



# CA Unified Infrastructure Management

Most comprehensive hybrid cloud and IT monitoring

**ca**  
technologies



CA Unified Infrastructure Management (CA UIM) is the only solution that provides unified analytics to proactively resolve issues. The solution's single platform architecture delivers comprehensive infrastructure coverage so you can optimally manage hybrid IT environments and meet the needs of agile IT operations.



## Did you know?

CA UIM helps **Blackhawk Network** process millions of gift card transactions in the U.S.<sup>1</sup>

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**Embratel** used CA UIM to ensure the reliability of the IT infrastructure that supported the Rio 2016 Olympics.<sup>2</sup>

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**Ball Corporation** uses CA UIM to ensure the availability of printing machines that print Coca-Cola cans.<sup>3</sup>

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**TriZetto** prevented 18 outages with CA UIM to provide seamless service to 370+ payer organizations and 260,000+ care providers.<sup>4</sup>

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**Alvaka Networks** manages its customers' infrastructures with CA UIM to provide the highest levels of reliability.<sup>5</sup>

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The **top five managed service providers** ranked by MSP Mentor use CA UIM.<sup>6</sup>

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CA UIM helps **GSK** safeguard the development, production and distribution of millions of vaccine doses.<sup>7</sup>

# CA UIM is consistently the #1 ranked infrastructure management solution.



As ranked by IT Central Station, 2016





# Key Capabilities/Benefits

## Outside the enterprise



Internet of Things (IoT)



Mobile



SaaS/cloud solutions



Partner ecosystems



External developers

**Cloud monitoring.** CA UIM goes beyond the competition in monitoring dynamic and cloud-based environments, and delivers the most comprehensive coverage of currently available, standalone IT monitoring solutions on the market.

**Reduce cost, complexity and operational chaos.** CA UIM eliminates the need to maintain multiple platforms—so you can stop managing your management tools and start focusing on strategic efforts that generate revenue and move your business forward.

**Unified views and dashboards.** A single, unified platform for monitoring and controlling your entire IT environment, CA UIM provides end-to-end visibility into applications, servers, networks, databases and the end-user experience.

**Improve the user experience.** Predictive analytics within CA UIM help you proactively identify issues before they affect the user experience. Use the solution to boost service levels, accelerate problem resolution and intelligently prioritize IT support efforts that improve mean time to resolution.

## Within the enterprise



Secure data



Application portfolio



ID/authentication



Reporting & analytics



Internal teams



# Cloud Monitoring



“More and more of our customers are looking to use cloud platforms such as Nutanix for private cloud and AWS for public cloud, and the comprehensive monitoring capabilities in CA UIM are key in enabling us to ensure the performance and reliability of the diverse set of platforms top initiatives.”

—Kevin Langford

Director, Managed Services, Sirius Computer Solutions

CA press release, “CA Technologies Delivers New Comprehensive Cloud Technology Monitoring Capabilities, Enabling Organizations to Better Optimize Performance of Modern, Dynamic Infrastructures,” Jun 22, 2016



## Cloud Monitoring

“Sirius Computer Solutions can improve performance and utilization by up to 60% with CA UIM and its new cloud monitoring capabilities.”

—**Todd Adams**

Engineer, Sirius Computer Solutions

TechValidate, CA UIM Customer Fact, Jun 13, 2016, TVID F1C-385-B21



## Cloud Monitoring

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“CA UIM is at the heart of our cloud strategy. And the new capabilities to support Amazon Web Services and OpenStack will be essential in helping us optimize our customer workloads. We’ll become more efficient, whilst still meeting the full range of needs from both our internal and external customers.”

—Zafir Yousaf

O2 (Telefónica UK)

CA press release, “CA Technologies Delivers New Comprehensive Cloud Technology Monitoring Capabilities, Enabling Organizations to Better Optimize Performance of Modern, Dynamic Infrastructures,” Jun 22, 2016





## Cloud Monitoring

“With CA UIM, we can monitor Docker and Cloud technology much more efficiently.”

**—IT Architect**

Large enterprise telecommunications services company

TechValidate, CA UIM Customer Fact, Jun 13, 2016, TVID 0A6-CE4-DE6





# Unified Views and Dashboards

**GEK TERNA**  
GROUP OF COMPANIES

“GEK Holdings rated CA UIM’s unified view, dashboards, and customization as superior when compared to the competition.”

—**Luciano Dias**

Senior IT Architect, GEK HOLDING S.A.

TechValidate, CA UIM Customer Fact, Sep 9, 2016, TVID 248-25C-C36



## Unified Views and Dashboards

“We needed a single, cohesive solution for monitoring and that’s exactly what CA UIM provides. We looked at SolarWinds, SevOne, Nagios, and Zenoss, but found CA UIM to provide a superior unified view and significantly better scalability.”

