What's New in CA Unified Infrastructure Management 9.0.2

Chris Lükermann

Sr. Principal Engineering Services Architect
CA Technologies (A Broadcom Company)

2018/12/14

Disclaimer

Certain information in this presentation may outline Broadcom's general product direction for CA solutions. This presentation shall not serve to (i) affect the rights and/or obligations of CA or its licensees under any existing or future license agreement or services agreement relating to any CA software product; or (ii) amend any product documentation or specifications for any CA software product. This presentation is based on current information and resource allocations as of June 13, 2018 and is subject to change or withdrawal by CA at any time without notice. The development, release and timing of any features or functionality described in this presentation remain at CA's sole discretion.

Notwithstanding anything in this presentation to the contrary, upon the general availability of any future CA product release referenced in this presentation, CA may make such release available to new licensees in the form of a regularly scheduled major product release. Such release may be made available to licensees of the product who are active subscribers to CA maintenance and support, on a when and if-available basis. The information in this presentation is not deemed to be incorporated into any contract.

THIS PRESENTATION IS FOR YOUR INFORMATIONAL PURPOSES ONLY. CA assumes no responsibility for the accuracy or completeness of the information. TO THE EXTENT PERMITTED BY APPLICABLE LAW, CA PROVIDES THIS DOCUMENT "AS IS" WITHOUT WARRANTY OF ANY KIND, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. In no event will CA be liable for any loss or damage, direct or indirect, in connection with this presentation, including, without limitation, lost profits, lost investment, business interruption, goodwill, or lost data, even if CA is expressly advised in advance of the possibility of such damages.

BROADCOM

Agenda

1 Journey Toward CA UIM 9.X

2 CA UIM 9.0.2 – What's New

3 Deployment Choices

4 Intelligent Infrastructure Operations

**5** CA Unified Infrastructure Management Summary

BROADCOM®

Journey Toward CA UIM 9.X

BROADCOM®

Proactively Manage Today's Infrastructures

CA UNIFIED INFRASTRUCTURE MANAGEMENT

Predictive Insights boost user experience

Intelligence: Capacity | Anomalies | Root Cause

Predictive, Actionable Dashboards & Alerting

SLA | Performance | Log | Response

Most Comprehensive support for hybrid cloud and on premise technologies speed time to value

Zero-Touch Configurations save time and cost

Open, Extensible Architecture for scale & rapid support of new apps or infrastructures

TRADITIONAL

EMC² CISCO Windows

+

DYNAMIC

docker vmware

+

PRIVATE CLOUD

NUTANIX VCE openstack PURESTORAGE

+

PUBLIC CLOUD

amazon webservices Microsoft Azure

+

SaaS

salesforce Office 365

BROADCOM®

Continuous Innovation @Infrastructure Monitoring

Release Journey

- CA Network Flow Analysis Integration
- mongoDB
- Device Alias
- Bulk Configuration
- Dashboard Export
- Health Index
- Proactive Reporting
- HTML5 Account Admin Portlet
- Cassandra Probe 1.0
- SNMP Collector Self – certification
- Holistic Network Interface Views
- Bulk Monitoring Configuration
- Dashboard Context Selectors

- Monitoring Configuration Service
- CA Application Delivery Analysis Integration
- Mobile App Android Compatibility

- Nutanix
- OpenStack
- Docker
- Pure Storage
- CA Business Intelligence Dashboards
- CA Spectrum Bi-Directional Integration
- HTML5 Admin Console

- CA SystemEDGE Integration
- Monitoring Configuration Service
- Azure 3.0

- Application Discovery
- Monitoring Configuration Service Template Extension
- Telemetry
- Delete a Device
- Office 365 Probe
- Unified CA Business Intelligence support
- Log Analytics

★

- TLS 1.2 Support
- Standard Threshold Block
- Policy Based Alarming
- Sub- Tenancy
- Operator Console
- RESTMon Probe
- IPV6 Support

