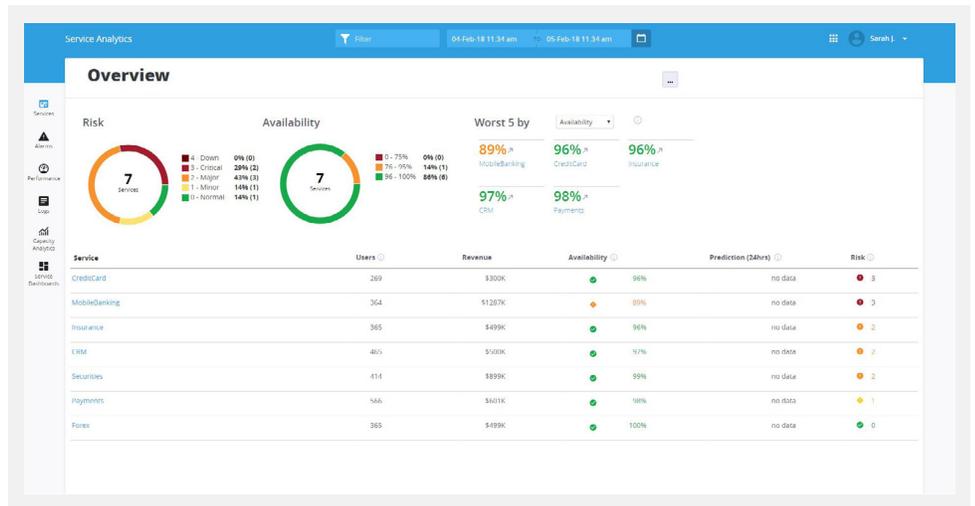
Provides the most depth and breadth in terms of ingesting structured and unstructured data from your performance monitoring tools and any third-party source into a single, resilient data lake. Supported coverage includes metric, alarm, log, topology, text and API data. For true insights, comprehensive data sets are essential.

Service-centric analytics. Automatically discovers services and mappings and correlates them with IT assets that support them. Users are able to see the complete topology with the impact that each component has on the topology.

Smart, dynamic alarms. Dynamically determines typical values for a given metric based on historical trends and generates alerts for abnormal scenarios while reducing false alarms for known variance in behavior.

Algorithmic noise reduction and correlation. Suppresses redundant and duplicate alerts and correlates related alerts to improve detection of critical issues and faster resolution.

Out-of-the-box, bi-directional integrations. Automatically aggregates data from market-leading CA monitoring products such as CA Unified Infrastructure Management, CA Performance Management, CA Spectrum® and CA App Experience Analytics, CA Network Flow Analysis and CA Application Delivery Analysis. Out-of-the-box dashboards provide immediate insights and speed time to value. Operational intelligence is also embedded into existing workflows for monitoring tools to provide more context into issues.



Open, powerful engine: Built on top of a powerful analytics engine that leverages open technologies such as Elasticsearch, Apache Kafka® and Apache Spark™, the solution scales with your needs and allows your team to easily integrate with third-party business or IT data sources to further enrich the data set.

Intuitive visualization and correlation. Designed by user experience experts in collaboration with end practitioners, the solution encapsulates the underlying complexity of data from cross-domain tools and provides workflows that speed triage and analysis.

Predictive capacity analytics. Gain visibility into resource utilization across physical, virtual and cloud environments and detect hot spots and waste with minimal effort. Run "what if" scenarios to test different models and run your data center more efficiently.

Related Products

CA Mainframe Operational Intelligence helps organizations prevent downtime and improve IT operations by proactively detecting when systems are behaving abnormally and expediting problem resolution.

CA Digital Experience Insights is a SaaS-based digital operations monitoring and analytics solution. It offers an integrated set of end-user analytics, application performance and infrastructure management services to provide a holistic view into the user experience, business transactions and digital infrastructure.

For more information, please visit ca.com/doi

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