CA World 2013

CA Infrastructure Management, CA Service Operations Insight and CA Nimsoft Monitor Sessions

CA Roadmap Sessions

AM002SN—"Roadmap: CA Service Operations Insight (SOI) Capabilities, ROI Case Studies and Directions"

CA SOI plays a critical role in maturing IT processes and eliminating the "blame game" by providing a cross-silo view of services to operations, infrastructure, application, service desk and change management teams and IT executives. Yielding quantifiable ROI, CA SOI integrates data from application, infrastructure, workload automation and other management tools to build real-time business service models, pinpoint sources of impact and trigger service desk tickets, CMDB updates and process automation. See how it works, has helped your peers and where its roadmap will take you. Tuesday, April 23, 3:45 PM in Lagoon I/J

AM003SR—"Roadmap: Converged Infrastructure Management for Networks, Systems and Beyond"

CA Converged Infrastructure Management (IM) expertly combines performance, availability and other management aspects together. This rich solution integrates products such as CA Spectrum, CA eHealth, CA Performance Management, CA Network Flow Analysis, CA Unified Communications Monitor, CA Application Delivery Analysis, CA Systems Performance/Virtual Assurance for IM, CA GigaStor,

CA Nimsoft Monitor and more through the new CA Performance Center user interface. Plot your trajectory to greater levels of productivity and more proactive infrastructure management. This overview roadmap session covers overall Infrastructure Management strategy and is complemented by the Systems Management and Network Management Roadmap sessions. Monday, April 22, 3:35 PM in Lagoon I/J and Wednesday, April 24, 11:15 AM in Lagoon I/J

AM006SN—"Roadmap: The CA Network Management Solution"

This session will present the roadmap for CA's broad, integrated network management solution, including CA Performance Management, CA eHealth, CA Spectrum, CA Network Flow Analysis and CA Unified Communications Monitor. Understand the various network management options within CA's solution and future plans for their development. This session complements the Converged Infrastructure Management and System Management Roadmap sessions. **Special Guest Speaker, Cygate, will present their case study.** Tuesday, April 23, 8:30 AM in Lagoon I/J

AM013SN—"Roadmap: The CA Systems Management Solution"

This session will present the roadmap for CA's integrated systems management solution, including CA Performance Management, CA Spectrum, CA eHealth, CA Systems Performance/Virtual Assurance for IM and CA Nimsoft Monitor. Understand the

various systems management options within the solution and future plans for their development. This session complements the Converged Infrastructure Management and Network Management Roadmap sessions. Tuesday, April 23, 11:15 AM in Lagoon I/J

CA Hands-on Labs

AM003LN—"Hands-On Lab: Test Drive CA Service Operations Insight"

Feel the horsepower of this revolutionary solution as it builds real-time cross-domain models of services by correlating information from CA and third-party monitoring tools (CA Application Performance Management, Spectrum, eHealth, Workload Automation, Network Flow Analysis, Microsoft SCOM, NetApp and more). See how it pinpoints exactly what across your environment is impacting service quality, risk and availability. Learn how to navigate the service dashboard, service topology console and event console. Drill down to root cause at turbo-charged speed. Tuesday, April 23, 8:30 AM in Lagoon E/F

AM004LN—"Hands-On Lab: Test Drive the New CA Converged Infrastructure Management Solution"

Get behind the wheel of the new CA Performance Center and drive across data from the broad CA Converged Infrastructure Management set of products through a single user interface. Experience predefined dashboards that intelligently guide

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troubleshooting and root cause determination up 25 times faster than previous CA and third-party infrastructure management consoles. Run through server, network and application response use cases. See how the New Performance Center leverages data from CA Spectrum, Network Flow Analysis, Application Delivery Analysis and more. See how you can run CA eHealth with the new CA Performance Management in a single user interface for graceful migration. Tuesday, April 23, 11:15 AM in Lagoon E/F

AM011LN—"Hands-on Lab: Solving WAN and Application Response Problems with CA Converged Infrastructure Management"
Improperly sized and poorly managed wide-area networks are money pits that needlessly drain capital from your IT budget. And they cause end-user dissatisfaction and drain IT resources when root cause of degradations are hard to find. Test drive the new CA Infrastructure Management 2.0 solution, including the new CA Performance Management with CA Network Flow Analysis and CA Application Delivery Analysis. See how pre-defined and self-customizable dashboards speed proactive troubleshooting, mean-time-to-repair and put the fun back into WAN problem-solving. Tuesday, April 23, 3:45 PM in Lagoon E/F