**—IT Architect**

Medium enterprise financial services company

TechValidate, CA UIM Customer Testimonial, Aug 16, 2016, TVID 7EB-909-B72



## Unified Views and Dashboards

A large enterprise retail company rated CA UIM's unified view as superior when compared to the competition.

**—Operations Manager**

Large enterprise retail company

TechValidate, CA UIM Customer Fact, Sep 15, 2016, TVID 957-C37-FE0



## Unified Views and Dashboards

A federal government evaluated BMC and HP, but chose CA UIM because the unified view was significantly better.

**—IT Administrator**

Federal government

TechValidate, CA UIM Customer Fact, Sep 13, 2016, TVID F71-829-998





# Reduce Cost, Complexity and Operational Chaos



Wipro Technologies reduced operational chaos by more than 75% with CA UIM.

—**Hemanth Alaparthi**

IT Architect, Wipro Technologies

TechValidate, CA UIM Customer Fact, Sep 30, 2016, TVID AB0-612-2D1





## Reduce Cost, Complexity and Operational Chaos

**Aricent**<sup>®</sup>

Aricent Technologies proactively addressed performance issues while collaborating across their organization to determine the root cause of performance issues. In addition, since adopting CA UIM, they have eliminated the complexity, cost, and hassle of having to use and integrate multiple point monitoring tools.

