

The Evolution of CA eHealth®: Results and Analysis of Our 2014 User Survey

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Introduction

In today's application economy, it's more important than ever for businesses to understand the performance of their IT infrastructure. Revenue and relationships are tied directly to how software performs, whether on a website, a mobile device or supporting an in-person interaction.

But as the importance of technology increases, so has its complexity. Infrastructure management solutions must now detect, analyze, diagnose, predict and report on an unprecedented amount of data in a way that is meaningful and actionable to IT and business stakeholders alike—and it must do so more efficiently and effectively than ever before.

As a performance management solution, CA eHealth has never been more critical to its users. To ensure our users are on the path to unified infrastructure management (UIM), we gathered feedback on CA eHealth straight from the source: our customers.

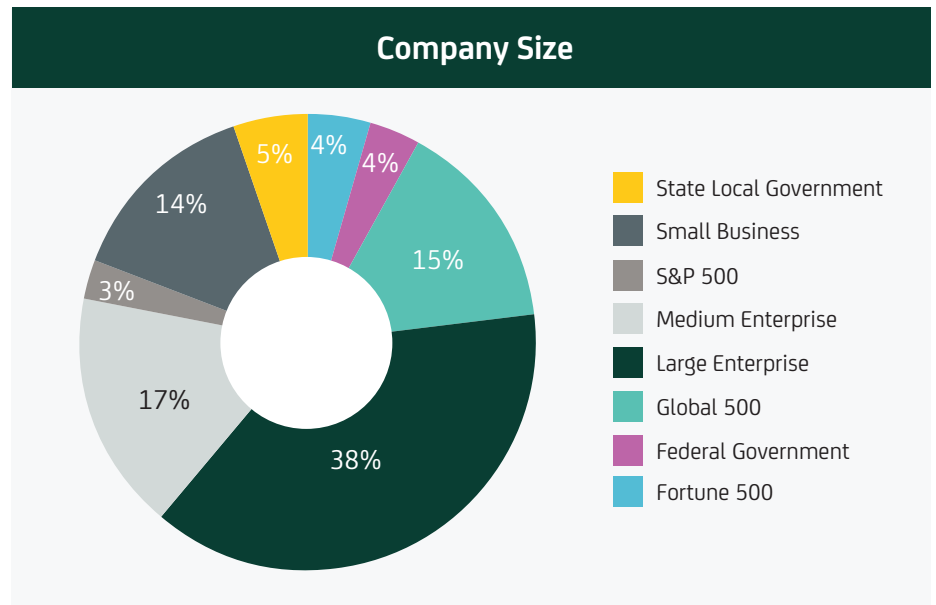
During the second half of 2014, we asked over 2000 CA eHealth customers about their deployment. We received a tremendous response that gave us deep insight into what's working, what's not and what we can do to guarantee that UIM from CA just keeps getting better.

Who's using CA eHealth?

Our global survey reached a wide range of eHealth users from different countries, verticals, company sizes and job titles. While almost all respondents sit within IT, their responsibilities vary:

- 25 percent respondents hold an IT management job title.
- Nearly 20 percent are engineers.
- 10 percent are network administrators.
- 10 percent are systems administrations.

Responses came in from almost every industry. Our customers' verticals include banking, financial services, consumer product goods, energy and utilities, government and more. Employees from companies of all sizes offered their feedback, but large enterprises and Global and Fortune 500 organizations were particularly well represented, accounting for 70 percent of responses.



Business drivers and challenges

“ [CA eHealth] improved proactive responsiveness. It has strong reporting which provides good predictive analysis for better planning, and gives more visibility into our infrastructure.”

– Data Center Manager, Large Enterprise for Computer Services.

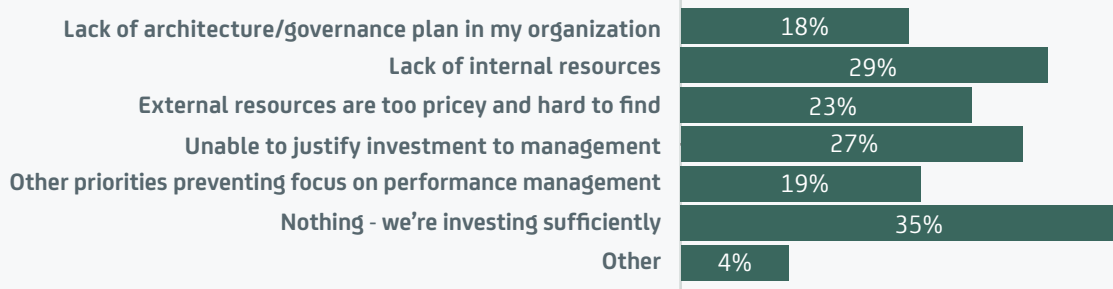
While the CA eHealth customer base is diverse, the business drivers behind its use were similar. The most common reasons customers invested in an infrastructure management solution like CA eHealth included:

