

# CA Spectrum Accelerates Issue Resolution and Improves Service Levels through Service-Aware Management

In today's application economy, business fortunes are becoming increasingly intertwined with application innovation and service levels. Therefore, it's critical that the IT infrastructure that supports applications delivers high performance and continuous availability. CA Spectrum delivers advanced scalability and features that enable your organization to effectively monitor and manage its dynamic, complex IT infrastructure—including physical, virtual and cloud environments as well as software defined networks (SDN). CA Spectrum is a single platform that features proactive network change management, fault isolation and root cause analysis. With CA Spectrum, you can track, manage and optimize not only the network infrastructure but the business services running on top of it.

## Business challenges

Competing in today's application economy means having pinpoint precision for application launches to guarantee customer expectations and business objectives. To stay competitive, delivering fast innovation and optimized service levels, while maximizing IT performance and availability is vital but continues to grow more challenging as we see the following:

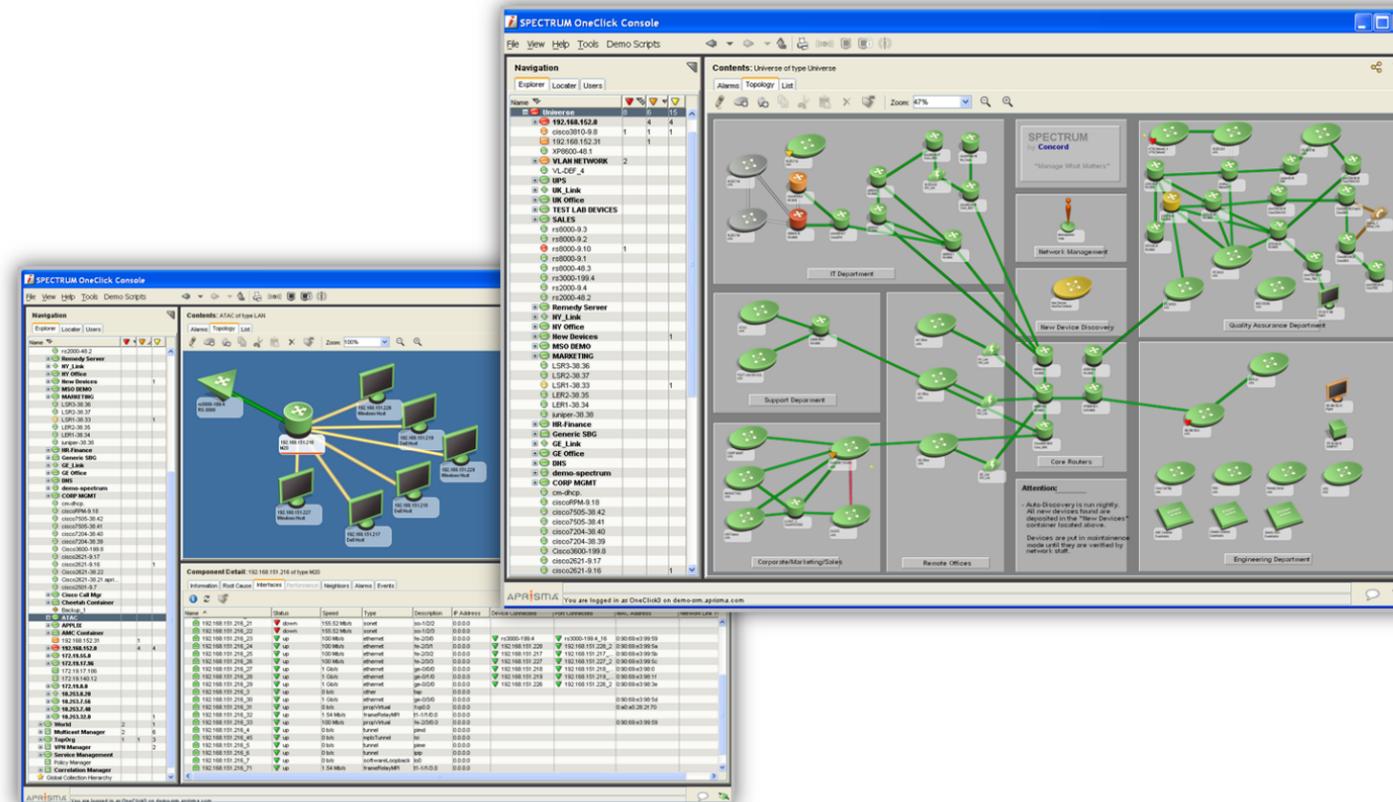
- Incident resolution in today's complex, dynamic IT environments is time-consuming and labor-intensive.
- It's difficult to quickly assess the impact of issues on users, customers and the organization.
- Administrators can't prevent incorrect configuration changes that lead to outages and performance issues.

Without a way to address these challenges, IT organizations continue to rush to react to issues after users are affected, and user productivity and organizational performance continue to suffer.

**CA Spectrum is Single Point for Event Correlation** 91% of surveyed customers say Spectrum has enabled them to gain significant visibility and control over their networks.

Source: TechValidate. TVID: DAC-451-4E3

For more information, please visit : <http://www.ca.com/us/products/ca-spectrum.html>



## Key features

- **Fast root cause analysis.** Pinpoint specific causes of outages and performance issues.
- **Intelligent event correlation.** Correlate among multiple events and suppresses symptomatic alarms in order to deliver targeted insights.
- **Proactive change management.** Included are tools for controlling, tracking and remediating changes across thousands of network devices.
- **Comprehensive device and platform coverage.** Provide a single platform for monitoring physical, virtualized and cloud environments—and integrate with CA Unified Infrastructure Management to offer server management capabilities.
- **Customized, role-based views and interfaces.** IT delivers pre-packaged and easily customizable reports, alerts and dashboards.

