Word on the street is ...

10 industries are innovating with CA APM 10.
Financial Services

FINANCIAL SERVICES CUSTOMERS ADOPT CA APM 10 WITH THESE RESULTS:

- >75% Improved application performance
- 50-75% Improved ability to proactively prevent issues
- 50-75% Improved mean time to resolution (MTTR)
- 70% Rated the depth and frequency of metrics Very Effective

>89% OF SURVEYED BANKING AND FINANCIAL SERVICES CUSTOMERS AGREE CA APM 10 HELPS THEIR ORGANIZATION SPEED AND SIMPLIFY THE TRIAGE OF APPLICATION PERFORMANCE ISSUES.

“CA APM 10 coupled with the Node.js agent provides us with end-to-end visibility from mobile to mainframe.”*

— IT manager, Itaú Unibanco S/A

BENEFITS

CA APM 10 is helping customers in the financial services industry:

- **Enhance end-user experience**
- **Simplify root cause analysis**
- **Speed MTTR**
- **Improve analytics for planning and insight**

MVP FEATURES

Our financial services customers find these the most valuable CA APM 10 features:

- **Differential Analysis** to recognize and understand critical and recurrent problems
- **APM Command Center** to manage thousands of agents
- **Smart Instrumentations** to collect deep transaction traces
- **Modern application support** with added functionality for Java™, .Net, PHP and Node.js

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Health Care

HEALTH CARE CUSTOMERS DEPLOY CA APM 10 AND BOAST THESE RESULTS:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved end-user experience</td>
<td>50-75%</td>
</tr>
<tr>
<td>Improved application performance</td>
<td>50-75%</td>
</tr>
<tr>
<td>Improved ability to proactively prevent issues</td>
<td>50-75%</td>
</tr>
<tr>
<td>Rated monitoring coverage</td>
<td>Effective</td>
</tr>
</tbody>
</table>

“CA APM 10 improved the ability to identify and resolve problems, especially regarding response times across networks.”

— IT Professional, Fortune 500 Pharmaceutical Company

BENEFITS

CA APM 10 is helping customers in the health care industry:

- Enhance end-user experience
- Simplify root cause analysis
- Speed MTTR
- Provide a continuous feedback loop for Dev and Ops
- Improve analytics for planning and insight

MVP FEATURES

Our health care customers find these the most valuable CA APM 10 features:

- **Team Center Perspectives** to simplify complex app topologies
- **Team Center Timeline** to demonstrate the impact of change and locate the onset of performance problems
- **Differential Analysis** to recognize and understand critical and recurrent problems
- **APM Command Center** to manage thousands of agents
- **Smart Instrumentations** to collect deep transaction traces
- **Modern application support** with added functionality for Java™, .Net, PHP and Node.js

75% of surveyed health care and pharmaceutical customers find the CA APM 10 Smart Instrumentation capability, which automatically collects deep transaction traces, to be the most valuable.

Insurance

Insurance customers implement CA APM 10 with these results:

- 50-75% Improved end-user experience
- >75% Improved application performance
- 50-75% Improved ability to proactively prevent issues
- Rated scalability: Effective

“With CA APM 10, we have confidence that we can identify root causes quicker and build more efficient apps.”
— IT Architect, Global 500 Insurance Company

Benefits

CA APM 10 is helping customers in the insurance industry:

- Enhance end-user experience
- Simplify root cause analysis
- Speed MTTR
- Improve analytics for planning and insight

MVP features

Our insurance customers find these the most valuable CA APM 10 features:

- Team Center Perspectives that simplify complex app topologies through task relevant views based on attributes
- Team Center Timeline that improves triage by showing the impact of change and helping them locate where performance problems started

83% said that CA APM 10 addressed their challenges with difficult and long root cause analysis for application performance issues.