- Gather performance data on critical network operations.
- Gain more insight into infrastructure health.
- Troubleshoot issues both proactively and reactively.
- Achieve stronger predictive capabilities.
- Drive better performance through increased visibility, reporting and analysis.

Meeting these business objectives does come with some challenges. Almost one quarter (24 percent) of respondents stated that other priorities prevented focus on performance management. Another 20 percent reported that they were unable to justify additional investment in infrastructure management and monitoring solutions to their management, while 27 percent struggled with a lack of internal resources.

Infrastructure Management Issues? Lack of internal resources and budget may be to blame

What’s holding you back (if anything) from investing more into your infrastructure management and monitoring solutions?



Note: This is a multiple-choice question - response percentages may not add up to 100.

Source: TechValidate CA eHealth customer survey TVID: C6F-E69-AA7

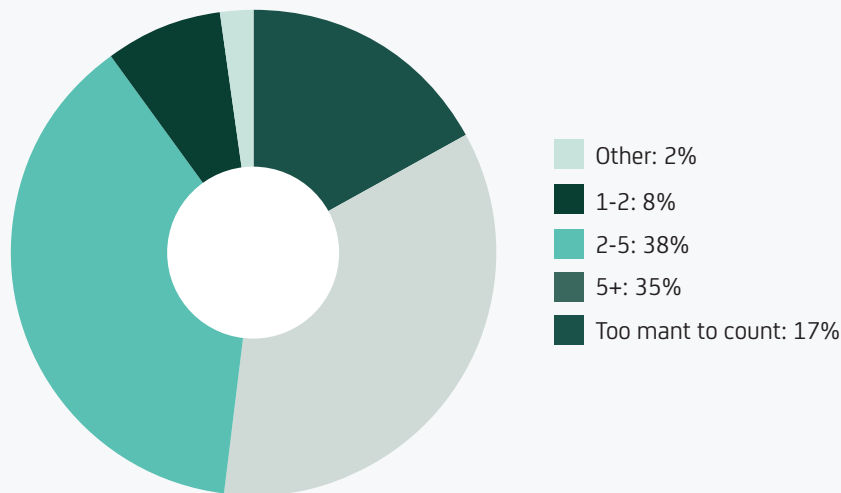
These issues reflect the stiff competition within IT for budget and resources. However, the relatively low percentage of customers facing these challenges demonstrates the importance of a UIM strategy.

The current state of infrastructure management

In addition to understanding why our customers use CA eHealth and what's holding them back from maximizing their infrastructure management investment, we wanted to know how they use CA eHealth to meet their business needs. On this front, one thing became immediately clear: For most users, CA eHealth is just one of several monitoring products currently being used to assess infrastructure performance. A whopping 52 percent of respondents use five or more UIM tools, while another 38 percent use between two and five.

73% of users surveyed use more than two monitoring products

How many different products does your company use for infrastructure management and performance monitoring?



Source: TechValidate CA eHealth customer survey TVID: 6F4-23C-EA5

Our customers realize that this is not an ideal scenario. 34 percent are investigating ways to consolidate performance management tools, which suggests a clear desire for a unified infrastructure management solution that can monitor all the technology silos required by IT and the business (networks, systems, storage, databases, etc.) without the current costs and complexity associated with silo-based monitoring tools.

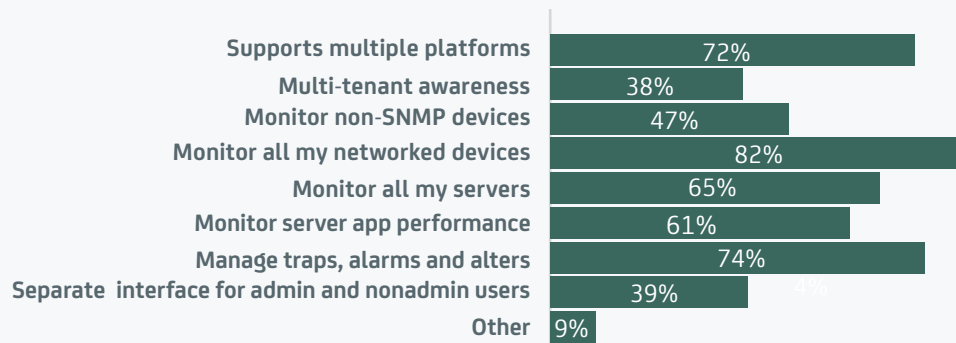
“ CA has helped consolidate our myriad monitoring systems into a more manageable few that actually talk to each other.”

