CA Cross-Enterprise Application Performance Management r2.0

Providing new levels of visibility into critical database and network performance metrics, and a 360-degree view into your business transactions from the Cloud to the Mainframe.

CA Cross-Enterprise Application Performance Management (CA Cross-Enterprise APM) is designed to provide 24x7 monitoring of business transactions for complex application environments by monitoring the real-time performance of mainframe subsystems and provides CA Application Performance Management with this data on a **single pane of glass.**

Overview

CA Cross-Enterprise APM is designed to help you **proactively** detect problems before they affect users and enable IT to resolve issues more quickly to help ensure that business services meet established SLAs. CA Cross-Enterprise APM's powerful capabilities for rapid triage, root-cause analysis and historical data reporting are extended to include the mainframe performance metrics you need. You now have a single place to view the performance of the subsystems that support the applications and the transaction status across the enterprise and have a clear picture of the end-user application experience. CA Cross-Enterprise APM enables the delivery of the quality of service end-users expect and the business demands by facilitating collaboration between distributed and mainframe support teams.

Benefits

CA Technologies provides customers with a proven solution for managing the customer experience, SLAs, business impact of performance issues and comprehensive diagnostics and triage. CA Technologies has now extended those capabilities to include management of business transactions that span distributed and mainframe environments.

This functionality provides our customers with:

- Visibility into end-user transactions in real time as they cross from distributed platforms into the mainframe environment, increasing IT's control of the application infrastructure

- A solution that allows distributed and mainframe teams to increase collaboration across silos, increasing problem resolution productivity and mean time to resolution

- Transactional views of business services that complement infrastructure management solutions from CA Technologies and promote efficient IT operations

Comprehensive end-to-end application performance management

CA Cross-Enterprise APM is an established, comprehensive product that helps provide deep insight into the application and transaction performance. Key features of the integrated solution include:

Enterprise Dashboards

- Cross-enterprise performance information is available out-of-the-box through comprehensive dashboards, which help provide a unified view of distributed and mainframe transaction health. When dashboards display metrics that are in an acceptable range, the user can have increased confidence that the system is performing well. When problems do occur, these displays provide notification that can help the user perform fast diagnosis and triage to more quickly assign issues to the right organization.

- Customizable dashboard functionality provides the capability to create custom enterprise dashboards. This functionality can provide customers with customized end-to-end views across enterprise platforms.
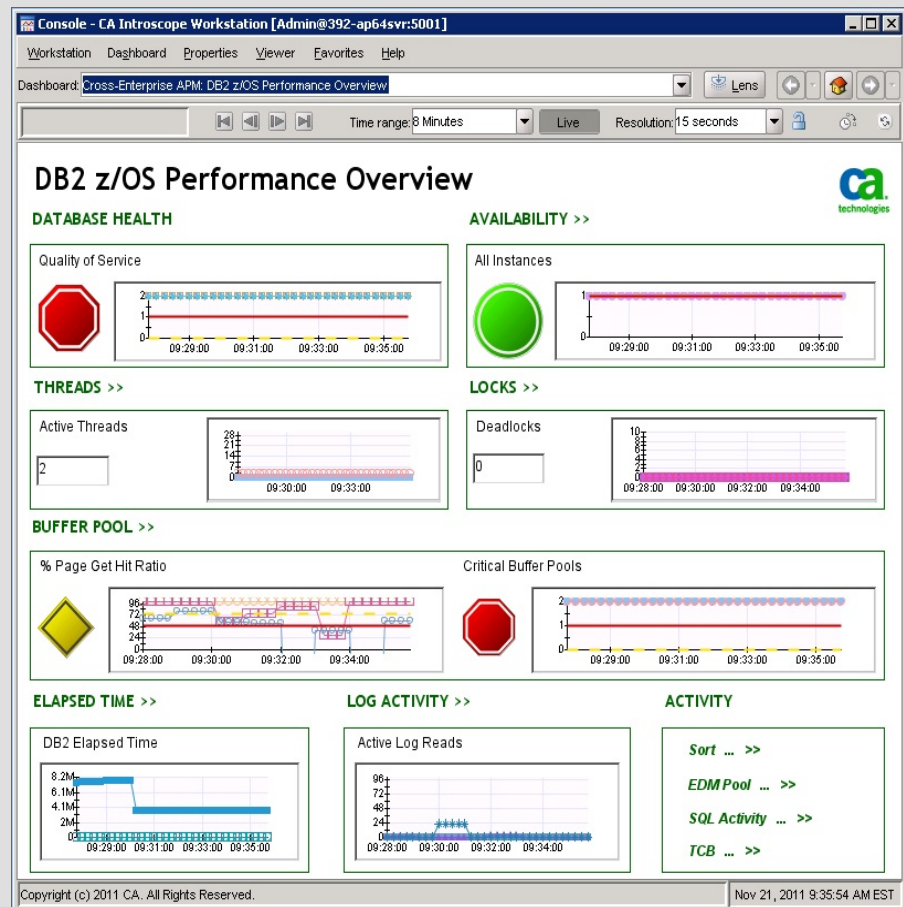
CICS, IMS and MQ Degradation Analysis