8.3.1   **8.4**   **8.4.7**   **8.5**   **8.5.1**   **9.0.2**

BROADCOM

CA UIM 9.0.2 – What's New

BROADCOM®

CA UIM 9.0.2: What's New

1	2	3	4	5	6
Stronger Security & Compliance	Modern, Intuitive User Interface	Policy Based Alarms	Generic Rest API Based Monitoring	Webhooks/Auto-Remediation	Multi-Tenancy Enhancements

BROADCOM®

Enhanced Security & Compliance

Easily Secure Access and Ensure Compliance

Key Highlights

Align with industry standards with TLS 1.2 support in CA UIM

Achieve TLS 1.2 Certification

Probes (30+)

Data Engine

LDAP integration

Tech Stack Upgrade

Support Microsoft SQL Server 2017 and Oracle database 12c (Stack Upgrade)

Upgraded all VC++ redistributable components to latest Microsoft Visual Studio stable, secure release, i.e. 2017 version 15.7.1 *(May 8, 2018)*

BROADCOM

Modern, Intuitive User Interface

Boost Visibility and Productivity

Key Highlights

HTML5 based intuitive interfaces allow you to easily perform administrative tasks

Unified view into all your technologies, inventory and alarms provides better visibility

Contextual drill down and analysis enable rapid triage

BROADCOM
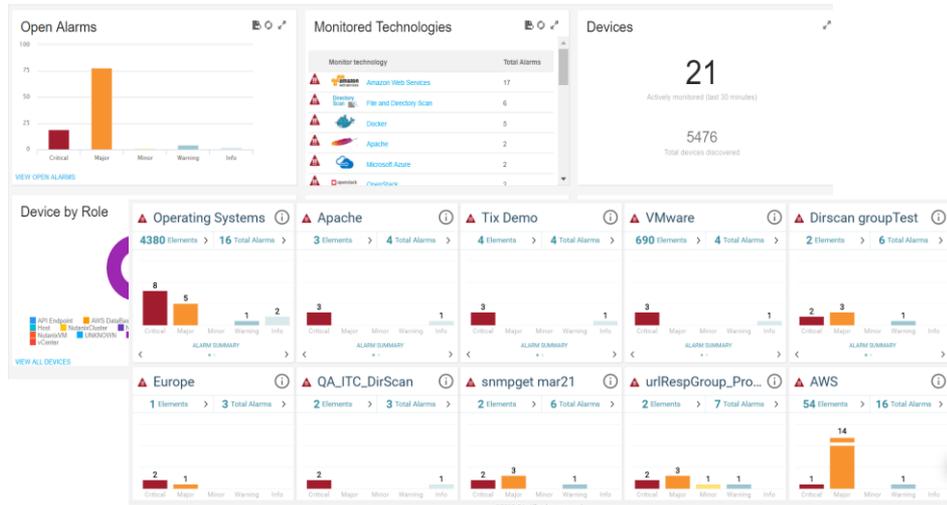
Operator Console Launch Pad

Unified Visibility Across Hybrid Infrastructure

BROADCOM
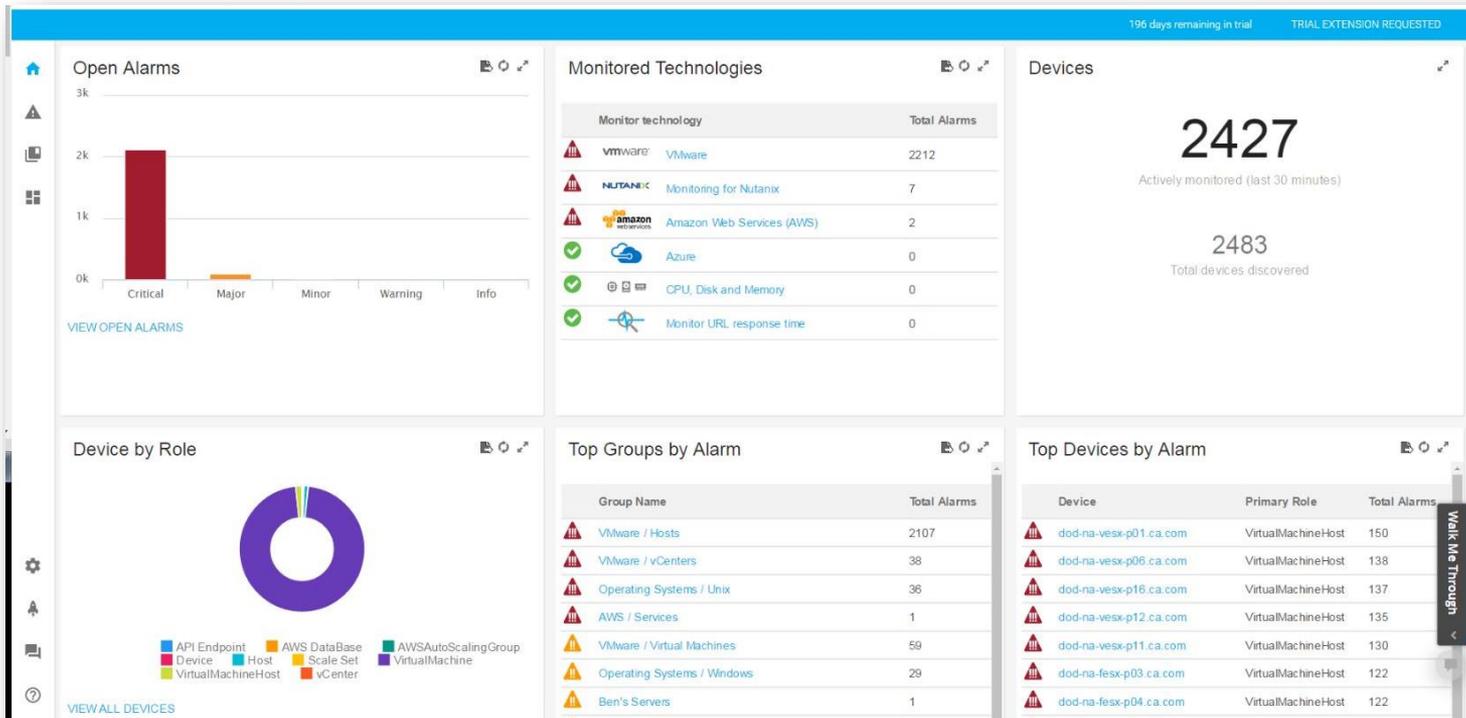
Dynamic, Policy Based Configuration

Speed Monitoring Deployment and Reduce Complexity
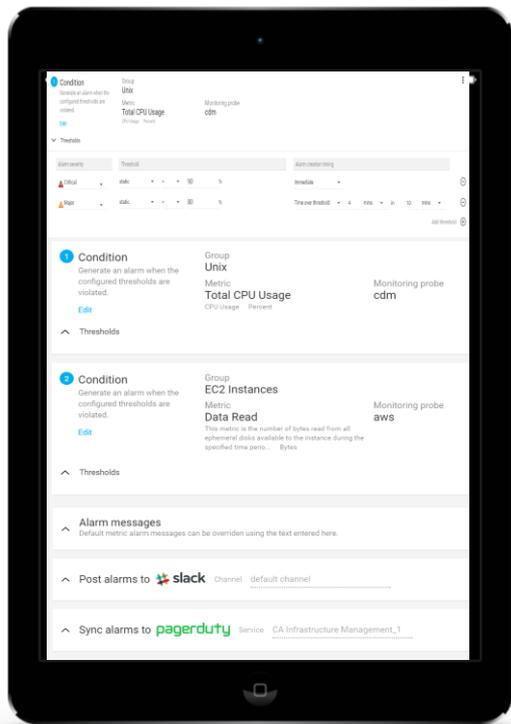
Key Highlights

Minimum touch, turnkey on-boarding reduces time to value and insight

By leveraging policy based approach you can centralize configurations of thresholds, messages and actions plus ensure consistency

Dynamic automated discovery and configuration across hybrid environments reduces complexity and boosts productivity

