

CA Application Performance Management 10



In an era where mobile and digital interactions reign supreme, enterprise organizations must proactively manage the applications that drive their businesses and reputations.

CA Application Performance Management (CA APM) helps global brands proactively identify and resolve issues across physical, virtual, cloud and mobile applications. CA APM offers an E.P.I.C.—Easy, Proactive, Intelligent and Collaborative—to uniquely position your organization to deliver app experiences where every user transaction becomes a loyalty building interaction, differentiate your business and allow you to protect your experts by focusing them only on impactful issues.

Key Benefits/Results

- **Easily deploy and manage APM** to gain value quickly.
- **Proactively manage the user experience** to create a competitive advantage.
- **Utilize system intelligence** through advanced analytics and smart instrumentation for rapid triage.
- **Fuel collaboration across the organization** to enable continuous performance and quality improvements.

Key Features

- **Team Center Perspectives** simplify complex app topologies through task-relevant views based on attributes such as location, business unit, application component and more.
- **Team Center Timeline** speeds triage by showing the impact of change, helping you easily locate where performance problems originate.
- **Differential Analysis** helps you quickly recognize problems and intuitively understand the most critical and recurrent problems.
- **Mobile-to-mainframe APM** gives you 20/20 insight into your apps from mobile to mainframe
- **APM Command Center** provides simple management of thousands of agents at enterprise class scale.
- **Smart Instrumentation** automatically collects deep transaction traces when a problem occurs
- **Modern application support** with added functionality for Java™, .Net, PHP, Node.js and more.

Business Challenges

Applications are the face of your business and users have a multitude of choices. It only takes a few seconds for a user to either accept or reject your app. The challenge is to make your applications become the ones users stay with because they like the experience. While impeccable performance is the key to a flawless end-user experience, there are challenges to ensuring great performance:

- Speed and complexity across the application delivery chain requires performance management that can span across physical to virtual, on-premises to hosted components and support new modern application technologies.
- A wealth of data quickly becomes too much data. Billions of metrics a day require new approaches to visualization and intelligent analytics to sift through the metrics and identify the relevant variables.
- Mobile access can no longer be considered special and must be fully integrated into the performance picture.
- Performance must be tested continuously, pre- and post-production to ensure customer satisfaction and retention.

Solution Overview

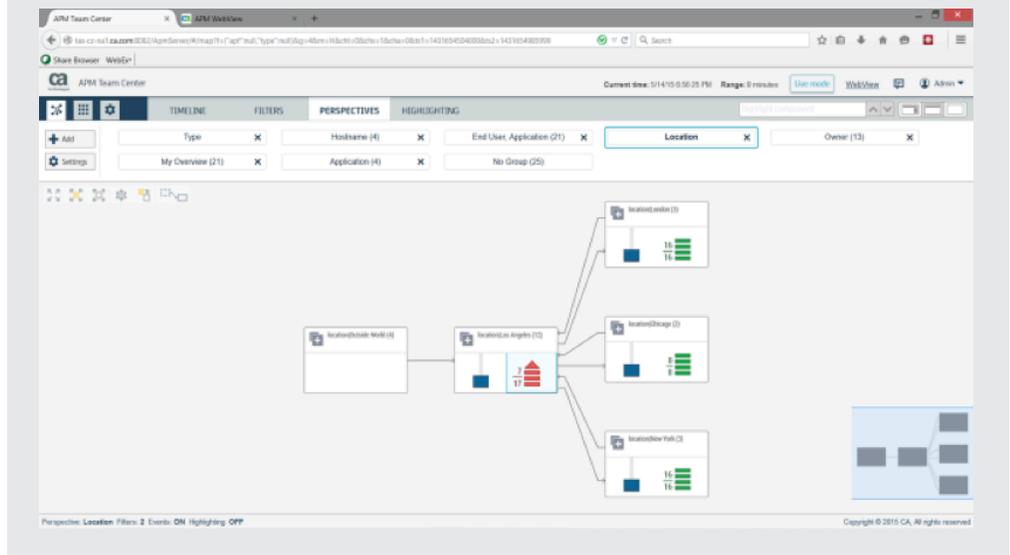
In a time when businesses are literally being rewritten by software, APM is needed to deliver a solution across the application lifecycle that is:

- **Easy** to deploy and manage with APM agents that get value in minutes.
- **Proactive** in identifying problems via automatic transaction traces and a unified end-user view into every transaction, including mobile app, synthetic or web-based, to fix issues before users are impacted.
- **Intelligent** use of APM big data in order to better understand your end user's interactions with your applications, from the mobile app and device all the way to the mainframe backend.
- **Collaborative** across the organization by reducing data complexity and providing task relevant views for every user, from developers to level one support operators, thereby instilling continuous performance improvements at every stage of the software lifecycle.

Critical Differentiators

- ROI of as much as 306 percent, realized in 4.4 months.
- Nearly half of customers reduced MTTR by 50 percent or more.
- Half of customers prevented 50 percent or more app issues.
- Nearly half of customers improved end user experience by 50 percent or more.
- A majority of customers improved customer satisfaction by 40 percent or more.
- Scale you can trust: one third of customers monitor more than 1,000 JVMs, capture more than 500 million metrics and monitor more than 500,000 transactions per day.
- A large Service Provider uses CA APM to capture 144 billion metrics per day.
- On average, CA APM customers collect 43 million metrics per day.
- Acxiom Corporation reduced outages by more than 80 percent.
- National Australia bank experienced an 82 percent decrease in transaction response time, service restoration time up 90 percent and an 86 percent decrease in time to identify issues.
- ANZ Bank DevOps project experienced an 87.5 percent reduction in MTTR due to quickly identified root causes, 10 – 15 high severity issues eliminated with app rollouts and four weeks of time save.

APM Team Center simplifies and speeds the triage process through its customizable relationship view and timeline of changes leading up to a performance issue.



Related Products/Solutions

- **CA App Synthetic Monitor** provides synthetic transaction monitoring from a global network.
- **CA Mobile App Analytics** data is fully integrated into CA APM.
- **CA Application Delivery Analysis Management** provides network-aware application triage.
- **CA Cross-Enterprise Application Performance Management** provides insight into performance through the mainframe.
- **CA Infrastructure Management** allows you to proactively optimize performance across on premise and cloud IT infrastructures.

Supported Environments

CA APM is a cross-enterprise APM solution that is designed to integrate with virtually any application infrastructure.

For more information, please visit ca.com/apm

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.