AM012LN—"Hands-on Lab: Test Drive Nimsoft Monitor 6.x"
 CA Nimsoft Monitor provides executive level views, device views and reporting for streamlined IT availability and performance metrics with minimum

administration.   In this hands-on lab you will learn to create dynamic views and reports to monitor your critical business services and identify issues faster. You'll learn how easy it is to create logical dynamic groups to represent your IT infrastructure, manage alarms associated with groups to reduce troubleshooting and downtime, create detailed asset reports, use advanced search to solve everyday problems, create custom group and ad hoc reports and much more. Wednesday, April 24, 10:00 AM in Lagoon E/F

CA Solution Overview Sessions

AM018SN—"CA Service Operations Insight Overview: Operations' Single Pane of Glass"
A single pane of glass for Level 1 Operations staff and IT Executives? That's what CA Service Operations Insight (SOI) provides by integrating CA application Performance Management, CA Infrastructure Management and more than 30 other management tools from CA, BMC, HP, IBM and Microsoft. Learn how CA SOI's industry leading Service Dashboard and Operations Console build and maintain real-time cross-silo models of business services, pinpoint sources of service impact and risk and automate notifications and actions. See how CA SOI can help you standardize and enforce best practices for faster problem-solving, more proactive operations and an

end to the "blame game." **A special guest speaker from the user community will present a case study at this session.** Tuesday, April 23, 10:00 AM in Lagoon I/J

AM020SN—"CA Nimsoft Monitor Overview: A Unified Approach to Infrastructure Management"
Applicable to enterprises' as well as service providers' operations teams, this session will introduce you to CA Nimsoft Monitor 6.0 – a monitoring solution architected for modern IT. Available either on demand or on premise, this solution gives you the unified visibility you need to proactively monitor and manage performance and availability across even the most complex mix of physical, virtual, on-premise, and on-demand (including SaaS, IaaS, and PaaS) infrastructures. If you are looking for a streamlined solution that provides you with the "essentials" for monitoring infrastructure, then check out this informative presentation and demo. Tuesday, April 23, 8:30 AM in Lagoon L

AM021SN—"CA Performance Management Overview: The Industry Leading Solution Based on User Community Insight"
See the results of months of User Community and CA collaboration: CA Performance Management. This new technology (available as part of CA Infrastructure Management 2.0, as a separate product and/or upgrade) includes the innovative CA Performance Center user interface and powerful Data Aggregator. CA Performance Center's patent-pending metric

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views and dashboards boost the ease and speed of infrastructure troubleshooting 25 times on average versus CA's previous performance management solutions and competing alternatives. Data Aggregator is the industry's most scalable, high-performance monitoring engine. **Special guest speaker *Integra Telecom* will present their case study.** Wednesday, April 24, 8:30 AM in Lagoon I/J

AM022SN—"CA Network Management Solution Overview: Plan, Pilot, Roll Out and Manage with Confidence"
See how the new CA Performance Center combines device performance, traffic analysis and application response information from the new CA Network Flow Analysis, CA Application Delivery Analysis and the new CA Performance Management's Data Aggregator to provide unparalleled network management efficiency. Learn from use cases how CA's integrated network management solution lets you plan and expand your network, deploy technologies (MPLS, WAN acceleration, CBQoS, etc.), drill down deep to solve problems and design your network to proactively avoid them in the future. Wednesday, April 24, 10:00 AM in Lagoon I/J

AM023SN—"CA Systems Management Overview: Solving Server and Virtual Data Center Problems"
Whether you are consolidating data centers, virtualizing them, or doing the same old daily grind, you'll be delighted to see how the new CA Performance Management (PM) leverages agentless

monitoring and CA's rich set of agents improve IT efficiency. Available as part of CA Infrastructure Management 2.0 or as an upgrade from your current CA product), CA PM aggregates data from multiple sources, and serves it up into ready-made dashboards that "guide workflow" and save you time. Learn about this innovative solution and how it integrates with your current CA products for system management. Wednesday, April 24, 11:15 AM in Lagoon H

AM024SN—"CA Unified Communications Monitor Overview: Managing Your VoIP and Video Deployments"
VoIP and video phones, video for corporate town hall meetings, and telepresence are becoming as commonplace as laptops – and you need to learn how to roll out and manage these services with confidence. Learn how you can reduce risk of unpleasant user experience with the methodologies enabled by the CA Unified Communications Monitor. See how you can visualize, monitor and manage your converged infrastructure end-to-end. Also see how CA Unified Communications Monitor is integrated with the new CA Performance Center user interface to further speed proactive troubleshooting and mean-time-to-repair for your high-profile, delay-sensitive services. Wednesday, April 24, 2:30 PM in Lagoon H

