

At a Glance

IT environments continue to grow more complex, more highly utilized and more business critical. For all these reasons, ensuring IT performs optimally is more critical—and more challenging—than ever. CA eHealth enables you to collect and analyze key performance information from across the IT infrastructure, providing both real-time and predictive performance analysis. With CA eHealth, you can get the visibility you need to take corrective action—before business processes are adversely affected—and respond more quickly and effectively when issues do arise.

Key Benefits/Results

- Maximize the health and availability of business services
- Transform IT operations from reactive to proactive
- Demonstrate business value of IT to executives and business stakeholders

Key Features

- **Extensive coverage.** Collect performance and utilization data from voice and data network devices, physical and virtual systems, databases and applications.
- **Intelligent analytics.** Patented algorithms help dynamically set and adjust thresholds, and ensure your team is notified when legitimate issues arise.
- **Extensive reporting options.** Leverage reports for tracking traffic, service levels, applications, trends and more.
- **Role-based views.** Pre-packaged reports address the specific needs of IT and business management, operations staff, administrators, engineers and capacity planners.

Business Challenges

Today, it is more critical than ever that IT services remain continuously available and operate at the optimized performance levels the business requires. However, as they seek to accomplish these objectives, many IT teams are being hampered by their existing tools and approaches. When performance issues do occur, problem identification and resolution is often reliant upon the coordination and collaboration of multiple teams—including networking, systems, database and application personnel. As a result:

- IT staff members spend too much time in fire-fighting mode, reacting to performance issues and outages.
- Administrators can't intelligently understand and prioritize capacity, availability and utilization needs to support the business.
- IT organizations are unable to contain escalating costs.

Solution Overview

CA eHealth enables you to intelligently manage complex IT environments, capturing data from disparate sources across all technology silos, and distilling it into clear, predictive and actionable information. It helps you identify issues that could have an impact on business services, allowing you to take action before internal and external customers are affected.

CA eHealth can monitor and collect information from thousands of devices, including networking technologies, management information bases and environmental equipment. You can also leverage add-on capabilities that give you visibility into:

- **Network performance.** Monitor all of your network traffic across LAN/WAN routing devices such as Cisco, Nortel, f5, Fortigate, Palo Alto, Juniper and HP.
- **Virtual systems.** Discover Sun Solaris Zone, IBM LPAR, Microsoft Hyper-V and VMware environments.
- **Cisco Unified Computing System.** Discover blade servers, fabric interconnect switches, interfaces and environmental components.
- **Physical systems.** CA eHealth can provide autonomous, SNMP-based monitoring of heterogeneous systems through an extensible plug-in architecture.
- **Databases.** The product can monitor IBM DB2, Oracle, SQL Server and Sybase databases.
- **Applications.** Measure total application response time, track response times in virtual desktop infrastructures and test service health.

Critical Differentiators

Intelligent Analysis and Issue Detection

Dynamic real-time monitoring intelligence is based on patented technology that is used to understand threshold violations within a historical context and help ensure that only persistent degradation problems are reported. eHealth features these capabilities:

- **Time-over-threshold algorithm.** With predefined thresholds for each key performance indicator (KPI), the time-over-threshold algorithm lets you know when an IT resource has persistent issues. Instead of generating a trap each time the threshold is crossed, the algorithm determines the aggregate duration of violations within a monitoring window to filter out spikes and determine real, persistent problems.
- **The deviation-from-normal algorithm.** The deviation-from-normal algorithm uses historical data to establish a baseline for what is normal behavior for each KPI. The algorithm establishes baselines based on multiple intervals, including per hour and per day, and dynamically adjusts the baseline over time, so it accurately reflects the dynamic, changing state of your environment.

Sophisticated Reporting

CA eHealth combines historical and real-time metrics with intelligent analysis to generate out-of-the-box, role-based views that help your team understand when, where and how to stop emerging issues before service quality is jeopardized.

The product features pre-packaged reports for such areas as application response, traffic analysis, trends, service levels, and much more. In addition, you can customize your reports using templates or you can create new reports from scratch.

Leverage Flexible Third-Party Integration

CA Technologies has certified thousands of third-party IT components to ensure that CA eHealth can monitor and evaluate their full complement of KPIs—enabling integration in the following areas:

- **Universal workflow integration.** CA eHealth offers integration with third-party management consoles such as HP OpenView Network Node Manager, IBM Netcool and Cisco CIC. As a result, you can gain enhanced performance management capabilities, without having to learn a new product.
- **Universal data integration.** CA eHealth addresses the demands of service provider networks, enabling performance management of carrier-class switching environments from Cisco, Alcatel-Lucent, Nortel, BrixWorx and Psytechnics.
- **Wireless data integration.** CA eHealth can gather the statistics needed to manage carrier-class cellular wireless networks, including Nortel PDSN/GGSN and Starent PDSN/GGSN.

Integrations Enable More Proactive Management

Be proactive, in control and better informed on how to plan and prioritize remediation of performance issues by sharing analysis through integrations to other CA Service Assurance solutions. CA eHealth can be integrated with these offerings:

- **CA Service Operations Insight.** CA Service Operations Insight models and monitors IT infrastructure components and applications that together support specific business services. The product can use performance data from CA eHealth to calculate and pinpoint which infrastructure components are putting specific business services at risk, so you can mitigate those risks before users are affected.
- **CA Spectrum®.** CA Spectrum is a comprehensive network management platform that enables proactive change management, fault isolation and root cause analysis. Integration with CA eHealth delivers a comprehensive solution that helps you improve service performance and availability, avoid outages and reduce the impact of outages if they occur. For example, with this combined solution, alarms generated by CA eHealth can be correlated and factored into CA Spectrum root cause analysis.

For more information, please visit ca.com/ehealth

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