## Key benefits/results

- **Maximize IT's value** by getting the practical insights you need to better align investments and efforts with business priorities.
- **Accelerate issue resolution** by leveraging automated discovery, event correlation and root cause analysis capabilities that reduce the time it takes to fix problems.
- **Boost service levels** by improving system availability and performance by minimizing erroneous changes.
- **Speed innovation** by capitalizing on innovative technologies and approaches, such as cloud and virtualization, while using a single management platform.
- **Extend visibility** into the SDN/NFV network stack through integration with CA Virtual Network Assurance (CA VNA).
- **Extend root cause analysis** into server management through bidirectional integration with CA Unified Infrastructure Management (CA UIM). As needed, Spectrum can also operate as the Manager of Managers (MoM) for the entire IT infrastructure.

Marquee benefits yielding \$1.6M per year in financial impact are detailed on the reverse side of this document in order to show examples of business value achievable with CA Spectrum.



# Business Value Estimations for CA Spectrum



CA Spectrum benefits can be quantified via a wide range of benefit scenarios quantified for an illustrative Communication Services Provider (CSP) or a Mega Scale Enterprise (MSE) with \$1 Billion in annual revenue typically servicing the need for network root cause analysis, fault isolation, and acting as a manager of managers. A selection of these benefits is listed below to show common areas measured.

Business Value Proposition	Business Value Enabler	Specific Measurement	Impact Range	Key Resources Affected <sup>1</sup>	Average Resource Value <sup>2</sup>	Projected Financial Impact / year <sup>3</sup>
Reduced cost of outage remediation	<ul style="list-style-type: none"> <li>Immediate visibility into root cause to reduce MTTR</li> <li>Capabilities to speed problem detection, isolation and resolution for efficient triaging</li> <li>Model-based RCA with fault isolation, alarm suppression, intelligent event correlation</li> <li>Complete configuration audit trails for any network device</li> <li>Maintain up to date topology and relationship maps</li> <li>Customized role-based views through WebUI to manage and resolve alerts</li> <li>Real-time operations view to monitor infrastructure availability</li> <li>Integration with CA Virtual Network Assurance for SDN/NFV architectures provides full visibility into root cause of faults in network components</li> </ul>	Labor cost reduction for crisis resolution & triage	4 - 6%	Count of NOC, Network Engineers and Outage Response FTEs	50	\$225,000
Increased revenue for managed service providers and mega-enterprises	<ul style="list-style-type: none"> <li>Improved customer experience and reduced customer churn</li> <li>Handle complexity in infrastructure components and applications</li> <li>Manage and optimize infrastructure and the associated business services</li> <li>Service-aware management identifies affected services, users and assets</li> </ul>	Revenue protection / enhancement per business services availability	1 - 2%	Service Provider Revenue at Risk	\$40,000,000 <sup>4</sup>	\$600,000
Improved monitoring of internal and external SLAs	<ul style="list-style-type: none"> <li>Mitigate penalties, service credits, and other allowances</li> <li>Improve system availability by tracking and minimizing erroneous changes</li> <li>Detect misconfigurations of network components</li> <li>Improve service management and resolution process involving internal and external vendors and providers (e.g., network services, software applications, hardware manufacturers, etc.)</li> <li>Know when SLAs cross warning thresholds</li> </ul>	Revenue protection per SLA penalty avoidance	1 - 3%	Service Provider Revenue Erosion	\$20,000,000 <sup>5</sup>	\$400,000
Lower cost of ownership throughout product lifecycle	<ul style="list-style-type: none"> <li>Improved scalability with 64-bit supporting over 15,000 devices and one million models</li> <li>Single platform for monitoring physical, virtual, and cloud environments</li> <li>Supports integration with CA Virtual Network Assurance for SDN/NFV architectures</li> <li>RESTful Web services APIs enable customers and partners do their own integrations and execute complex custom workflows</li> <li>Tight integration with CA UIM for bi-directional inventory &amp; alerts to bring root cause analysis and fault isolation to your UIM investment</li> <li>Self-certification toolkit enables timely support for new vendor offerings</li> </ul>	Cost avoidance in hardware, software and maintenance	1 - 3%	Total Value of IT Infrastructure to Support Users / Customers	\$20,000,000 <sup>6</sup>	\$400,000

- The **Impact Ranges** shown above are typically estimations derived from the analysis of benchmark data which is a composite of data derived from industry analyst published information, interviews with subject matter experts and experiential data from prior projective analyses. However, since this solution is targeted at both CSP and MSE operations as a replacement for existing tools in mature IT performance management environments the improvements i.e., impact ranges have been intentionally lowered to show the financial impact of these small improvements.
- The **Average Resource** column shows the calculated mid-point of annualized resource values for a reference \$1.0 Billion annual revenue enterprise with representative metrics and assumptions based on the experience of CA's ROI & Business Value Analytics Team.
- The **Projected Financial Impact** calculations are based on the product of the midpoints of the Impact and Average Resources to show a single representative potential savings value. The blended labor rate for all FTEs (domestic & overseas) is assumed to be \$45/hour for a 2,000 hour work year.
- The **Average Resource Value** selected for these two benefits are 4% and 2% respectively of a mature enterprise with \$1.0B in annual revenue.
- The **Average Resource Value selected** for infrastructure is 2% of \$1.0B in annual revenue for the reference CSP/MSE enterprise.

This table shows some key benefits of CA Spectrum. Your CA representative can also share additional and more detailed ROI business case examples for each solution component by engaging the CA ROI & Business Value Analytics Team. This team offers complimentary help to CA Technologies customers to develop and analyze a comprehensive set of assumptions and environment specific metrics in order to build customized projective business cases.