BROADCOM®
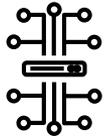
Extensibility Via API

Easily Innovate and Future Proof Your Business

Create a custom probe for monitoring via REST APIs

Download RESTMon schema template

Download the RESTMon schema template and then configure to monitor your RESTful API

RESTMon schema template

DOWNLOAD

Upload custom RESTMon schema

After modifying the RESTMon schema to meet your needs, upload the JSON file to be tested

UPLOAD FILE...

elasticDemo_schema.json

Test custom schema

Checking schema's syntax

TEST

Syntax Validation

Key Highlights

Open, flexible architecture easily scales and extends to meet your growing business needs

Allows you to also monitor technologies, services or devices utilizing native REST API

Setup wizard and Intuitive workflow within the operator console makes it easy to provide support for unique or emerging technologies

BROADCOM®

Contextual Automation
Eliminate Manual Processes and Speed Remediation

Key Highlights

Trigger auto-remediation against alerts to prevent downtime with Webhooks

Bi-directional integration with service desks eliminate manual processes

Save hours wasted in manual updating of third-party ITOM solutions

Monitoring

Remediation

Monitoring Configuration

Ticket Management

BROADCOM
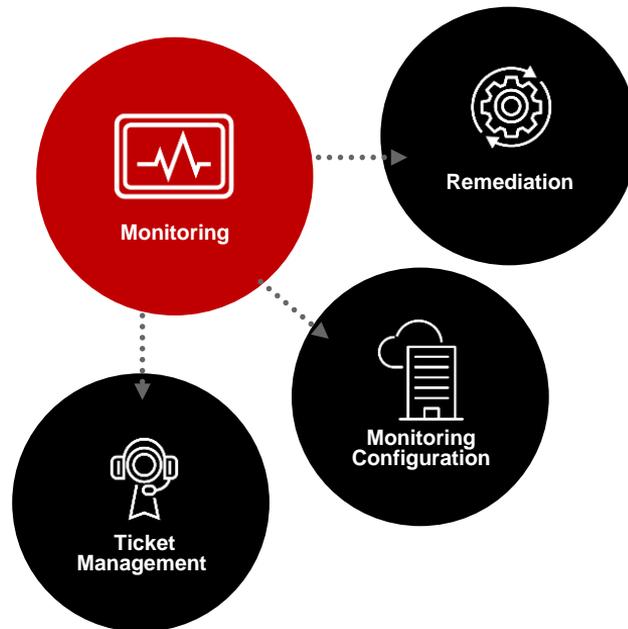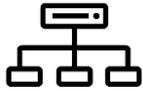
Multi-Tenancy Enhancements

Easily Support Multi-Client and/or BUs
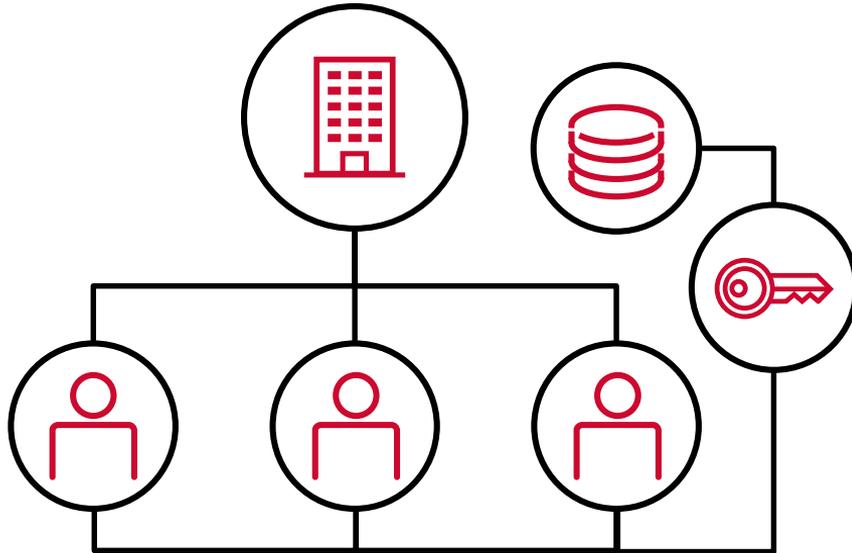
Key Highlights

Simplified configuration and granular tenancy control of metrics and alarms.

