

# CA Systems Performance for Infrastructure Managers

CA Systems Performance for Infrastructure Managers is an add-on product to Service Assurance solutions from CA Technologies supporting large scale production server infrastructure, enhancing operational visibility and control, and driving agility. When used with Service Assurance solutions from CA Technologies, CA Systems Performance for Infrastructure Managers can help deliver a greater ROI by providing centralized, heterogeneous physical systems management which can be extended to support networks, databases, and applications.

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## Overview

Large IT organizations need to rely on an enterprise-class, end-to-end infrastructure management solution that delivers 24x7 availability and performance for physical systems across heterogeneous environments which can be expanded to support networks, databases, and applications. CA Systems Performance for Infrastructure Managers is an add-on to Service Assurance solutions from CA Technologies—a lightweight, easy to manage systems monitoring tool for fault and performance management of physical systems and applications for Windows, UNIX and Linux. It detects and forwards system and application faults to SNMP-based managers on multiple platforms and across a wide range of technologies. Additionally, it includes the CA Systems Performance agent along with a management component for remote deployment and configuration capabilities ideal for large, global IT environments. When used in conjunction with CA Virtual Assurance for Infrastructure Managers it delivers end-to-end physical and virtualized systems management.

IT teams are being asked to manage heterogeneous physical and virtual environments and execute complex configuration, provisioning, change, and monitoring activities across network, server, and storage platforms more dynamically than ever before. Business decision makers want speed, agility, and low-cost solutions at a time when IT teams may be struggling to keep up with rapid changes across technologies, processes, and policies. Cloud options are entering the mix, and IT and business decision makers must work together to optimize IT performance, cost, security, and business priorities<sup>1</sup>.

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## Benefits

CA Systems Performance for Infrastructure Managers delivers 24x7 availability and centralized event, fault and performance management across all physical environments. It provides the single pane of glass visibility and control you need to confidently deploy production applications to support the business, resulting in greater ROI and operational visibility.

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## What sets us apart

### Protecting your IT investments in delivering value to your business

CA Technologies offers an extensive systems management portfolio that is built to support large, global enterprise IT shops to manage their physical and virtualized environments from a single pane of glass. CA Systems Performance for Infrastructure Managers is a key add-on product in this portfolio geared towards meeting physical systems management needs and can be extended to support networks, databases, and applications. It provides an early warning signal for performance issues and predicts future capacity needs. When service is impacted you can quickly understand the severity and pinpoint the issue to remediate the problem. The results can benefit your business with improved performance, increased uptime, smarter investments and greater customer satisfaction—whether the customer is internal or external to your enterprise.

CA Systems Performance for Infrastructure Managers when used in conjunction with CA Virtual Assurance for Infrastructure Managers is designed to offer end-to-end visibility across multiple hypervisor platforms. Taken together, customers have the flexibility to license and monitor their physical, virtualized, and cloud environments as they deem fit enhancing 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, a leading analyst firm, positioned CA Technologies in the Leaders Quadrant of its Magic Quadrant for IT Event Correlation and Analysis<sup>2</sup> based on our completeness of vision and ability to execute.

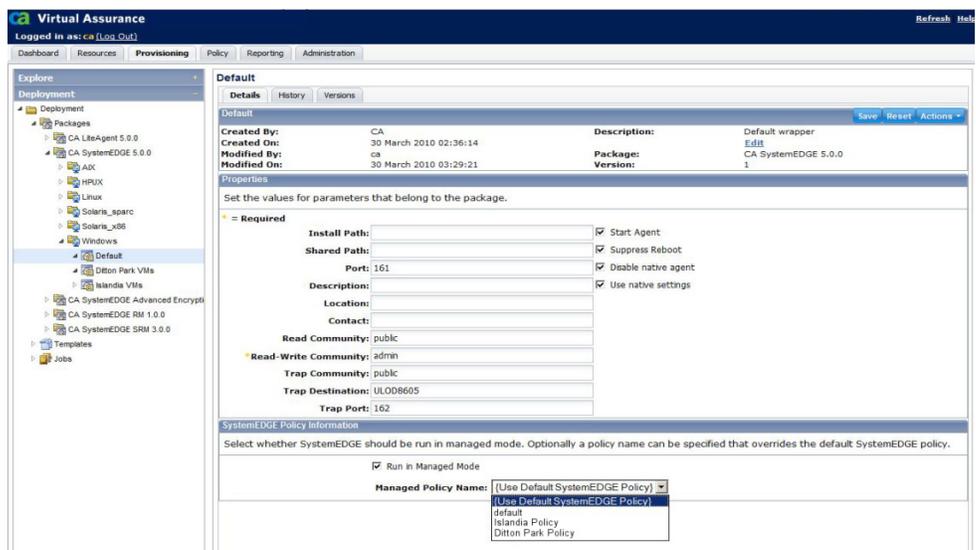
Core values delivered include:

- Single pane of glass visibility across physical environments:** Automatic discovery and centralized management of your diverse operating systems, system metrics, applications, and services helps lower TCO. CA Technologies takes pride in offering broad platform coverage across physical environments that includes IBM, Microsoft, HP, RedHat, Oracle/Sun, Novell and more. Additionally, remote deployment, centralized configuration and patching capabilities are available and are ideal for supporting large scale server environments. This can result in greater CAPEX and OPEX savings as well as full and consistent monitoring coverage.