Telecommunications

TELECOM CUSTOMERS INVEST IN CA APM 10 AND ACHIEVE THESE RESULTS:

- >50% Improved MTTR
- >50% Improved ability to proactively prevent issues
- >50% Reduced time spent on admin and management tasks
- Rated customization Effective

**BENEFITS**

CA APM 10 is helping customers in telecommunications:

- Enhance end-user experience
- Simplify root cause analysis
- Speed MTTR
- Improve analytics for planning and insight

**MVP FEATURES**

Our telecommunications customers find these the most valuable CA APM 10 features:

- **Team Center Perspectives** to simplify complex app topologies
- **Team Center Timeline** to demonstrate the impact of change and locate the onset of performance problems
- **Differential Analysis** to recognize and understand critical and recurrent problems
- **APM Command Center** to manage thousands of agents
- **Smart Instrumentations** to collect deep transaction traces

83% of surveyed telecommunications customers rate CA APM 10’s customization capabilities and dashboards as very effective or better.

“We have experienced a very positive impact using CA APM 10, as we have seen it speed up the detection and resolution of incidents and the contact with development in which to address them.”

— IT Manager, Jazztel PLC

Utilities

Utilities customers utilize CA APM 10 and experience these results:

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved end-user experience</td>
<td>50-75%</td>
</tr>
<tr>
<td>Improved ability to proactively prevent issues</td>
<td>50-75%</td>
</tr>
<tr>
<td>Improved MTTR</td>
<td>&gt;75%</td>
</tr>
</tbody>
</table>

Rated scalability: Very Effective

"CA APM 10 has proven to be effective for us in root cause analysis."
— IT Administrator, Petrobras Distribuidora S.A.

Utilities: Financial services > Healthcare > Insurance > Telecommunications > Utilities > Transportation > Computer > Industrial > Government > IT services > 10 reasons

“CA APM 10 has helped us identify issues in applications that we require to perform flawlessly for our customers.”
— IT Project Manager, Pepco Holdings


Benefits

CA APM 10 is helping customers in the utilities industry:

- Enhance end-user experience
- Simplify root cause analysis
- Speed MTTR
- Provide continuous feedback loop for Dev and Ops

MVP Features

Our utilities customers find these the most valuable CA APM 10 features:

- APM Command Center to manage thousands of agents
- Smart Instrumentations to collect deep transaction traces
- Modern application support with added functionality for Java”,.Net, PHP and Node.js
Transportation

TRANSPORT CUSTOMERS DEPLOY CA APM 10 AND BOAST THESE RESULTS:

>50% Improved end-user experience

50-75% Improved application performance

>50% Improved ability to proactively prevent issues

Rated ease of use and management Effective

BENEFITS

CA APM 10 is helping customers in the transportation industry:

- Enhance end-user experience
- Simplify root cause analysis
- Speed MTTR
- Provide continuous feedback loop for Dev and Ops

MVP FEATURES

Our automotive and transportation customers find these the most valuable CA APM 10 features:

- **Team Center Perspectives** to simplify complex app topologies
- **Smart Instrumentations** to collect deep transaction traces

“CA APM 10 has improved our ability to find the root cause quickly and address the problem.”

— IT Professional, Fortune 500 Transportation Company

**Computer**

**COMPUTER INDUSTRY CUSTOMERS ADOPT CA APM 10 AND ACHIEVE THESE RESULTS:**

- >75% Improved end-user experience
- 50-75% Improved ability to proactively prevent issues
- >75% Improved MTTR
- Rated monitoring coverage: Very Effective

**BENEFITS**

CA APM 10 is helping software industry customers:

- Enhance end-user experience
- Simplify root cause analysis
- Speed MTTR
- Improve analytics for planning and insight

**MVP FEATURES**

Our computer industry customers find these the most valuable CA APM 10 features:

- **Differential Analysis** to recognize and understand critical and recurrent problems
- **APM Command Center** to manage thousands of agents
- **Smart Instrumentations** to collect deep transaction traces
- **Modern application support** with added functionality for Java™, .Net, PHP and Node.js

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Industrial

INDUSTRIAL MANUFACTURING CUSTOMERS APPLAUD CA APM 10 WITH THESE RESULTS:

>50% Improved end-user experience
>75% Improved application performance
>50% Reduced time spent on admin and management tasks

Rated monitoring coverage
Very Effective

“CA APM 10 is our most important tool for our DevOps strategy.”
— IT Architect, Global Industrial Automation Company