Improved control on data permissions on subsets of Account data

Easily configurable through REST endpoints

BROADCOM

# Deployment Options

# Infrastructure Management: Deployment Choices

On-Prem

Managed Services

SaaS

BROADCOM®

MSP Benefits

Optimize
OPERATIONAL EFFICIENCY
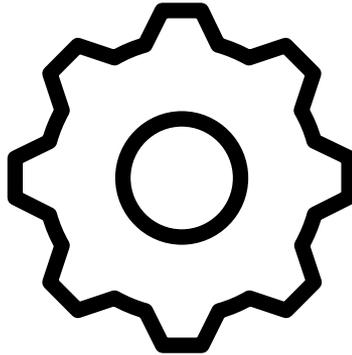
- ✓ Rapid time to value
- ✓ Presents insights not data
- ✓ Comprehensive infrastructure coverage
- ✓ Unified, message bus-based architecture
- ✓ True multi-tenancy architecture
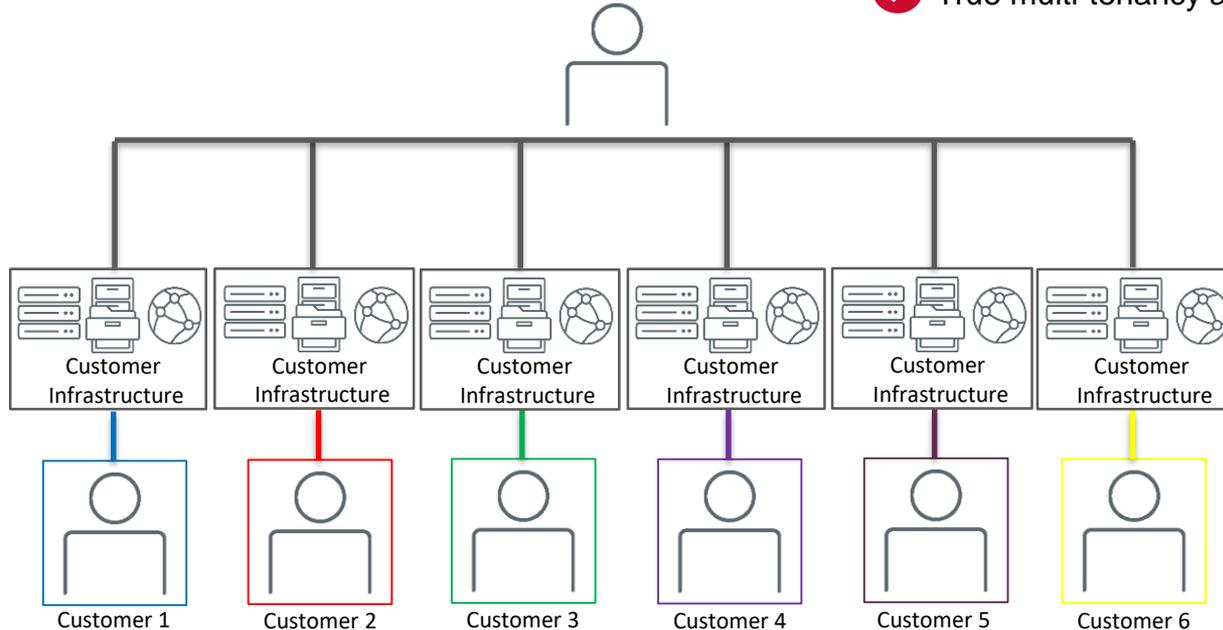
Ensure superior
CUSTOMER EXPERIENCE

