CA Unified Infrastructure Management 8.4

Top five reasons to upgrade

When it comes to monitoring dynamic and cloud-based environments, CA Unified Infrastructure Management 8.4 (CA UIM) goes beyond the competition to deliver the most comprehensive coverage of currently available, standalone IT monitoring solutions on the market. Plus, get even more when you upgrade to our most recent version of software, including:

- **Improved multitenancy**
- **Lower footprint with better scale**
- **Enhanced security**

What is CA UIM 8.4?

With CA UIM 8.4, you get a single platform that provides a unified view to manage your entire IT infrastructure, including servers, mainframe, storage, databases, virtual machines and cloud—so you can optimally manage hybrid IT environments and reduce mean time to repair by up to 40 percent.[1] CA UIM is the only solution that provides unified analytics to proactively resolve issues; its single platform architecture delivers comprehensive infrastructure coverage and efficiency to meet the needs of agile IT operations. Advantages of upgrading to CA UIM 8.4 include:

Service-Centric	Unified	Proactive	Efficient	Relevant
Surface specific details of services and applications across hybrid, complex infrastructures to boost service reliability.	Unified management of all infrastructure elements reduces complexity and mean time to repair.	Advanced and comprehensive analytics help you proactively avoid issues before user experience is impacted.	Scales with minimum resources to meet your needs and provides plug-and-play capabillities for future needs.	Gets the right information to the right person at the right time through intuitive, persona-based insights and workflows.

Throughout the past two years, CA Technologies has accelerated the CA UIM release schedule to adjust to your rapidly evolving business requirements, which means you may not have the most recent version of the software. On the following page, we break down the benefits of upgrading, depending on what version of the software you're running.

Top Five Reasons to Upgrade to CA UIM 8.4

1. **Provides a solution from the market leader in cloud monitoring.** CA UIM 8.4 is the market-leading product in monitoring cloud technologies in terms of the breadth and depth of the cloud and virtual technologies it supports, which include Amazon Web Services (AWS), Nutanix, OpenStack, Docker, Pure Storage, and SDN/NFV.
2. **Reduces time to configure devices by 90 percent.**[2] New monitoring configuration services enable better configuration across groups of devices via a single, intuitive user interface. These capabilities are easy to learn and apply across various technologies, and ideally suited for large-scale deployments and DevOps environments.
3. **Increases visibility into fault and performance.** Improved integration with CA Application Delivery Analysis, CA Spectrum and CA Network Flow Analysis leads to faster triage and issue resolution. The stronger integration provides an in-context view of systems, applications and application delivery performance—all inside CA UIM. The software enhances visibility across your entire IT infrastructure through unified views and allows you to detect, isolate and resolve problems faster with intuitive workflows. Plus, you can empower staff with a unified toolset to boost productivity.
4. **Provides dynamic data visualization.** CA UIM 8.4 provides modern, dynamic visualizations of metric and alarm data. Regardless of whether views are created out of the box or by users, you gain increased insight into business intelligence from CA.
5. **Offers enhanced mobile application notification.** With CA UIM 8.4, you'll be notified of alarms on your mobile app, even when it's not running. This feature allows you to quickly respond to alarms and alerts, improving your response rate and putting your customers first.

"CA UIM is at the heart of our cloud strategy. And the new capabilities to support Amazon Web Services and OpenStack will be essential in helping us optimize our customer workloads. We'll become more efficient, whilst still meeting the full range of needs from both our internal, and external, customers."

Zafir Yousaf, O2- Telefonica, U.K.

"More and more of our customers are looking to use cloud platforms such as Nutanix for private cloud and AWS for public cloud, and the comprehensive monitoring capabilities in CA UIM are key in enabling us to ensure the performance and reliability of the diverse set of platforms top initiatives."

