CA Unified Infrastructure Management

At a Glance

CA Unified Infrastructure Management (CA UIM) equips enterprise IT organizations and service providers with capabilities for dramatically improving service quality and reducing the costs of IT service delivery. With the solution's unified visibility, your organization can more proactively optimize service levels by preempting issues and minimizing outage duration. The solution helps you optimize operational efficiency—eliminating the complexity, cost and hassle of having to use and integrate multiple, disparate point monitoring tools. By streamlining monitoring administration, CA UIM helps teams better respond to expanding and evolving demands, support more agile development approaches and get new applications to market faster.

Key Benefits/Results

- **Speed issue resolution**. Provides insight into service quality and performance, so administrators can more proactively optimize the end-user experience.

- **Reduce cost and complexity**. Eliminates the expense and effort associated with maintaining multiple platforms.

- **Speed application innovation**. Enables IT teams to more effectively support agile operations and DevOps initiatives.

- **Adapt to evolving requirements**. Supports more than 140 technologies and systems—and more technologies are added often.

Key Features

- **Unified views and dashboards**. Delivers unified, out-of-the-box dashboards and custom views that deliver visibility into all the IT systems, networks and services that matter to the organization.

- **Predictive analytics**. Helps proactively identify issues before users' experience suffers.

- **Business metric monitoring**. Enables aggregation of IT and non-IT data sources to provide holistic views of critical business services that affect the customer experience.

- **Multi–tenancy support**. Multi-tenant architecture allows you to efficiently scale and personalize service offerings for any number of clients.

Business Challenges

In today's enterprise IT and service provider organizations, multiple complex point monitoring tools have been implemented, with different tools being used by different groups, and myriad tools being used for distinct technologies and environments. This fragmented approach creates a number of significant challenges for organizations:

- **Response is slow**. With so many point monitoring tools in place, various teams spend too much time jumping from tool to tool and screen to screen trying to figure out the location of the problem that's degrading overall service quality.

- **Teams are stuck in reactive mode**. Administrators are relegated to never-ending cycles of responding to issues and scrambling to address them. As a result, staff can't be proactive in solving issues and more strategic efforts can't be undertaken.

- **Application deployment is delayed**. The complexity of configuring, integrating and maintaining multiple tools represents an increasingly substantial inhibitor to the IT team's ability to speed application innovation.

The result? Service levels, user productivity, customer satisfaction and staff morale all suffer.

Solution Overview

Now, your organization can stop battling all the challenges of relying on disjointed or complex tools. With CA UIM, you can start leveraging a solution that delivers the end-to-end visibility needed to proactively optimize service levels and support agile operations.

CA UIM enables you to proactively manage the performance of physical and virtual servers, applications, networks, storage devices, databases, end-user services, and cloud and big data environments—all through a single view and architecture. With this visibility, your organization can not only speed mean time to resolution, but start more proactively managing service levels and preempting issues before they have any impact on the end-user experience.

By leveraging a single, unified solution that offers complete infrastructure coverage, your organization can stop having to rely on dozens of disjointed point tools. Consequently, your organization can streamline administration and more quickly and effectively support the delivery of new services, applications and technologies.

Critical Differentiators

Unified, Message Bus-Based Architecture

CA UIM is built on an efficient, highly scalable message bus architecture. The CA UIM architecture:
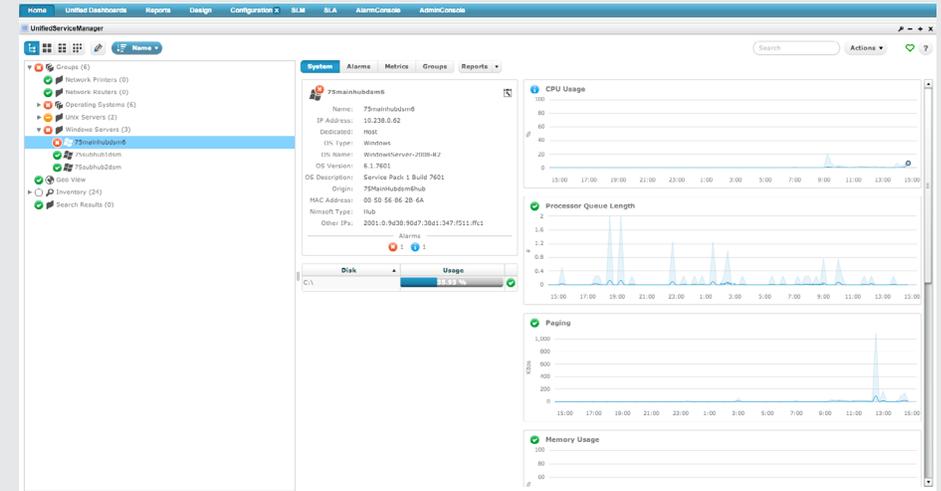
- **Offers extensibility**. With this architecture, adding or removing specific monitored elements does not have any impact on the existing environment.

- **Fosters application simplicity**. The message bus architecture reduces application complexity. Each application instance needs to support only one connection to the message bus; no other connections need to be supported.

- **Delivers flexibility**. The solution makes it easy to change configurations and routing parameters.

- **Enables scalability**. CA UIM can handle multiple requests in parallel, enabling the platform to go from supporting 100 to more than 100,000 devices.

Comprehensive Infrastructure Coverage

CA UIM represents a single, unified solution and architecture for monitoring and controlling all elements across a heterogeneous IT environment, including physical and virtual servers, networks, storage, databases, applications, user experience, public and private clouds, power and cooling infrastructure and more. Some of the technologies supported include Amazon Web Services, Apache Hadoop, Cisco UCS and network devices, NetFlow, Citrix XenApp, XenServer and XenDesktop,

Dynamic thresholds provide you with advanced flexibility to further define how and when to alert on performance metric values.

Linux® servers, Microsoft Azure, Microsoft SQL Server, Microsoft Windows® servers, Oracle databases, Salesforce.com and VMware.

Intuitive, Actionable Visibility

CA UIM enables organizations to maximize the value of the solution's end–to–end visibility, offering advanced, customizable portals, dashboards, alarms and reports. Further, the solution leverages unified workflows that help you quickly pinpoint and resolve issues.

Fast Deployment and Administration

CA UIM is easy to deploy, manage, maintain, scale and adapt. The solution features out-of-the-box monitoring templates that help reduce setup and administration time. In addition, CA UIM delivers features like automatic deployment and discovery.

Tangible Benefits

After implementing CA UIM, customers have reported:

- Up to 40 percent improved MTTR[1]

- Up to 60 percent reduced time spent in IT monitoring[2]

- Up to 50 percent improved staff productivity[3]

Related Solutions

- **CA Application Performance Management**. Helps identify and resolve performance issues across physical, virtual, cloud and mobile applications.

- **CA Cloud Service Management**. Delivers essential capabilities for optimizing service delivery—while eliminating the coding, complexity and cost associated with legacy service desk platforms.

For more information, please visit ca.com/uim

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1. **http://www.techvalidate.com/tvid/26C-E3E-A5E**
2. **http://www.ca.com/us/collateral/success-stories/na/trizetto-reduces-resolution-times-by-76-percent-and-prevents-18-outages-with-ca-technologies.aspx**
3. **http://www.techvalidate.com/tvid/7B7-67D-354**