Agile Infrastructure Monitoring for the Application Economy
The Application Economy Is Here—Is Your IT Monitoring Approach Ready?

The application economy has taken hold—-with everything driven by connected applications that run on numerous different devices and systems, as well as on-premises and cloud-based infrastructures.

You’re seeing the impact of this in your organization—from the increased expectations of customers for access to always-available applications, to internal departments and teams that depend on a reliable infrastructure to support fast application development and deployment.

Against a backdrop of growing big data initiatives, this situation significantly adds to your infrastructure management requirements. Now you must oversee your legacy applications and support and monitor all the new types of applications and technologies that are coming your way. Under these circumstances, being able to scale and efficiently handle a complex hybrid infrastructure is essential.

If you’re uncertain of your organization’s ability to keep up, you’re not alone.

A SOFTWARE-DRIVEN WORLD

As you support more business-critical applications in a hybrid world, you need to know that your infrastructure is up to the task.
Half of all companies say their industry is being very or highly disrupted by the application economy. But those that understand how to manage the impact and exploit new opportunities reap the benefits:¹

ACHIEVE MORE THAN 2x REVENUE GROWTH

EXPERIENCE 68% HIGHER PROFIT GROWTH

FROM NEW PRODUCTS AND SERVICES, GAIN 50% MORE BUSINESS

¹ Vanson Bourne Global Survey, September 2014 (CA Technologies Sponsored Research)
Attacking Core Challenges

These new expectations and demands overlay your organization’s need to both proactively ensure an optimal experience and support faster application rollouts. Yet, you’ll be hard-pressed to achieve these goals if you haven’t overcome two major concerns:

Siloed Infrastructure Views and Reactive Operations

If your IT organization relies on multiple, disparate tools to monitor hybrid infrastructure components, you’ll find it increasingly difficult for IT staff to resolve problems. With limited visibility into what’s happening across the infrastructure, it’s hard to identify where problems originate, so delays occur and the customer experience suffers.

Plus, if your IT staff spends most of its time supporting multiple monitoring tools, they’ll be overwhelmed by administrative processes and stuck in reactive mode when service issues arise. They simply won’t have time to resolve issues proactively or work on value-creating activities.

Left unchanged, this situation worsens as the effects of the application economy materialize in the form of more applications and technologies to manage and monitor.

Complex and Rigid Infrastructure Management

To succeed in the application economy, IT needs to operate as a DevOps enabler. That means providing an agile infrastructure that speeds application rollouts. But if your IT team must spend excessive time configuring and integrating monitoring across multiple complex tools (or at times even buying new tools), they’ll hamper progress and deployments.

Using multiple point solutions to monitor your IT environment decreases visibility while increasing interdependencies and performance risks.
New Approach: CA Unified Infrastructure Management

CA Unified Infrastructure Management (CA UIM, formerly Nimsoft Monitor) incorporates the insights of all infrastructure domains and components within a comprehensive, streamlined monitoring solution—eliminating silos and improving your understanding of IT infrastructure and services. And with reduced infrastructure management complexity, you’ll unleash resources and promote greater agility to respond to the new application economy.

TO HELP YOU DRIVE AGILITY, MAXIMIZE EFFECTIVENESS—AND YOUR BUSINESS RESULTS, CA UIM’S DESIGN AND STRATEGY IS BASED ON THESE PRINCIPLES:
Siloed monitoring tools and limited monitoring capabilities thwart your efforts to optimize performance across your enterprise. You need a solution that enables you to extend comprehensive monitoring coverage to support both new and traditional infrastructure components.

Through CA UIM, you gain visibility into what’s happening both inside and outside of the data center through an easy-to-use, unified solution. You can monitor mainframe, physical and virtual servers, networks and packaged applications, as well as end-user response time. You can also leverage 140+ out-of-the-box monitoring probes or APIs to extend monitoring to fit your unique needs.

As a result, CA UIM enables you to:

**SPEED ISSUE RESOLUTION:** Solve problems faster by having an end-to-end, holistic view of your IT infrastructure that puts an end to blame games and finger pointing.

**REDUCE COSTS AND COMPLEXITY:** Eliminate the need to continuously purchase, implement and maintain multiple monitoring tools.

**DEPLOY APPLICATIONS FASTER:** Combining a single point of view and backend architecture with out-of-the-box templates promotes rapid application deployment. You won’t waste time in complex configurations and integrations with multiple tools. You’ll benefit from instant visibility, as well.

---

**ENERGY AND UTILITIES COMPANY REDUCES MEAN TIME TO REPAIR WITH CA UIM**

Up to 40%

---

You’ll be able to easily monitor your complete infrastructure with CA UIM.

---

http://www.techvalidate.com/tvid/26C-E3E-A5E
As the demands of the new application economy bear down, your IT staff needs intuitive workflows and capabilities that boost effectiveness so they can spend more time delivering a quality customer experience.

CA UIM addresses these concerns by enabling users to more easily understand data and perform their duties more efficiently through the use of persona-based workflows and dashboards.