Kevin Langford, Director, Managed Services, Sirius Computer Solutions

Primary Features of CA UIM

CA Unified Infrastructure Management	
Feature	**Description**
Most comprehensive coverage for cloud and hybrid IT	Enables you to proactively monitor performance of your cloud and Hybrid IT environments through a single solution.
Unified views and dashboards	With CA UIM, your organization can leverage unified, prepackaged dashboards and custom views that deliver visibility into all the IT systems, networks and services that matter to the organization.
Multitenant architecture	Allows managed service providers, cloud providers and corporate IT to efficiently scale and personalize service offerings for one or many clients.
Robust, predictive analytics	With CA UIM, you can leverage predictive analytics capabilities that help you proactively identify issues before user experience suffers.
Intuitive, sophisticated visualization, alarms and reporting	Boost service levels through accelerated problem resolution, proactive issue prevention and prioritization of IT support efforts that align with your business value goals.
Plug-and-play architecture	Our unique plug-and-play architecture enables you to add new monitoring services on demand, which makes adding monitoring support for a new technology as easy as downloading a new application to your smartphone. Rather than requiring additional products or bolt-on workarounds to monitor the latest technology, our flexible, modular and scalable architecture allows you to rapidly add new monitoring functionality without disrupting your existing environment.
Correlational analysis	With the solution's correlational analysis, you can identify and track relationships between performance variables and IT infrastructure elements, and spot patterns over time. These insights make it easy and fast for your IT teams to find the root cause of issues, resulting in a lower mean time to resolution.
Open, extensible APIs	Support every layer within the monitoring environment, including presentation, application, message bus and data collection. This comprehensive set of integration and automation points provides the capabilities needed to integrate monitoring with any layer of cloud or IT infrastructure management.

All capabilities are described in the **product information guide**.

By upgrading to CA UIM 8.4, you gain enhanced security, performance and usability thanks to extensive, quality-focused engineering efforts that reduced defects throughout UIM by more than 50 percent.[3]

What Users Are Saying

Healthcare

Technology

Insurance

R&D

Financial Services

Manufacturing

Higher Education

Tech Services

CA UIM Support and Education

Support

The information located on the CA UIM 8.4 documentation site helps users become familiar with CA UIM processes and tools.

- Getting Started
- Probe Information
- Installing CA UIM
- Upgrading & Release Notes
- Administering CA UIM
- Using UMP
- Integrating Other CA Products
- Development Tools
- Troubleshooting
- FAQ
- Third Party Information
- Documentation Legal Notice

Education

CA offers more than 25,000 courses a year that are taught by award-winning instructors who average more than 20 years of experience and boast a 94-percent satisfaction rating. The CA Education Portal is the place to learn about CA solutions.

CA Community

Join the thousands of CA UIM Community users from across the globe to ask hard questions and share best practices. This community is open to all users at all levels and is constantly moderated by expert CA UIM staff and users to help provide timely, thoughtful answers to your questions.

Why CA?

COST EFFICIENCY
15%
Productivity improvement[4]

AGILITY
40%
Mean time to repair improvement[5]

INNOVATION
60%
Faster cloud adoption rate[6]

Frequently Asked Questions

From what releases can I upgrade?

You can upgrade directly from UIM 8.0 or newer to 8.4. Older versions going back to 6.5 can be upgraded to 8.1 and then to 8.4.

Will my data and configuration be preserved during an upgrade?

Yes, all data and configuration information is preserved through an upgrade to get you up and running quickly on 8.4 (although we always recommend a system backup just to be safe).

How long does it take to upgrade?

That depends on the size of your infrastructure. You can work with one of our engineers to determine the time frame.

Can I upgrade on my own or do I need to buy services from CA?

You can upgrade on your own.

If I need to buy services from CA how much will it be?

The investment in services depends on the size and scope of your infrastructure. You can contact CA Services at https://www.ca.com/us/contact/services.register.html

What is the ROI associated with upgrading?

Contact one of our ROI Coaches to learn about the value of upgrading.

For more information, please visit **ca.com/uim**

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate – across mobile, private and public cloud, distributed and mainframe environments. Learn more at **ca.com**.

1 TechValidate, "CA Technologies Infrastructure Management TechFacts," June 17, 2016, https://www.techvalidate.com/product-research/ca-infrastructure-management/facts/49C-48A-FF5

2 Based on internal studies conducted by CA Technologies: Richard Robinson, Director, Software Engineering. Test results based on a 50-server configuration: new Monitoring Configuration Services (MCS) decreases the time to configure 50 servers from 900 minutes to 47 minutes.

3 Based on internal studies conducted by CA Technologies: Richard Robinson, Director, Software Engineering. Based on quality improvements engineered in CA UIM 8.4: defects were reduced by 50 percent compared to previous versions.

4 Managed service provider

5 Healthcare provider

6 Telecommunications provider

7 IT Central Station, "Best Cloud Monitoring Software Vendors," Aug 2016, https://www.itcentralstation.com/categories/cloud-monitoring-software

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