- **Improve assurance, predictability with proactive performance management:** A user-friendly Web interface makes it easy for IT operations to have access to real-time metrics and at-a-glance historical performance reports across physical systems, network, database, and applications—all at their fingertips. This helps facilitate informed decisions about performance, utilization, and capacity planning exercises; all of which can enable baseline critical infrastructure assets and also ensure you are aware of aging infrastructure. It can also detect threshold violations in real-time, sending a standard SNMP trap to your management system and automatically remediate based on policy. Additionally, the ability to specify multiple monitors with different thresholds and severities to monitor the same object is also available.
- **Achieve availability with patented accurate 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 providing patented root-cause analytics capabilities to their physical environments. IT operations can isolate and remediate root cause and suppress symptomatic alarms, delivering availability and reducing mean-time-to-resolution (MTTR). Further, the solution supports integration with CA Service Desk Manager resulting in policy-driven escalation to the right teams, helping to reduce downtime.
- **Drive manageability:** You can reduce downtime and total cost of operations for large, global IT organizations. Centralized remote agent deployment allows for highly customizable, deployments to be auto-configured with a systems performance policy. Further, controlled deployments can be scheduled at specific times or staggered across a time period. Also, the solution provides a mechanism to apply a single policy to multiple machines. In other instances, policies may be applied to specific machines or to all machines within pre-defined services.

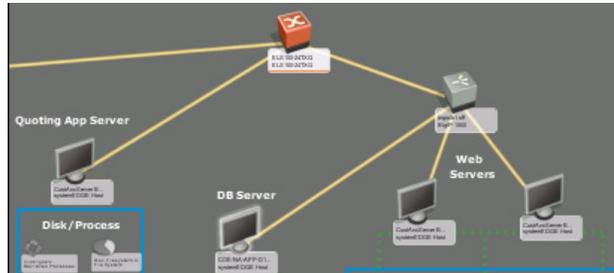
Figure A

CA Systems Performance deployments can be customized based on the policy to deploy.



**Figure B**

Fault isolation and downstream suppression of alarms results in reduced downtime.



**Alarm Detail: ELS100-24TXG of type ELS100-24TXG - SPECTRUM OneClick for ForwardInc**

File View Tools Reporting Management Help

ELS100-24TXG of type ELS100-24TXG

Alarm Details Information Impact Host Configuration Root Cause Interfaces Performance Alarm History Neighbors Events

Filter:

- Customer Impact** 4 customer(s) impacted with a total customer impact of 100.
- Service Impact** 17 service(s) impacted with a total service impact of 300.
- Symptoms** The selected alarm did not result from any symptoms.
- Management Lost Impact** 8 device(s) have lost management with a total management impact of 60.
  - Filter:  Displaying 8 of 8

Impact Type	Destination Name	Destination Con...	Destination IP	Secure Domain	Model Class	Device Criticality
Management Lost	CustAccServer Baltimore 2	Suppressed	192.168.42.69	Directly Managed	Workstation-Server	20
Management Lost	CustAccServer Baltimore 3	Suppressed	192.168.42.70	Directly Managed	Workstation-Server	20
Management Lost	coe-na-app-d11	Suppressed	192.168.37.11	Directly Managed	Workstation-Server	15
Management Lost	bigipbl1.sff	Suppressed	192.168.42.13	Directly Managed	Load Balancer	1
Management Lost	CustAccDB Baltimore 2	Suppressed	192.168.42.73	Directly Managed	Workstation-Server	1
Management Lost	CustAccServer Baltimore 1	Suppressed	192.168.42.68	Directly Managed	Workstation-Server	1
Management Lost	CustAccServer Baltimore 4	Suppressed	192.168.42.71	Directly Managed	Workstation-Server	1
Management Lost	ELS100-24TXG	Critical	192.168.42.26	Directly Managed	Switch	1

## Key benefits delivered

When used with Service Assurance solutions from CA Technologies, CA Systems Performance 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 physical 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 a solution designed to provide end-to-end visibility across multiple hypervisor platforms. Taken together, customers have the flexibility to license and monitor their physical, virtualized, and cloud environments as they deem fit enhancing greater ROI and delivering business agility.

### Visibility

Providing visibility into the status and performance of physical systems enables customers to leverage existing investments in service assurance solutions from CA Technologies across systems, networks, databases, and applications. Easy-to-use interfaces provide visibility into status, performance, and availability, and configuration information provides a single source for critical information.