—**Jasbir Singh**

IT Manager, Aricent Technologies Holdings Limited

TechValidate, CA UIM Customer Fact, Aug 4, 2016, TVID 3FF-E07-75C



## Reduce Cost, Complexity and Operational Chaos

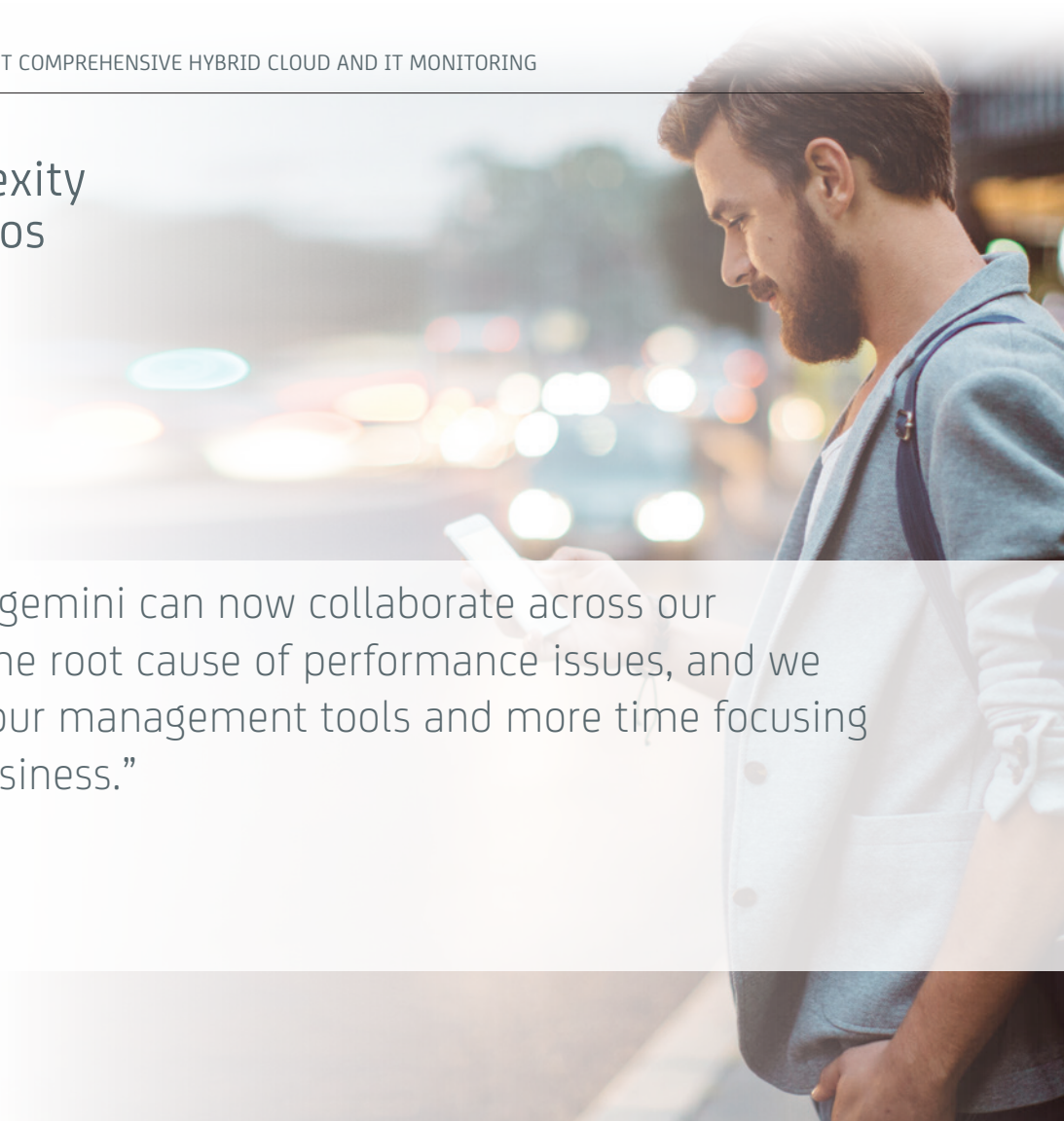


“Since adopting CA UIM, Capgemini can now collaborate across our organization to determine the root cause of performance issues, and we spend less time managing our management tools and more time focusing on advancing the overall business.”

—**Danilo Cedraz Melo**

IT Professional, Capgemini

TechValidate, CA UIM Customer Fact, Sep 9, 2016, TVID 71C-4EE-ADC





## Reduce Cost, Complexity and Operational Chaos

A large enterprise banking company  
reduced operational chaos by 50–75%  
with CA UIM.

**—Consultant**

Large enterprise banking company

TechValidate, CA UIM Customer Fact, Sep 9, 2016, TVID 076-98F-420





# Improve the User Experience

O<sub>2</sub>

“New capabilities within CA UIM will help us improve customer experience by providing a single source of truth and aggregating all cloud monitoring data sets for better management.”

—Zafir Yousaf

Cloud Operations and Transformation, O2 (Telefónica UK)

TechValidate, CA UIM Customer Testimonial, Jun 17, 2016, TVID 586-2EE-D6F



## Improve the User Experience

Capgemini switched from HP to CA UIM and cited up to a 75% improvement in end-user experience.

—**Danielo Cedraz Melo**

IT Professional, Capgemini

TechValidate, CA UIM Customer Fact, Sep 14, 2016, TVID A8D-4EE-BB2







## Improve the User Experience



Wipro Technologies improved proactively preventing issues by 75% or more with CA UIM.

—**Hemanth Alaparthi**

IT Architect, Wipro Technologies

TechValidate, CA UIM Customer Fact, Sep 30, 2016, TVID 8A0-12F-82B



## Improve the User Experience

### **GEK TERNA**

GROUP OF COMPANIES

Since adopting CA UIM, GEK HOLDING increased the speeds of mean time to resolution (MTTR) and fixed performance issues faster thanks to the ability to collaborate across their organization and determine the root cause of performance issues.

—**Luciano Dias**

Senior IT Architect, GEK HOLDING S.A.

TechValidate, CA UIM Customer Fact, Sep 9, 2016, TVID 8A0-12F-82B



## What Customers Say

“We needed a single, cohesive solution for monitoring and that’s exactly what CA UIM provides. We looked at SolarWinds, SevOne, Nagios, and Zenoss, but found CA UIM to provide a superior unified view and significantly better scalability.”

—**IT Architect**

Medium enterprise financial services company

TechValidate, CA UIM Review, Sep 30, 2016, TVID 7EB-909-B72



## What Customers Say



“We were using IBM® Tivoli® solutions that did not meet monitoring requirements for numerous reasons, like the lack of scalability and technology.”

—Glenn Burns

Senior System Engineer at Delta Air Lines

IT Central Station, CA UIM Review, Nov 24, 2014





## What Customers Say

“We tried several Open Source tools like Nagios and Zenoss, but as the environment grew we found that those tools wouldn’t scale the way we wanted.”

—Jason Downey

Principal System Administrator at a tech company with 100–1000 employees

IT Central Station, CA UIM Review, Jan 29, 2015



## What Customers Say



CA UIM provides a single event management solution for our IT Operations staff. The solution has proven to be extremely extendable through scripting, auto operators, and triggers. We replaced BMC and found CA UIM's scalability significantly better and customization capability superior"

**—IT Architect**

Large enterprise consumer products company

TechValidate, CA UIM Customer Testimonial, Aug 16, 2016, TVID 601-D95-6C9



# Real-World Results



## TriZetto Reduces Resolution Times By 76%

“With CA Unified Infrastructure Management, we were able to resolve 18 outages before they impacted the user experience.”

—**Rene Lopez**

vice president, platforms and architecture, TriZetto

CA customer success story, “TriZetto Reduces Resolution Times by 76% and Prevents 18 Outages with CA Technologies,” June 2015



## Real-World Results



### **Better Infrastructure Visibility Helps ATScLOUD increase efficiency and reduce complexity**

“With CA Unified Infrastructure Management, we have the ability to monitor almost anything. Instead of having to check different dashboards within different tools, we now have just one dashboard that we can drill down from.”