Customer Infrastructure

Customer Infrastructure

Customer Infrastructure

Customer Infrastructure

Customer Infrastructure

Customer Infrastructure

Rapidly support new
APPLICATIONS & CHANNELS

Customer 1
Customer 2
Customer 3
Customer 4
Customer 5
Customer 6

BROADCOM

Infrastructure Management As A Service
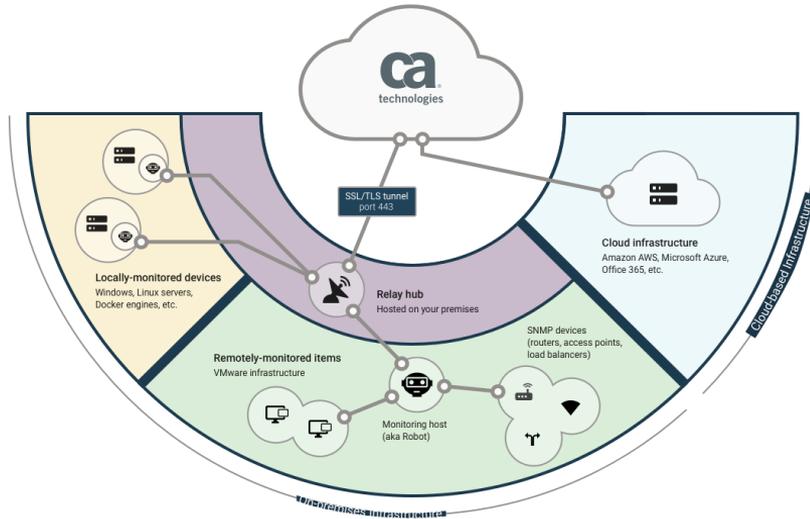
A scalable, easy-to-use monitoring solution, near-0 CapEx

Reduces TCO and accelerates TTV by eliminating deployment & maintenance costs

Reap benefits of latest innovation instantaneously without frequent upgrades

KEY FEATURES:

- Modern, HTML5 UI
- Real-time, interactive dashboard
- Chart annotation and sharing
- Easy customization

- Multi-user support
- Alerting and notification
- Multi-user notification (email)
- PagerDuty integration
- Metric palette
- Event correlation and suppression

- Dynamic/automatic baselining
- Collaboration
- Slack integration
- REST APIs
- Policy based alarm management

BROADCOM®

# Intelligent Infrastructure Operations

BROADCOM®

Unified Monitoring & Analytics

Boost Visibility and Reduce MTTR

Get complete visibility into your entire infrastructure spanning over 200 technologies and services

Correlate, analyze and report on structured (performance, SLA) and unstructured (log) data

Unified views and intuitive dashboards that will help you end blame games, reduce mean time to repair and boost team productivity

Storage

Servers

Public or Private Cloud

Logs

Big Data

Database
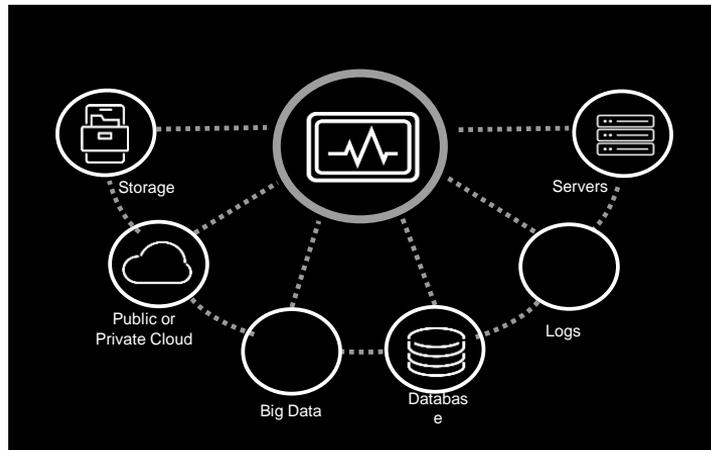
60%
Faster MTTR with machine learning