AM056SN—"Managing Non-SNMP and Non-IP Devices with CA Mediation Manager"
Do you require performance data from non-SNMP and non-IP devices such as those used in 4G environments including radio access networks, back-

haul networks, and/or evolved packet core networks? If so, then you should learn about CA Mediation Manager, a solution used by communications service providers as well as enterprises worldwide. Find out what it does, how it works, and what capabilities are currently available and planned for the future. Tuesday, April 23, 2:30 PM in Lagoon I/J

CA Strategy Sessions

AM011SN—"Strategy: A Practical Guide for IT Transformation to Next-Generation Service Operations Centers"
Based on "lessons learned in the field," here's a practical guide for transforming operations from a silo'd, technology alarm-driven organization to a more proactive business service-driven organization. You'll leave this session with an outline of how you can mobilize people, processes and technologies – from silos, to unified event management and to service-driven management. Use cases first illustrate best-practice deployment of CA Infrastructure and Application Performance Management tools. Next you'll see how CA Service Operations Insight glues those CA tools together with service desk, CMDB and workload automation tools to share a real-time understanding of service status and drive best practice trouble-shooting and problem resolution across organizations. Wednesday, April 24, 2:30 PM in Lagoon K

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AM005SN—"Strategy: Best Practice Cross-Silo Service Modeling: Integrating Operations, Service Desk and Change Management"
The innovative CA Service Operations Insight (SOI) correlates data from network, systems, application and change management tools to visualize services end-to-end and shares service views across IT organizations to build cooperation and stop the 'blame game." See how CA SOI helps you grab data from your diverse monitoring tools to dynamically build and maintain real-time service models. Then see how to share service impact analysis across Level 1, 2 and 3 Operations staff, Service Desk Managers and Change Managers and IT executives. Monday, April 22, 3:45 PM in Surf A/B

AM007SN—"Strategy: Migrating from eHealth to the Next-Generation of Performance Management"
In 2012, hundreds of CA eHealth users participated in the Polaris User Community to contribute ideas for building the next-generation CA Performance Management solution. See the nearly dozen use cases about how to migrate from CA eHealth to CA Performance Management – and find the path that meets your needs. Entitlement for free upgrades will be outlined, as well strategies for parallel deployment and integration of CA eHealth and CA Performance Management. For related information, also attend the CA Converged Infrastructure Management, Network Management and/or Systems Roadmap Sessions. Tuesday, April 23, 3:45 PM in Lagoon K

AM050SN—"CA Spectrum and the Converged Infrastructure Management Journey"
CA Technologies continues to support CA Spectrum with new features while simultaneously developing next-generation solutions, such as CA Infrastructure Management 2.0. Attend this session for guidance on the future of Spectrum and how to leverage Spectrum with new products that integrate with it. This session will complement the Infrastructure Management, Systems and Network Management Roadmap sessions, yet will cover recently announced new CA Spectrum features in more depth. Come ready with your questions for interactive discussion. Wednesday, April 24, 2:30 PM in Lagoon I/J

Pre-conference 3: Hands-On Education Sessions

EC306EN—The New CA Performance Management Solution: Hands-On Crash Course
Take advantage of a free 3-hour training session for the new CA Performance Management solution. This state-of-the-art solution is a fundamental component of CA Infrastructure Management (IM) 2.0 and is an upgradeable entitlement for users of CA eHealth, NetQoS NetVoyant, NetQoS Performance Center and CA IM 1.0. Discover what CA Performance Center can do for your organization, learn top-down how to use and customize new, innovative predefined

performance dashboards, and set permission and multi-tenancy features. This is a three hour lecture and hands-on lab. Students must pre-register in order to attend. Sunday, April 21, 12:30 PM - 3:30 PM in Lagoon E

EC208EN—CA Nimsoft Monitor 6.2 Enhancements to Dynamic, Executive Level Views and PRD Reporting
Nimsoft Monitor 6.x provides dynamic business views and dashboards to enable administrators to prevent service level breaches. This first half of the session covers the new executive-level views provided out of the box with Nimsoft Monitor 6.x, including new device views, inventory views, and alarm views. The second half of the session offers a technical discussion and demonstration on how to use PRD reporting. This is a three hour lecture and demo. Students must pre-register in order to attend. Sunday, April 21, 8:30 AM - 11:30 AM in Surf B