Thanks to this approach, you’ll help your team:

DEPLOY MONITORING FASTER: Through a combination of out-of-the-box monitoring templates, dashboards and workflows, IT staff can rapidly configure and deploy monitoring across your hybrid infrastructure.

EXPEDITE ROOT CAUSE ANALYSIS: Instead of constantly jumping from screen to screen to determine why service performance is eroding, your IT staff can use intuitive triage workflows to drill down and uncover the exact cause.

SPUR TEAM PRODUCTIVITY: By making intuitive workflows available through CA UIM, you’ll shift the team from “firefighting mode” (always resolving issues) and refocus them on strategic initiatives.

“A With CA Unified Infrastructure Management, we have increased the availability of our IT environment by an average of two percent—thanks to the solution’s monitoring capabilities and proactive reactions.”

— Lenardo Maciel
IT Architecture Manager, Unicred

You’re supporting more and more technologies on-premises and in the cloud, but there’s no wiggle room on performance. Your customers expect 24/7/365 availability day in, day out.

When you use CA UIM, you can employ advanced analytics to gain actionable insights and resolve issues faster. You can also rely on automatic alerts that notify you when you reach pre-set performance or operational thresholds so you can take immediate corrective action. Through these capabilities, you can continually optimize service to ensure high availability and prevent business disruptions.

**By enabling proactive infrastructure management, CA UIM helps you:**

**SOLVE ISSUES BEFORE YOUR CUSTOMERS DO:**
Meet your need to deliver a superior customer experience by quickly resolving any service problems, as well as addressing potential service issues before they impact customers.

**KEEP YOUR TEAM FOCUSED ON THE CUSTOMER:**
The ability to proactively monitor service quality across your virtual, physical and cloud IT infrastructures empowers your staff to direct more of its attention to actual customer needs.

**EMPLOY NON IT DATA TO GET ADDITIONAL INSIGHTS:**
You can compare non-IT data (like sales) alongside infrastructure performance data to understand how increased activity in a specific area of your business is impacting overall IT health and performance.

“There with CA Unified Infrastructure Management, we were able to resolve 18 outages before they impacted the user experience.”

— Rene Lopez, Vice President of Platforms and Architecture, Trizetto

![Managed Service Provider]

| REDUCED SERVICE DESK TICKETS WITH PROACTIVE ISSUE RESOLUTION BY UP TO 75% |
The new application economy requires an approach and architecture that supports growth and simplicity. The trouble is, infrastructure management is becoming increasingly complex, especially when you’re using multiple discrete tools to monitor individual components. And expanding monitoring capabilities to support new technologies and business growth may be difficult or impossible unless you continuously purchase, implement and integrate additional tools. Over time, this approach creates more management headaches without providing sorely needed scalability.

Instead, CA UIM offers the speed and ease of use associated with point solutions to unify and simplify infrastructure monitoring. Its unique message-bus architecture is scalable and multi-tenant—driving application simplicity by connecting each application directly to the central message bus and handling multiple requests to applications at the same time.

“The scalability of the product and heterogeneous OS coverage is really what sets this product apart from others.”

— A review from IT Central Station

Specifically, CA UIM allows you to:

**SCALE TO MEET NEEDS OF THE APPLICATION ECONOMY:** Whether your organization is large or small, it can easily grow with a scalable, bus-based architecture that ensures data reliability and provides plug-in capabilities for future needs. What’s more, all the data transfer between various components occurs via TCP-IP, so it’s more reliable.

**ENSURE IT RESOURCE EFFICIENCY AND MANAGEABILITY:** The lightweight, unified product architecture minimizes the solution footprint and avoids the cost of managing and maintaining multiple tools and resources.

**SCALE WITH EASE**

CA UIM allows you to flexibly scale from hundreds to thousands of devices, eliminating the worry of outgrowing your monitoring devices.

---

Amplify Agility and Conquer the Application Economy

The new application economy is rife with opportunities for organizations that can rise to the challenge. But to innovate and meet new customer demands, you’ve got to operate with agility—so you can provide a quick response at every turn.

CA UIM gives you the 360-degree visibility you need to monitor service performance both inside and outside your data center through a unified, scalable and easier-to-manage monitoring solution. In addition, you’ll benefit from features that enable proactive problem resolution and deliver new insights into how your infrastructure is performing.

Ultimately, you’ll be better equipped to focus on what really counts—providing a superior customer experience, promoting innovation and growing your business.

Learn more at: ca.com/uim

AN AGILE APPROACH

CA Unified Infrastructure Management
Comprehensive Monitoring for Mainframe, Virtual, Cloud and Big Data Environments

**UNIFIED**
- Speed issue resolution
- Reduce costs and complexity
- Deploy applications faster

**INTUITIVE**
- Deploy monitoring faster
- Expedite root cause analysis
- Spur team productivity

**PROACTIVE**
- Solve issues before your customers do
- Keep your team focused on the customer
- Employ non IT data to get additional insights

**EFFICIENT**
- Scale to meet needs of the application economy
- Ensure IT resource efficiency and manageability
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.