

General Availability Announcement for Unified Infrastructure Management 20.3

Date: September 30, 2020
To: Customers of Unified Infrastructure Management
From: Enterprise Software Division, AIOps Product Team
Subject: Introducing DX Infrastructure Manager and the General Availability Announcement for Unified Infrastructure Management 20.3

CA Technologies (“CA”), a Broadcom Company, is continually working to improve our software to best meet the needs of our customers. On behalf of the AIOps Product Team, we appreciate your business and the opportunity to provide you with high-quality, innovative software and services. As part of our ongoing commitment to customer success, we regularly release updated versions of our products. Today, we are pleased to announce the general availability of our DX Infrastructure Manager solution.

This solution provides a unified, analytics-driven approach to proactively and efficiently manage private and public clouds and infrastructures across your digital ecosystems. This comprehensive visibility coupled with AI/ML and autonomous remediation allows for faster mean time to repair and increased confidence for cloud adoption, as well as reduced cost and complexity of managing modern infrastructures.

The DX Infrastructure Manager solution includes critical capabilities for hybrid cloud monitoring along with **Unified Infrastructure Management 20.3 (UIM 20.3)**.

UIM 20.3, now generally available, provides the following:

- **Removes dependency on Adobe® Flash® Player** via an enhanced Operator Console with intuitive administrative workflows for real time observability at scale
- **Arrives Enterprise Ready** with comprehensive inclusion of defect fixes, stability enhancements and performance improvements across all layers of deployment
- **Delivers major usability enhancements** in access control, zero-touch onboarding, inventory management, alarm policy, interactive dashboards, and reporting
- **Supports modern operating system platforms**, updated monitoring target certifications and stricter security standards, facilitating latest technology adoption
- **Provides richer integration** with the AIOps from Broadcom solution for machine learning and AI-driven root cause analysis for alarm noise reduction and business service analytics

*“We were very active with the UIM 20.3 customer validation program, **one of three dozen** I believe, and were very impressed with the early access we were given, the response to our feedback, and the **quality of subsequent updates** that were made leading to the GA version”* --customer validator, IT operations practitioner for a state government agency in the United States.

We encourage you to download UIM 20.3 software from [Broadcom Support Portal](#). To get started, follow the installation and/or [prescribed upgrade paths](#) from [Tech Docs](#).

In conjunction with UIM 20.3, **DX Infrastructure Manager** provides the following:

- **Zero-touch onboarding** of major public cloud (AWS, Azure, Google) assets using light-weight agent instrumentation (Infrastructure Agent), which instantaneously provides correlated visibility across the application, infrastructure and networking landscape with actionable insights
- **Observability for cloud-native technologies** like Docker, Kubernetes, OpenShift container deployments as well as serverless solutions like Infrastructure-as-code
- **Rich catalogue of out-of-box dashboards** that leverage the underlying power of open-source Grafana and the automation.ai data platform to provide consolidated and contextual views

Start gaining powerful insights across your vast infrastructures and hybrid cloud architectures by upgrading to the latest version of UIM and converting your licenses to DX Infrastructure Manager (DXIMGR990), which will entitle you to:

- UIM core infrastructure and all probe packs, except those for zSystems and ecoMeter
- All extensions available with the Infrastructure Agent, also known as APM Infrastructure Agent, including Universal Monitoring Agent for containerized infrastructure monitoring
- Essential set of capabilities from DX Operational Intelligence as follows:
 - Service Analytics (for services created with devices monitored by DX Infrastructure Manager), Performance Analytics, Alarm Analytics and DX Dashboards
 - 1 Automic® Automation Engine instance and 5 Automic Technology Nodes for Automic on-prem

For information on DX Infrastructure Manager, please visit the microsite for [DX Infrastructure Manager](#) while information specifically on UIM is available at [Unified Infrastructure Management](#). We also encourage you to look at the product information page at [Broadcom Support Portal](#).

For any clarifications needed, please feel free contact [support](#) using Broadcom's case management system. [Broadcom Support](#) facilitates your latest release adoption plan by providing **upgrade support services** to help ensure your success. Upgrade support services provides 24x7 access to Broadcom support and direct access during business hours to a designated support specialist who will provide support on the End of Service version from upgrade start to finish, and for 30 days after your upgrade is complete. Please contact [Broadcom Sales](#) to receive a quote for such services and also review the End of Service / End of Life Policy within the [Broadcom Maintenance Policy Handbook](#).

Should you need any further assistance in understanding the newest capabilities, or implementing this release, our implementation [services partners](#) will also be glad to help.

To connect, learn and share with other customers, join and participate in our DX Infrastructure Manager Global User [Community](#).

Thank you again for your business.