EC305EN—Real-Time Service Modeling with CA Service Operations Insight
Feel the horsepower of this revolutionary solution as it builds real-time cross-domain models of services by correlating information from CA and 3rd-party monitoring tools (CA Application Performance Management, Spectrum, eHealth, Workload Automation, Network Flow Analysis, Microsoft SCOM, NetApp and more). See how it pinpoints exactly what across your environment is impacting service quality, risk and availability. Learn how to navigate the service dashboard, service topology console and event

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console. Drill down to root cause at turbo-charged speed. This is a three hour lecture and hands-on lab. Students must pre-register in order to attend. Sunday, April 21, 8:30 AM - 11:30 AM in Lagoon E

Case Studies

AM030SN—"Case Study: How CA IM Helped Societe Generale Transform its Network Operations Center"

Learn how Societe Generale, one of the largest European financial services companies, created a new Network Operations Center and rapidly reached a high level of maturity to serve its 160,000 employees and more than 33 million clients in 77 countries. Two years after forming its new NOC, the Global Technical Services (GTS) Network Department replaced its original toolset with CA Infrastructure Management to fill in major technical gaps, become proactive and gain a new level of trust with the business. Their tiered support model includes internal NOC and an outside service contractor. Tuesday, April 23, 8:30 AM in Surf A/B

AM032SN—"Case Study and Tutorial: Customizing & Integrating CA Service Operations Insight for Success"

Rafael, an international defense manufacturer, uses CA Service Operations Insight (SOI) to integrate data from CA and third-party monitoring tools to visualize and manage services end-to-end across IT technology silos. You'll see how they have customized and branded CA SOI's service dashboard with new tabs, menus, colors, logos and have integrated SOI with third-party data sources (such as Ipswitch WhatsUpGold) using Microsoft Windows PowerShell scripts and the CA SOI Universal Connector. Tips on creating configuration items, generating alert IDs and important tasks will be shared. Tuesday, April 23, 11:15 AM in Lagoon K

AM034SN—"Case Study: Global IT Transformation by Unifying and Simplifying People, Processes and Tools"

Follow an IT organization's journey to deliver more business value as they have evolved their team, processes and use of CA Infrastructure Management and Application Performance Management. Hear about the step-by-step IT plans and progress at First Data, a global technology and payments processing leader, serving more than 6 million merchant locations, thousands of card issuers and millions of consumers worldwide. Get advice on planning to rationalize tools and map their capabilities, getting executive buy-in, building a team to deliver better results, and evangelizing your plans and successes. Transition from legacy tools, like CA NSM, to newer solutions and plans for new tools, such as CA Performance Center and CA Service Operations Insight, will also be covered. Monday, April 22, 3:45 PM in Lagoon H

AM036SN—"Case Study: Outsourced IT Operations Delivers Service and Business Value to the Customer"

A large Healthcare provider outsourced its IT Operations Department to Fujitsu a year ago. Expanding the scope of CA Infrastructure and Application Performance Management tools that the healthcare provider originally used, Fujitsu has satisfied contractual Service Level Agreements and delivers business value. Learn how a client and its outsourced service provider planned and executed new, successful processes to assure delivery of Gold Tier Application Services and are expanding support to Silver and Bronze Tier Application Services. Get advice on how external and internal it team can interact for success. Plans for new customer-outsourced service provider interaction based on CA Service Operations Insight and CA Executive Insight will also be discussed. Tuesday, April 23, 8:30 AM in Lagoon K

AM033SN—"Case Study: The Journey from Silo'd Monitoring to an Enterprise Command Center"

Once upon a time Blue Cross Blue Shield of Tennessee (BCBST) had silo'd IT teams and processes based on more than more 77 separate monitoring tools. This was a recipe for inefficiency and slow mean-time-to-repair of service-impacting issues. Learn how this organization turned this situation around by rationalizing their tools, freeing their monitoring staff from tools administration so they could function as true subject matter experts, eliminating silo'd

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processes and establishing an Enterprise Commend Center. Discussion will include their step-by-step deployment of CA Infrastructure Management, CA Application Performance Management and CA Service Operations Insight. Tuesday, April 23, 10:00 AM in Lagoon K

AM038SN—"Case Study: New Service Models in the New Era of IT Management"