– Server Admin, Large Enterprise for Transportation Services.

So why do so many companies employ so many performance management tools? The answer brings us back to the increasing volume and complexity of IT infrastructure. Today’s enterprise needs more insight than ever before. To get the necessary levels of information, analysis and performance, IT has resorted to a multi-product approach.

Most important eHealth features

Which of eHealth features are most important when providing insight into the performance of your infrastructure?



Note: This is a multiple-choice question - response percentages may not add up to 100.

Source: TechValidate CA eHealth customer survey TVID: D75-2D6-CB0

The chart above shows this scenario in action. Five different features received 60 percent or more agreement on being the “most important when providing insight into the performance of your infrastructure” by our respondents, including the ability to:

- Support multiple platforms
- Monitor all my networked devices
- Monitor all my servers
- Monitor server app performance
- Manage traps, alarms and alters

“ CA eHealth is used for server and network reporting in our environment. The reports are very important from a business perspective, as they have been analyzed thoroughly for the data center extension and other hardware and application-related analysis.”

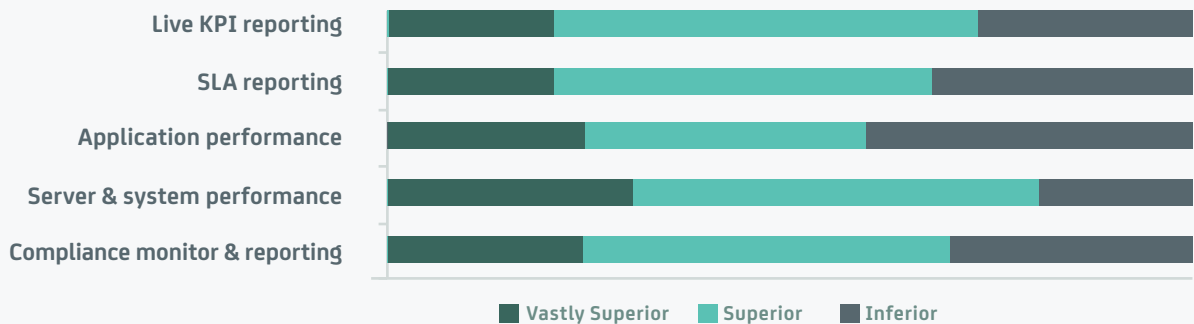
– Server Administrator, Large Enterprise for Telecommunications Services.

Three more features received respectable response rates between 35-50 percent. These high numbers show us that IT demands highly sophisticated solutions with many different and equally important capabilities. Point products that only provide one or two features will no longer meet the demands of today’s multi-faceted world.

What’s working, and what’s not?

Our CA eHealth customer survey helped us understand the business and technological realities driving the infrastructure management space. But we also wanted to know how CA eHealth—and CA—were specifically performing. First, we asked respondents to compare how the CA eHealth monitoring and reporting capabilities compared to other network monitors. We found that server and system performance received the best marks, while application performance lagged slightly behind. Overall, “vastly superior” and “superior” responses significantly outweighed “inferior” responses in each category of capabilities. While we’re happy to see these results, they also give us an indication of where we can improve.

Rate the following CA eHealth monitoring and reporting capabilities in terms of how they compare to other network monitors.



“ CA eHealth provides invaluable data to monitor the performance of our network. The detail, flexibility, and ease of use of reports ensures that we constantly refer to CA eHealth, even when other tools are available to support us.”

– IT professional, Large Enterprise for Computer Services.

“ We consider CA eHealth as the most powerful tool for IP/SNMP Performance Management.”

