

# Unified & Proactive Infrastructure Monitoring Is Key to Business Agility

Agility, always important to a business, has never been more critical to success. As businesses strive to serve customers amid rapidly changing global market conditions, they must quickly launch new applications and keep those applications running with minimal downtime.

In the quest for agility, the ability to monitor and manage applications and the underlying IT infrastructure, including servers, storage, database, cloud services and a burgeoning array of network devices, is essential. Poor monitoring and management can severely hamper agility and an organization's ability to compete.

A recent IDG Research survey found the cost and complexity of multiple performance management tools erodes efficiency and inflates costs, which impairs the ability of an organization to move quickly and invest in new technologies for business advantage – the key traits of agility.

The challenges posed by the proliferation of management tools are significant. Rising costs, complexity and time management are the biggest obstacles, according to 47% of survey respondents. And the burden of too many tools is a widespread problem. A solid majority (71%) say they are using multiple IT infrastructure monitoring tools.

The greatest problem created by multiple management tools is low staff productivity, according to Umair Khan, principal product marketing manager at CA Technologies. “The lack of a single view of performance issues is highly inefficient. The extra effort spent using multiple tools wastes precious time, which means slower problem resolution,” says Khan.

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## Complexity Breeds Problems

- 74% of respondents who say cost and complexity are their top challenges are using multiple tools.
- Organizations with six or more IT monitoring tools are more likely than others to face challenges leveraging existing tools and to have too many siloed tools.
- High costs and low efficiency due to too many tools inhibit the ability to support new technologies (40%).

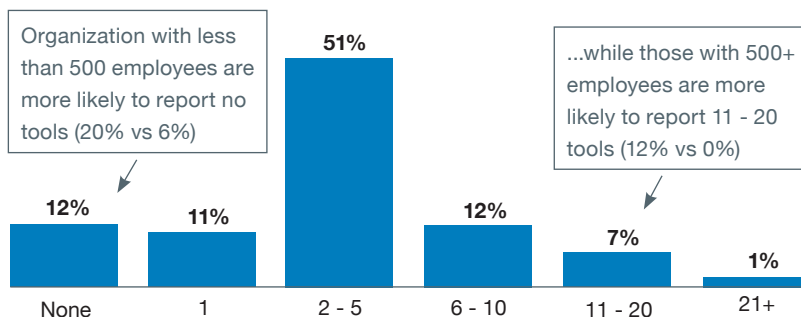
If that weren't challenging enough, survey respondents say the information they do get from their tools is often not helpful. For example, the ability to anticipate equipment failures and performance bottlenecks is one of the most essential capabilities of good management. In a telling finding, 40% say the ability to proactively solve issues is hampered by rising complexity.

Similarly, 40% of respondents say the lack of actionable insight is a major challenge. Further, IT infrastructure reporting is often limited. Four in ten say they measure and report on availability only.

## The Solution: Unified and Proactive Infrastructure Monitoring

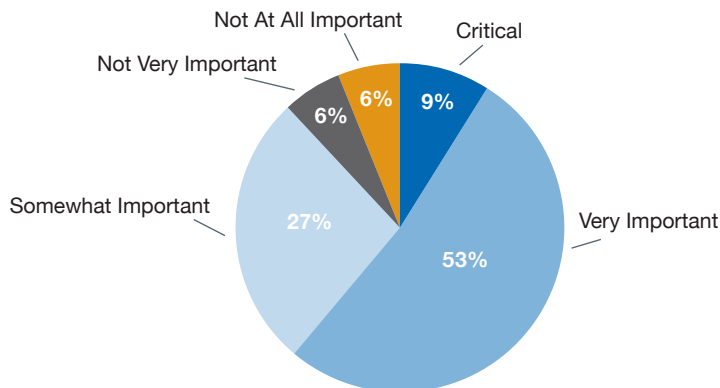
Given these results, it's clear that IT professionals are aware the proliferation of tools gives rise to problems resulting from complexity. And, survey respondents say, they understand unified manage-

## Number of IT Infrastructure Monitoring Tools Used



SOURCE: IDG Research Services, March 2015

## Importance of using a Unified Management Solution



SOURCE: IDG Research Services, May 2015

ment can address these problems. Indeed, the survey found 62% of organizations consider the use of a unified management solution to be critical or very important.

As mentioned previously, the ability to proactively address emerging performance issues is critical for effective management. The survey found that those who leverage predictive analysis are significantly less likely than others to say they face challenges in “firefighting” performance issues.

In proactive management, the administrator sets performance thresholds for each of the different components of the IT infrastructure, whether the server, the application, the storage or the network device. The administrator then tracks performance trends over time to observe when a threshold is being approached. At that point, the administrator may take action to address the issue before any downtime is suffered.

Further, the complaint about the lack of actionable insight should be addressed by the issuance of summary reports that do not merely contain information, but that are designed to be actionable – to present facts succinctly to the administrator along with specific actions to take in response.

### Hurdles to Adoption

Despite widespread understanding of the benefits of unified infrastructure monitoring, survey respondents may be holding back from a unified solution due to several marketplace perceptions. Among

### A Unified Infrastructure Management Solution Designed for the Application Economy

CA Unified Infrastructure Management (CA UIM) is a unified solution that allows you to proactively manage the performance of your servers, packaged applications, network equipment, databases, storage, cloud services and user experience. Addressing perceptions of complexity, the need to learn new technology and compatibility, CA UIM works with more than 140 different technologies out of the box. These include Microsoft Windows, Exchange, SharePoint, and Azure, as well as Linux, Amazon Web Services, VMware vCloud, Citrix and Hadoop big data technologies.

the barriers to adoption, cost and budget considerations rank first (70%). However, since cost is often the biggest obstacle to adopting any new technology, other considerations regarding unified infrastructure monitoring may be more revealing. Nearly half (48%) are concerned about the complexity of learning and using the technology, as well as compatibility with existing systems. Future-proofing is another concern.

These perceptions, according to Khan, may stem from the fact that even management tools that are designed to work together often require separate installers or databases. A better approach, he says, is to enable a single unified back-end architecture that greatly streamlines the work of IT staff.

### Conclusion

Because businesses must move with agility to seize new opportunities, they can ill afford an inefficient and poorly managed IT infrastructure. IT professionals are well aware of the dangers of complexity in hampering agility, and they understand the benefits of a proactive approach that unifies monitoring across the servers, networks and cloud services that underpin each application. ■

For more information about CA Technologies' unified monitoring platform, go to [CA.com/UIM](http://CA.com/UIM).