Hear the CIO of Chile's largest telecommunications provider, Telefonica, discuss how his company recently restructured its IT service offerings and created a Business Operations Center (BOC) to better suit the corporate market and drive new sources of revenue. Using CA Infrastructure Management, CA Application Performance Management and CA Business Service Insight (for managing service level agreements), Telefonica Chile transformed its IT department and is successfully supporting a new enterprise service provider business model. The BOC strategy, combined with more proactive monitoring, enables Telefonica Chile to save money, provide a wider range of better quality services and prepare for delivering a new generation of cloud-based services. Tuesday, April 23, 8:30 AM in Lagoon H

AM044SN—"Case Study: Managing Telecommunications Performance and Service Level Agreements"

Oi, one of Latin American regions' largest telecommunications providers, has expanded beyond its fixed and mobile telephony, broadband and ISP services to offer WAN services for businesses and

governments. In this session you will learn about this innovative offer: a portal through which customers can view their network topology, a tool that helps customers quickly identify network events, and a dashboard for contractual SLA management. See how Oi manages services and shares management information with its customers through CA Infrastructure Management, CA Business Service Insight, CA Siteminder. Tuesday, April 23, 2:30 PM in Lagoon K

AM046SN—"Case Study: An IT Operations Transformation Success Story"

Over the past two years, Sicredi—one Latin America's premier financial institutions—has transformed IT operations from traditional, reactive technology-centric management to modern, proactive business service-centric management. By defining ITIL-based processes and rationalizing multi-vendor and open-source IT monitoring tools, they've realized up to 70% faster root cause search time, up to 62% faster mean-time-to-repair, more proactive performance management and tighter IT-business alignment. See how they've built a next-generation Operations Center with CA Infrastructure Management, CA Application Performance Management integrated through CA Service Operations Insight. Tuesday, April 23, 10:00 AM in Lagoon H

AM013PN "Panel Discussion: Making your Case and Selling Your Decisions to Executive Management"

Hear how your IT Operations peers have successfully sold their IT management solution recommendations and new ideas to their managers.   This panel of enterprise and service provider professionals will share their experience in securing executive support for making changes -- from retiring monitoring tools and purchasing new ones, to implementing new operational processes and organizational structures, to new reporting methods to customers and internal stakeholders.   Results and returns on investment of their decisions will also be discussed. Wednesday, April 24, 10:00 AM in Lagoon L

AM035SN—"Case Study: Journey to a Hybrid Cloud with CA Service Assurance"

Like many enterprises, Molina Healthcare has tapped into new cloud technologies help accelerate business outcomes. Recognizing that it would be difficult to manage a complex hybrid cloud environment with traditional management processes and siloed tools, they turned to CA Technologies. Learn about the business pressures that moved Molina Healthcare to the cloud and how they monitor the availability and performance of cloud-based critical business services top-down using CA Service Operations Insight, CA Application Performance Management, CA Infrastructure Management and other integrated CA tools. Tuesday, April 23, 2:30 PM in Lagoon H

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AM058SN—"Case Study: How an Enterprise is Implementing an Internal Service Provider Strategy"
The IT organization at SONAE, a European-wide retailer and Portugal's largest private employer, is making the dramatic transformation from a traditional IT management model to an ITIL-oriented internal service provider model. In one year, they transitioned from CA NSM to the integrated CA Service Assurance solution (CA Infrastructure Management, CA Application Performance Management and CA Service Operations Insight). Learn about SONAE's re-engineered IT processes, including their strategy for end-to-end Operations, Change Management and Service Management process flow through integration of CA CMDB and CA Service Desk with CA Service Operations Insight. Wednesday, April 24, 8:30 AM in Lagoon H

AM041SN—"Case Study: How a Business Successfully Transitioned from CA IM 1.0 to CA IM 2.0"
Simac, a European-based MSP, has been using CA IM 1.0 for years to manage their own data center and their customers' infrastructure. An active member of the CA Infrastructure Management User Community, Simac has transitioned to IM 2.0 to benefit from the new CA Performance Center dashboards, simplified administration of data collectors, device self-certification and multi-tenancy. Learn about their NOC teams' phased approach to deploying IM 2.0 for new and existing users and their own infrastructure. Wednesday, April 24, 10:00 AM in Lagoon K

AM042SN—"Case Study: Building and Maintaining a Massive Land and Sea Telecommunications Network"
In addition to being Brazil's largest consumer of telecommunications services, integrated oil and gas company Petrobras built its own network for operations in remote locations, such as sea shores, ocean and forests. To manage services delivered to more than 1,000 locations, Petrobras adopted CA Infrastructure Management. Learn how they have improved IT efficiency and outcomes by reducing alert volume by more than 50 percent, correlating events for faster problem resolution and using thresholds to focus efforts on deviations and proactively maintain service performance and availability. Wednesday, April 24, 11:15 AM in Lagoon K