80%
Predict problems earlier and auto remediate

80%
Boost operational efficiency through correlation

60%
Optimize cost with predictive capacity insights

BROADCOM®

AI-Driven Operational Intelligence

Run Faster, Smarter Operations with Intelligent Analytics

AI-Driven Operational Intelligence

Run Faster, Smarter Operations with Intelligent Analytics
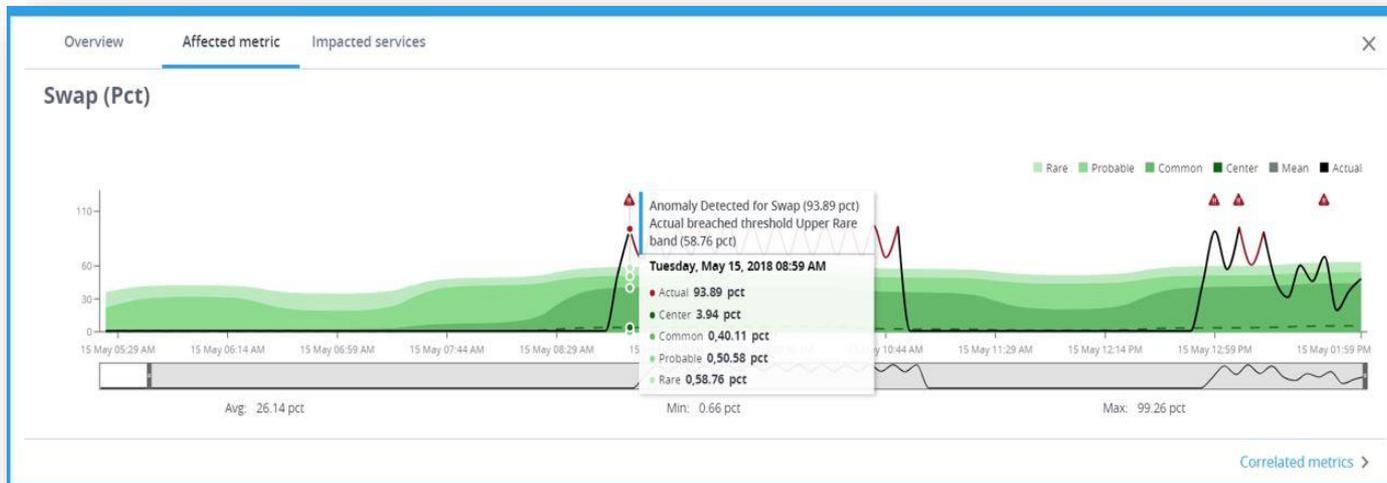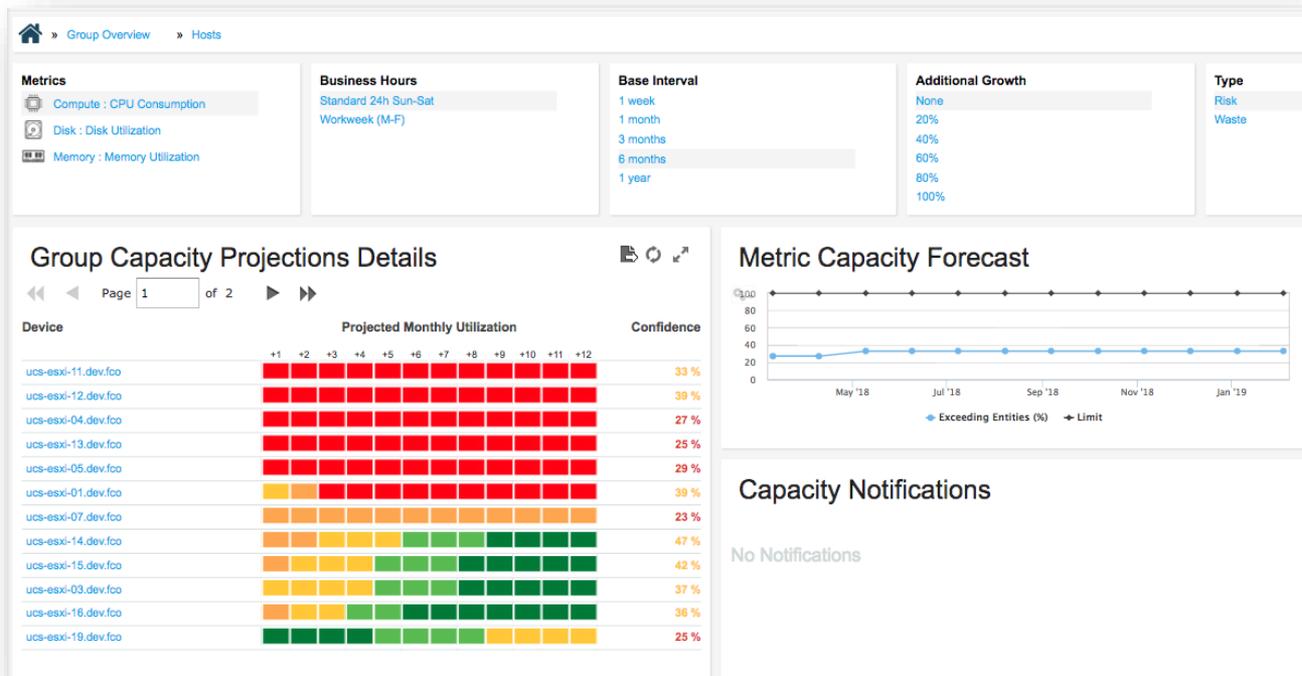
ANOMALY DETECTION