“Root cause analysis and identification of problems are transparent and comprehensible with CA APM 10.”
— IT Manager, Large Enterprise Industrial Manufacturing Company

BENEFITS

CA APM 10 is helping industrial automation customers:

- Enhance end-user experience
- Simplify root cause analysis
- Provide a continuous feedback loop for Dev and Ops

MVP FEATURES

Our industrial customers find these the most valuable CA APM 10 features:

- **Differential Analysis** to recognize and understand critical and recurrent problems
- **Smart Instrumentations** to collect deep transaction traces

Government

GOVERNMENT CUSTOMERS CHOOSE CA APM 10 AND EXPERIENCE THESE RESULTS:

>75% Improved end-user experience

>75% Improved application performance

<75% Improved ability to proactively prevent issues

Rated depth and frequency of metrics

Very Effective

“CA APM 10 helped our Applications Solutions team monitor all clients and act very quickly in solving problems.”
— IT Administrator, Federal Government

BENEFITS

CA APM 10 is helping government customers:

- Enhance end-user experience
- Simplify root cause analysis
- Speed MTTR
- Provide a continuous feedback loop for Dev and Ops
- Improve analytics for planning and insight

MVP FEATURES

Our government customers find these the most valuable CA APM 10 features:

- Team Center Perspectives to simplify complex app topologies
- Team Center Timeline to demonstrate the impact of change and locate the onset of performance problems
- APM Command Center to manage thousands of agents

SURVEYED IT ORGANIZATIONS

91% RATE CA APM’S SCALABILITY AS EFFECTIVE OR BETTER

IT Services

IT SERVICES' CUSTOMERS INVEST IN CA APM 10 AND ACHIEVE THESE RESULTS:

>75% Improved end-user experience
>75% Improved application performance
>75% Improved ability to proactively prevent issues

Rated depth and frequency of metrics
Very Effective

BENEFITS

CA APM 10 is helping customers in IT services and consulting:

- Enhance end-user experience
- Simplify root cause analysis
- Speed MTTR
- Improve analytics for planning and insight

MVP FEATURES

Our consulting customers find these the most valuable CA APM 10 features:

- Team Center Timeline to demonstrate the impact of change and locate the onset of performance problems
- Differential Analysis to recognize and understand critical and recurrent problems
- Smart Instrumentations to collect deep transaction traces

>82% of surveyed IT computer services customers rate CA APM 10's monitoring coverage as very effective or better.

“CA APM 10 has improved the performance of my application by proactively measuring the response time and number of concurrent users that are logged in.”

— IT Professional, Tata Consultancy Services Limited


Financial services > Healthcare > Insurance > Telecommunications > Utilities > Transportation > Computer > Industrial > Government > IT services > 10 reasons
10 More Reasons to Consider CA APM 10

1. Modern application support with added functionality for Java™, .Net, PHP and Node.js is the most valuable feature for a leading health care company.¹¹

2. “CA APM 10 helps us get from the black box to the white box.”
   — Senior IT Architect, Computer Services Company¹²

3. Ease of use and management rated as highly effective by a large financial services company.¹¹

4. 74% OF SURVEYED IT ORGANIZATIONS IMPROVED HOW FAST THEY ARE ABLE TO FIX PERFORMANCE ISSUES.¹⁴

5. 73% OF SURVEYED IT ORGANIZATIONS RATE CA APM 10’S MONITORING COVERAGE AS VERY EFFECTIVE OR BETTER.¹⁵

6. #1 ranked Docker Container Monitoring solution by IT Central Station reviewers¹⁶

7. “Excited about Team Center.”
   — IT Administrator, Large Enterprise Insurance Company¹⁷

8. “Awesome experience with CA APM 10 Team Center ...”
   — Consultant, GIC¹⁸

9. “Before CA APM 10, infinite war rooms were necessary.”
   — IT Professional, Digitalcomm Solucoes¹⁹

10. “Mobile-to-mainframe APM capabilities that give 20/20 insight into apps rated as most valuable feature.”
    — IT Administrator, Global 500 Telecommunications Services Company²⁰

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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.

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