—**Michael Brady**

director of IT, ATScLOUD

CA customer success story, “ATScLOUD Unlocks Greater Growth and Competitive Advantage with CA Unified Infrastructure Management,” Oct 2015



## Real-World Results



### Unicred Increases Monthly Service Availability Rate to Over 98%

“All of our systems are monitored by CA Unified Infrastructure Management, in particular, mission-critical systems such as internet banking, mobile banking and the management system.”

—Leandro Zampieri

system administrator, Unicred

CA customer success story, “Unicred Increases IT Availability to 98 Percent with CA Unified Infrastructure Management,” May 2015





## Real-World Results

### **CHR Solutions Offers Affordable, Scalable, 24x7 Monitoring Services**

“Within just a few short months, we were monitoring more than 1,000 endpoints for 50 customers, and today that number is more than 1,800 endpoints.”

—**Gary Knee**

executive vice president of managed IT services, CHR Solutions

CA customer success story, “CHR Solutions Boosts Growth and Competitive Advantage with CA Unified Infrastructure Management,” 2016

# What Analysts Say

**FORRESTER®**

**45% reduction** in number of service desk incidents requiring triage

**88% reduction** in labor effort needed for software release management

**19**—average number of **hours saved** for configuring and deploying a probe

Forrester Consulting Group, "The Forrester Total Economic Impact™ of CA Unified Infrastructure Management," Dec 10, 2015

## FORRESTER®

**4 FTEs** saved when  
administering monitoring tools  
after deploying CA UIM

**262%** customer ROI

**\$4.4 million** NPV

**5-month** payback

Forrester Consulting Group, "The Forrester Total Economic Impact™ of CA Unified Infrastructure Management," Dec 10, 2015

## What Analysts Say


“By offering a more comprehensive monitoring solution spanning public and private clouds as well as traditional physical and virtual servers, storage, and networking, CA is able to help customers gain a better understanding of end-to-end infrastructure dependencies and improve support for complex, hybrid cloud applications and DevOps projects. Customers can rely on CA UIM to provide a consistent, visual view of the status of many infrastructure assets and services, leading to more proactive infrastructure operations and faster time to repair when problems arise.”

—**Mary Johnston Turner**

Research Vice President, Enterprise System Management Software

Mary Johnston Turner, “CA Technologies Introduces Robust Multicloud Infrastructure Monitoring,” IDC Link, Jun 29, 2016





“These new enhancements give CA UIM industry-leading visibility into a wide variety of infrastructure components and cloud services that are in use in today’s hybrid IT infrastructures.”

—**Shamus McGillicuddy**

senior analyst, Network Management, Enterprise Management Associates, Inc.

CA press release, “CA Technologies Delivers New Comprehensive Cloud Technology Monitoring Capabilities, Enabling Organizations to Better Optimize Performance of Modern, Dynamic Infrastructures,” Jun 22, 2016

# Why CA UIM

Efficiency



Less time spent  
monitoring

Agility



Mean-time-to-repair  
improvement

Proactive



Fewer service  
desk tickets

**#1  
RANKED**

CLOUD MONITORING  
SOFTWARE

 IT Central Station

**#1  
RANKED**

EVENT MONITORING  
SOLUTION

 IT Central Station

**#1  
RANKED**

SYSTEM MONITORING  
SOLUTION

 IT Central Station

As ranked by IT Central Station, 2016

 **IT Central Station**

Learn more about CA Unified Infrastructure Management at [ca.com/uim](http://ca.com/uim)



technologies

Connect with CA Technologies at [ca.com](http://ca.com)

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate – across mobile, private and public cloud, distributed and mainframe environments. Learn more at [ca.com](http://ca.com).

1 Gary Garcia, Blackhawk Network, "Case Study: Amping up customer experience with a business-centric approach and CA Unified Infrastructure Management," Dec 21, 2015; 2 CA World presentation, "Case Study: Embratel Delivers the Gold Medal for Infrastructure Monitoring at Rio 2016," Nov 17, 2016; 3 CA customer success story, "Ball Spurs Customer Experience and Staff Productivity with Proactive IT Monitoring"; 4 CA customer success story, "TriZetto Reduces Resolution Times by 76% and Prevents 18 Outages with CA Technologies," June 2015; 5 CA ROI case study, "Manufacturer Scales Operations and Boosts Service Levels with AlvakaNet," April 2014; 6 As ranked by MSPmentor; 7 CA customer success story, "CA UIM and Sopra Steria Help GSK Vaccines to Anticipate the Occurrence of Problems in SAP," Oct 2015

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