PREDICTIVE CAPACITY ANALYTICS

BROADCOM®

CA Unified Infrastructure Management Summary

BROADCOM®

CA Unified Infrastructure Management

Analytics-Driven, Agile IT Monitoring for Today's Infrastructures.

Case Studies And Data Points

50%

Create better customer experiences.

A financial services company switched from SolarWinds to CA UIM and improved the end-user experience by up to 50%.

TechValidate. TVID: ASA-7FC-524.

50%

Better productivity

One financial services company reduced operational chaos by up to 50% when they replaced from BMC monitoring tools with CA UIM.

TechValidate. TVID: 500-792-2B0

35%
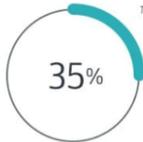
Better predictive analysis

After replacing BMC with CA UIM, a large enterprise consumer products company improved root cause identification by up to 35%.

TechValidate. TVID: ACB-EB2-263

Marquee Customers

kpn

COTY

BancoVotorantim

U.S. Cellular

LOGICALIS

Ball

orange

Universität St.Gallen

AIG

LEXMARK

IT Central Station 2018

Real customers ranked CA Unified Infrastructure Management #1 in Cloud Monitoring and Server Monitoring:

#1 RANKED CLOUD MONITORING SOFTWARE — IT Central Station for January 2018

#1 RANKED SERVER MONITORING — IT Central Station for January 2018

EMA Top 3 Pick

EMA spotlights CA UIM as a recommended top 3 - single pane of glass management and monitoring in the wake of containers, IOT, and serverless computing.

EMA TOP 3 — CA technologies — SINGLE PANE OF GLASS FOR HYBRID CLOUD — Full Stack Infrastructure Monitoring

BROADCOM®

Market Leader in Cloud Monitoring

Broad, deep monitoring of cloud and virtual technologies, including Docker, Kubernetes, OpenShift, Amazon Web Services (AWS), Microsoft Azure, Nutanix, OpenStack, Pure Storage

FORRESTER

321% ROI with a payback period of <6 months

IT Central Station
Unbiased reviews from the tech community

Ranked #1 in Cloud Monitoring Software

#1 RANKED
CLOUD MONITORING SOFTWARE
IT Central Station

BROADCOM

Join the Conversation

Twitter

Follow @Subh_here to get the latest updates from product management.

Blogs

Subscribe to our blog, AI-Driven ITOM ,to get more in depth information on CA UIM features

Website

Visit ca.com/uim to find more information on CA UIM.

BROADCOM®

Thank You

BROADCOM®