AM052SN—"Case Study: How a Good IT Team Got Even Better"
OppenheimerFunds, Inc., one of the United States' largest and most respected investment management companies, is on a trajectory from technology-focused monitoring to operational service monitoring through improved infrastructure modeling and service-oriented dashboards. Learn the steps that OppenheimerFunds' experienced team is taking to improve event correlation, capacity trending, incident response, root cause analysis and change management. See their new solution architecture based on CA Infrastructure Management, CA Autosys Workload Automation, CA Service Desk/CMDB, xMatters and other third-party tools integrated

through CA Service Operations Insight's service modeling and impact analysis functions. Wednesday, April 24, 8:30 AM in Lagoon K.

AM054SN—"Case Study: A Data Center Provider's Journey to CA Nimsoft Monitor"
Learn how QTS, a leading data center provider, went from 5 different monitoring products to CA Nimsoft Monitor for managing its customer's and its own infrastructure. Learn why QTS undertook this task, the challenges it faced, lessons learned and the success the company is seeing. See how QTS is using the CA Nimsoft Monitor's portal to enhance customer experience and provide real time updates to its customers. Tuesday, April 23, 3:45 PM in Breakers E/F

AM051SN—"Case Study: Assuring Mission Critical Cloud-Based Services"
While cloud-based IT services are evolving, many organizations are hesitant to move to a cloud computing platform due to the perception of losing control of their critical systems. Learn how Park Place International is providing cloud-based monitoring solutions -- based on CA Nimsoft Monitor -- to hospitals with on-premise equipment. No matter what industry or type of enterprise you represent, you can learn from Park Place International, a managed service provider focused on the healthcare industry – where IT service availability, performance, privacy, and security are life-critical. Wednesday, April 24, 8:30 AM in Reef A

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AM045SN—"Case Study: How a Service Provider is Improving Operational Efficiency"
KPN, the Netherlands' largest provider of managed information, communications and telecommunications (ICT), is overhauling its operational processes and tools architecture to manage its massive infrastructure that serves their corporate customers. Learn about the challenges the KPN engineering and operations are overcoming as they roll-out their new Remote Infrastructure Monitoring (RIM) platform consisting of CA Infrastructure Management and CA Application Performance Management and other CA and third-party tools integrated through CA Service Operations Insight (SOI). RIM also integrates seamless with KPN's service management solution for ticketing and process automation through CA SOI to dissolve the borders and improve communications between engineering and support groups, business managers and customers. Tuesday, April 23, 11:15 AM in Lagoon H

AM047SN—"Case Study: Verizon's Managed WAN Services"
Through its popular Private IP Service offering, Verizon provides managed WAN services to more than 4,500 corporations worldwide. Learn about this telecommunications giant's best practices for assessing the performance of its enterprise customers' networks and application flows. Verizon's relationship with CA Technologies allows Verizon to provide the highest level of WAN service quality. Verizon experts will show you how they've used CA

eHealth and CA NetQoS tools for more than 8 years – and how and why they're migrating from CA eHealth and the next-generation CA Performance Management (a core component of the new CA Infrastructure Management 2.0). Monday, April 22, 3:45 PM in Lagoon K.

AM031SN—"Case Study and Tutorial: Verizon's Network-Application Performance Assessment"
Join Verizon experts for a tutorial on how they use CA Infrastructure Management tools to perform value-added professional service engagements that determine the overall health of their customers' application performance with respect to network dependencies. Through these engagements, Verizon differentiates itself from competition by offering an unbiased report that enterprises can use to make correct technology decisions. This technical tutorial will guide you step-by-step through Verizon's real-world experiences using CA tools. Tuesday, April 23, 3:45 PM in Lagoon H

AM043SN—"Case Study: How CDW Manages Cisco Environments with CA Infrastructure Management 2.0"
CDW will showcase how it uses CA Infrastructure Management (IM) 2.0 to manage its Cisco router- and switch-based network as well as its virtualized Hewlett Packard and EMC equipment-based data center. CDW recently transitioned from SolarWinds Orion to CA IM 2.0 to take advantage of CA's converged data and VoIP management capabilities. CDW provides technology products and services to

more than 250,000 small-, medium- and large-sized business, government, education and healthcare organizations across the U.S. and Canada. Wednesday, April 24, 11:15 AM in Lagoon E/F

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