### Assurance

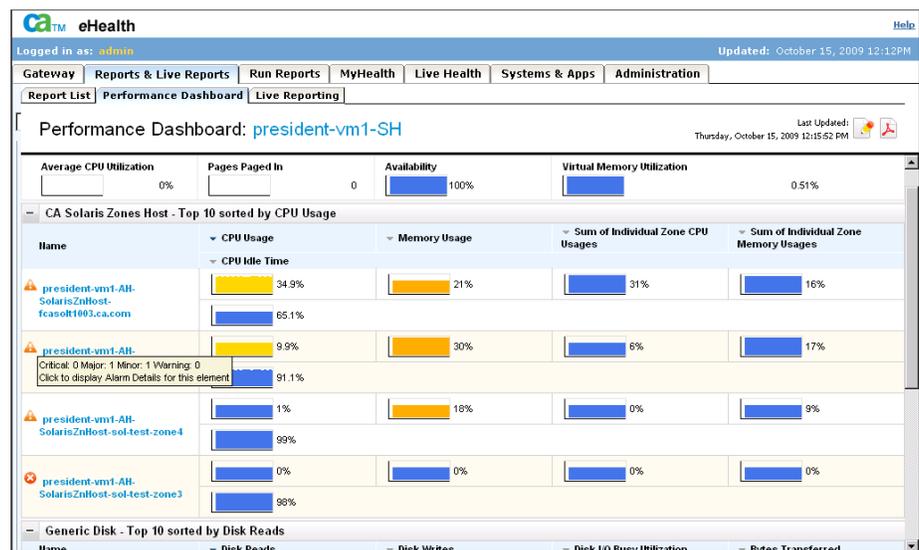
Patented, industry leading, models-based root-cause analysis and proactive performance monitoring is designed to help assure uptime, cost containment, and agility across heterogeneous physical environments helping to reduce MTTR.

### Manageability

The solution is ideal for large, global IT organizations to reduce their planned or unplanned downtime and manage their costs through centralized remote agent deployment, centralized policy-based configurations and centralized management of multi-platform, multi-vendor physical systems management.

Figure C

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



## Supported platforms and integrations

OS Environments	Supported Managers	Supported MIBs
<ul style="list-style-type: none"> <li>▪ Windows Server operating systems</li> <li>▪ Sun Solaris</li> <li>▪ AIX</li> <li>▪ Red Hat Linux</li> <li>▪ SUSE Linux</li> <li>▪ HPUX</li> <li>▪ DIGITAL UNIX</li> <li>▪ Debian Linux</li> <li>▪ Cisco UCS</li> <li>▪ OS on VMware Virtual Machines, IBM LPARs, Oracle/Sun Solaris Zones, Microsoft Hyper-V R2<sup>3</sup></li> </ul>	<ul style="list-style-type: none"> <li>▪ CA eHealth®</li> <li>▪ CA Spectrum®</li> <li>▪ CA NSM*</li> <li>▪ CA Virtual Assurance for Infrastructure Managers</li> <li>▪ CA Server Automation Manager</li> <li>▪ Third-party SNMP managers</li> </ul> <p>*SNMP event management—full support is available in CA NSM r11.</p>	<ul style="list-style-type: none"> <li>▪ MIB-2 (RFC 1213)</li> <li>▪ Host Resources MIB (RFC 1514)</li> <li>▪ Empire CA Systems Management MIB (for CA Systems Performance for IM)</li> </ul>

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## 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. This is reflected in CA Technologies being ranked #1 in Forrester Research Inc.'s list of IT management software vendors by revenue<sup>4</sup>.

Additionally, CA Services and CA Education form an integral part of the value of CA Systems Performance 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 IT services, mitigate implementation risks, transfer knowledge via training, forge best practices and improve the alignment between IT and business processes.

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## Next steps

To learn more about CA Systems Performance for Infrastructure Managers visit [ca.com/infrastructure-management](http://ca.com/infrastructure-management) and [ca.com/virtualization](http://ca.com/virtualization).



Connect with CA Technologies at [ca.com](http://ca.com)



### 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](http://ca.com/customer-success). For more information about CA Technologies go to [ca.com](http://ca.com).

1 IDC White Paper sponsored by CA Technologies; "CA Automation Suite Paves the Way for Cloud," Document #224282, October 2010

2 Gartner, "Magic Quadrant for IT Event Correlation and Analysis," David Williams, Debra Curtis, December 13, 2010

The Magic Quadrant is copyrighted 2010 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

3 CA Virtual Assurance for Infrastructure Managers offers centralized management across multiple hypervisor platforms. More information about specific version support is available on the CA Support site.

4 Forrester Research, Inc., "Who's Who in IT Management Software 2.0," August 12, 2010