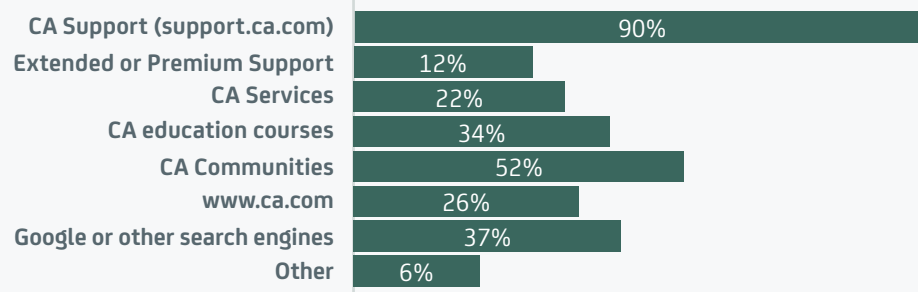
– IT Architect, Small Business for Professional Services.

Nearly 50 percent of customers responded that they’re not only using eHealth for network performance monitoring, but also for physical and virtual systems monitoring. This further illustrates that customers are looking for unified infrastructure management across the technology silos.

We also asked our customers what resources they take advantage of to maximize their CA eHealth investment. Here, too, the results were clear: CA Support at support.ca.com is the number one customer resource, with 91 percent of respondents leveraging it to make the most of CA eHealth. CA Communities came in second at a still-impressive 51 percent utilization rate, while other CA and external resources rounded out the results with usage rates in the 12-37 percent range.

CA Support and Online communities help maximize CA eHealth investment

What resources does you/your team take advantage of to maximize your CA eHealth investment?



Note: This is a multiple-choice question - response percentages may not add up to 100.

Source: TechValidate CA eHealth customer survey TVID: F1A-BBA-4A2

Finally, responses to our write-in question asking about the impact of CA eHealth on our customers' organizations brought some common themes to light. These include:

- CA eHealth is currently one piece of the infrastructure management puzzle. The qualitative responses added color commentary to the survey question about the number of monitoring products used within the organization. Many customers reported using CA eHealth for specific tasks like predictive analysis, network monitoring, capacity monitoring and reporting while other products supply remaining infrastructure management and monitoring needs. Within this context, CA eHealth scored well on its ability to integrate and work with other IM solutions, both from CA and third parties.
- Reporting is one of CA eHealth's primary strengths. Customers called the CA eHealth reporting capabilities "second to none," "excellent" and "invaluable." One customer reported that "The detail, flexibility, and ease of use of reports ensures that we constantly refer to CA eHealth, even when other tools are available to support us."
- The UI/UX leaves room for improvement. Comments on CA eHealth features and functionality were largely positive, but many customers requested an updated look and feel. Responses included "The default user interface is lacking appeal," "The report GUI needs to improve," and "The interface is difficult to use for managers and business users."
- Support received mixed reviews. Some customers raved about CA Support, saying "Thanks to CA for providing such capable tools with great support" and "The support folks are simply amazing at how quickly and professionally they did their jobs." But we also heard that support was "too expensive" and that "CA has not provided enough support."
- Customers are concerned about the future of CA eHealth. Many responses to our write-in question asked about how CA eHealth would evolve or expressed confusion about how and when the product will be end-of-lifed and what solutions will replace it.

The evolution of CA eHealth

The results from our Evolution of CA eHealth survey provided tremendous insight into how and why our customers use infrastructure management solutions. CA eHealth users took the time to tell us what they need, and now it's our turn to respond. We have used this feedback, as well as continuing input from CA customers all over the world, to evolve our performance monitoring and management products into a modern solution designed specifically for today's application economy: CA Unified Infrastructure Management (CA UIM).

CA UIM will continue to evolve to deliver fault and performance monitoring across the technology silos, leveraging newer technology via an extensible architecture. CA UIM was designed from the ground up to meet all of your infrastructure management requirements, to eventually eliminate the need for multiple performance management tools and make it easy to reap the benefits of a consolidated, unified IM solution.

Today, CA eHealth is focusing on certification updates, vulnerability updates and operating system updates. It is not currently scheduled for end-of-life. Customers can continue to benefit from CA eHealth during the transition to Unified Infrastructure Management and migrate based on individual needs and timelines.

Thank you to all of our customers who have contributed feedback over the years to help make CA eHealth a global success. We're confident CA UIM will continue to provide performance monitoring, management and reporting excellence, and we will continue to look to our customers to drive its growth and evolution.

For More Information

- Join the Infrastructure Management Global Community.
 - Visit the CA eHealth Support pages.
 - Watch the strategy and vision webcasts.
 - Contact us during office hours for CA eHealth.
 - Visit [ca.com/ehealth](https://www.ca.com/ehealth)
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