- Identify and isolate application and transaction performance problems between distributed and mainframe transactions more quickly. Follow the transaction to the mainframe to analyze problems within the CICS Transaction Server, IMS Transaction Manager and MQ environments. Specific transactions are monitored and information is available for the mainframe system programmer and application teams, based on real-time metrics, to help resolve problems more quickly.

- New customized dashboards display metrics from all CICS regions to help pinpoint transactional issues within the mainframe environment.

  — **IMS transaction context:** Map IMS resources to distributed transaction load and provide overall view into the health of a business function.

  — **DB2 performance metrics:** Introduction of real-time DB2 for z/OS metrics to the CA APM dashboards for overall view into the database health with regard to the business application.

FIGURE A.

**DB2 for z/OS
Performance Dashboard**

Typical dashboard now available to monitor the health and performance of DB2 sub-systems with CA Cross-Enterprise Application Performance Management.

Executive Insight

CA Executive Insight helps executives, business managers, and knowledge workers to answer fundamental questions about the business, keep on the pulse of potential risks, and make time-sensitive decisions that impact business results.

Real-time metrics: CA Executive Insight seamlessly connects with the industry leading CA Application Performance Management (CA APM) solution to provide visibility and access to a rich source of high-value metrics that arm executives and decision makers with real-time insight into the health and performance of IT services that impact revenue generation, internal productivity, and brand value.

Key Benefits

CA Cross-Enterprise Application Performance Management is uniquely designed to help you to:

- Link business transactions to the dependent infrastructure for a single view of application health and the entire transaction path to pinpoint failing components quickly and tie real-user experiences to the infrastructure

- Present performance and availability data in both technical and business terms to enable better IT/business communication and alignment (prove IT is delivering against SLAs and business objectives).

- Monitor transactions in pre-production and production environments to proactively manage performance in all stages of the application lifecycle – development, quality assurance and performance testing

- Deploy rapidly and simply for a fast time to value. Automatic transaction identification, easy-to-understand triage maps and dynamic instrumentation simplify administration for non-expert users.

- Help identify and isolate performance problems by monitoring health metrics of critical mainframe components and delivering deep visibility into the performance of key mainframe resources including z/OS, USS, TCP/IP, WebSphere MQ, CA Datacom/DB, IBM IMS and DB2 for z/OS in a single view — empowering IT and the business with the data they need to make informed decisions.

What's New:

- *97 new real-time DB2 for z/OS metrics are now on the CA APM dashboard for more visibility into the database health.*

- *IMS and Network metrics*

- *Application performance on-demand on your mobile device via CA Executive Insight.*

The CA Technologies Advantage

CA Technologies is an IT management software and solutions company with expertise across all IT environments—from mainframe and distributed, to virtual and cloud. CA Technologies manages and secures IT environments and enables customers to deliver more flexible IT services. The innovative products and services from CA Technologies provide the insight and control essential for IT organizations to power business agility. The majority of the Global Fortune 500 rely on CA Technologies to manage their evolving IT ecosystems. For additional information, visit CA Technologies at ca.com.

CA Cross-Enterprise APM provides deep visibility as business transactions traverse multiple platforms, including distributed to mainframe. It is another excellent example of our expertise, responsiveness and ability to innovate to meet enterprise IT needs.

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