

## At a Glance

Today, ensuring that the IT infrastructure delivers high performance and continuous availability is more critical, and challenging, than ever. CA Spectrum® delivers robust capabilities that help your organization effectively manage its dynamic, complex IT infrastructure—including physical, virtual and cloud environments. With CA Spectrum, you can track, manage and optimize not only the infrastructure, but the business services running on top of it. CA Spectrum is a single platform that features proactive change management, fault isolation and root cause analysis—enabling your organization to improve service levels, while reducing monitoring costs.

### Key Benefits / Results

**Boost IT value.** Get the practical insights you need to better align investments and efforts with business priorities.

**Speed issue resolution.** Leverage automated discovery, event correlation and root cause analysis capabilities that reduce the time it takes to fix problems.

**Boost service levels.** Improve system availability and performance by minimizing erroneous changes.

**Speed innovation.** Capitalize on innovative technologies and approaches, such as cloud and virtualization, while using a single management platform.

### Key Features

**Intelligent event correlation.** Correlates among multiple events and suppresses symptomatic alarms in order to deliver targeted insights.

**Fast root cause analysis.** Pinpoints specific causes of outages and performance issues.

**Proactive change management.** Offers tools for controlling, tracking and remediating changes across thousands of network devices.

**Comprehensive device and platform coverage.** Provides a single platform for monitoring physical, virtualized and cloud environments.

**Customized, role-based views and interfaces.** Delivers pre-packaged and easily customizable reports, alerts and dashboards.

## Business Challenges

Whether you work in an enterprise, government agency or service provider, the performance of your IT infrastructure is increasingly integral to your organization's ability to fulfill its tactical and strategic objectives. While maximizing IT performance and availability is a vital effort, it's one that continues to grow more challenging. Following are just a few reasons:

- 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 the 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.

## Solution Overview

CA Spectrum offers the robust, comprehensive and sophisticated capabilities IT organizations need to proactively and effectively manage their infrastructures and services. CA Spectrum offers:

- **Service-aware management.** CA Spectrum helps staff discover, model, monitor and manage the relationships between the infrastructure and the business services it supports.
- **Intelligent fault detection.** This solution delivers patented technologies that automate device discovery and root cause analysis, speeding issue detection and remediation.
- **Change management.** CA Spectrum delivers the visibility and control administrators need to minimize the erroneous changes that lead to performance issues and outages.
- **Comprehensive coverage.** With CA Spectrum, managers can gain comprehensive visibility across physical, virtualized and cloud environments, and across a wide range of technologies, platforms and vendors.
- **Customized, role-based views.** CA Spectrum offers pre-packaged, easily customizable dashboards and reports that can be tailored to the specific needs of administrators, users and customers.

With this solution's comprehensive coverage and visibility, simplified management and automated discovery, CA Spectrum provides robust capabilities while lowering total cost of monitoring administration.

## Critical Differentiators

**Fault isolation and root cause analysis:** By mapping the relationships between services and the assets, configurations and transactions that support those services, CA Spectrum helps administrators pinpoint the root cause of service problems for faster resolution. The solution offers automated event correlation and root cause analysis capabilities that suppress unnecessary or symptomatic alarms, and pinpoint the specific component, such as the individual port or circuit, that is responsible for an issue.

**Proactive change management:** With CA Spectrum, you can minimize costly downtime and troubleshooting effort that results from ineffective change management. Through its integration of fault management and network configuration management, CA Spectrum correlates outages to configuration changes, and provides detailed configuration audit trails for any network device. The solution also offers capabilities for managing change in your organization, including change scheduling and automation, approval controls and detailed change reporting. CA Spectrum enables your organization to establish reference configurations for sets of devices, track deviations from those configurations and even generate alarms when specific deviations occur.

**Sophisticated reporting delivers powerful insights:** CA Spectrum enables your organization to harness maximum insights from the monitoring data being captured, featuring pre-packaged root cause analytics, configurable alerts, intuitive dashboards and powerful troubleshooting tools. CA Spectrum enables drag-and-drop report authoring, flexible data gathering, custom formatting, ad hoc data exploration and analysis and easy content sharing.

**Comprehensive infrastructure support:** CA Spectrum offers pre-packaged support for a broad range of technologies and services:

- Virtualized environments, including IBM logical partitions (LPARS), Microsoft Hyper-V, Sun Solaris Zones and VMware
- Cisco Unified Computing System (UCS) environments, including chassis, blades and fabric interconnect switches
- Active Directory and Exchange Server, helping deliver the visibility required to improve the user experience
- Cloud environments, including the Huawei SingleCLOUD platform
- Clusters, such as Microsoft Clusters and IBM PowerHA (formerly HACMP)

**Flexible monitoring extensibility:** To provide your organization with maximum flexibility in adapting the solution to your

specific environments and objectives, CA Spectrum offers these capabilities:

- RESTful Web services APIs that enable customers and partners to do their own integrations and execute complex, custom workflows.
- A southbound gateway (SBGW) capability that allows end users to push events or alarms from any other device into CA Spectrum, so the solution can be used to do root cause analysis and management of the issue.
- A self-certification toolkit that enables support of new offerings as vendors bring them to market.

**Robust network modeling, monitoring and management:** CA Spectrum provides robust coverage and insights into networks, including layer 3 traffic and routes. CA Spectrum enables administrators to understand the actual path that data traverses between endpoints, providing key insights into sub-optimal or misconfigured layer 3 routes.

## Related Products/Solutions

CA Spectrum is tightly integrated with these solutions:

- CA Application Performance Management
- CA Nimsoft Monitor
- CA Performance Center
- CA Service Desk
- CA Service Operations Insight

For more information, please visit [ca.com/root-cause-analysis](http://ca.com/root-cause-analysis)

### Agility Made Possible: The CA Technologies Advantage

CA Technologies (NASDAQ: CA) provides IT management solutions that help customers manage and secure complex IT environments to support agile business services. Organizations leverage CA Technologies software and SaaS solutions to accelerate innovation, transform infrastructure and secure data and identities, from the data center to the cloud. CA Technologies is committed to ensuring our customers achieve their desired outcomes and expected business value through the use of our technology. To learn more about our customer success programs, visit [ca.com/customer-success](http://ca.com/customer-success). For more information about CA Technologies go to [ca.com](http://ca.com).