

SOLUTION BRIEF

Flexibility and Choices in Infrastructure Management

can IT live up
to business
expectations with
soaring infrastructure
complexity and
challenging resource
constraints?

agility
made possible™





CA Technologies' broad range of infrastructure management capabilities brings choice and flexibility, helping enterprises, Managed Service Providers and Communications Service Providers conquer complexity, optimize resources and efforts across domains, to intelligently manage infrastructure health and performance that's the backbone for delivering business critical services.



executive summary

Challenge

All types of organizations increasingly rely on providing superior customer experience to sustain profitability and growth. Regardless of size, focus or industry, organizations are faced with varying levels of resource limitations, operational complexity and unpredictable market forces, making it more challenging than ever for IT to deliver services that meet business expectations.

Lacking a unified and relevant set of capabilities to manage the health, performance and risks of critical IT infrastructure—the backbone of revenue and brand impacting business services—IT is at risk of widening the gap between business expectations and IT's contribution to business results.

Opportunity

CA Technologies understands that the requirements for delivering exceptional customer experience can vary significantly between different organizations, for that matter, between lines of business within a single organization. CA Technologies broad range of IT infrastructure management capabilities bring choice and flexibility to how organizations take on complex systems of applications, networks, storage, virtual and physical servers to create and maintain the ideal environment for cost-effectively delivering superior customer experience on-premise or on-demand.

Benefits

Our solutions help enterprises, Managed Service Providers and Communications Service Providers balance between needs and resource constraints, leveraging the most relevant set of capabilities to deliver superior customer experience. Actionable intelligence derived from sophisticated analytics and a unified approach to infrastructure management let organizations conquer complexities brought on by the convergence of technologies cost-effectively and confidently invest in today's needs without the risk of your investments becoming tomorrow's technology sprawl.

Section 1: Challenge

Complexity magnified

Cloud, virtualization and mobile technology have changed the way users expect to consume IT-related services, and how IT is expected to provide them. New technology, converged communication, converged infrastructure components, soaring user expectations and rapid growth across all dimensions—are all combining to drive unprecedented IT management complexity.

Teams struggle to ensure an optimal user experience that meets soaring user expectations, across a myriad of devices. This is particularly difficult as environments become more dynamic, complex, and interdependent and service is sourced both inside and outside of the datacenter. Data coming from disparate tools and sources introduce a host of IT challenges associated with capturing, storing, searching, sharing, analyzing, and visualizing to identify trends and patterns.

Disjointed tools and capabilities

Many organizations are managing multiple tool sets that generate an overload of raw data that must be manually interpreted and correlated. Using disparate tools to manage performance not only hinders collaboration, it can cause additional performance and availability problems, consuming more cycles than the tools are intended to save. Tool fragmentation across networks, physical and virtual systems and their disparate data sources further complicates the already difficult task of triage and proactive problem remediation.

Without a unified view and sophisticated capabilities that correlate multiple sources of data so IT can “make sense” of the state and behavior of the infrastructure they manage, teams spend more time and resources managing and integrating their “management” tools instead of tending to efforts that impact business results. This can further contribute to the perception that IT is busy focusing on “keeping the lights on” tasks instead of strategic initiatives.

Constrained resources and skills gap

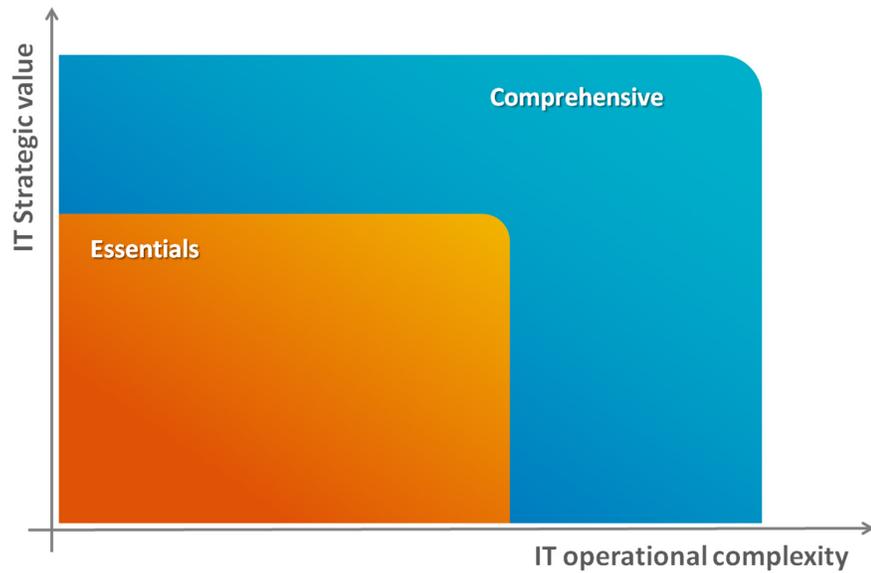
It can be extremely difficult to successfully manage converged, complex IT environments with disparate tools that require specific skills and have limited awareness of other system dependencies and interactions. Excessive time and skills are consumed by a myriad of manual, repetitive diagnostic and remediation tasks. A simple failure can generate hundreds of alerts, or worse, failures go undetected until users report a problem, destroying customer experience and forcing IT staff into reactive mode.

Section 2: Opportunity

Successfully balance needs with resource constraints

While the desire to provide exceptional end-user experience is universal, the approach for achieving this can vary significantly between IT organizations. CA Technologies helps match enterprises, MSPs and CSPs with infrastructure management solutions that provide the level of scalability, flexibility and functionality appropriate for their infrastructure, staff expertise, service level expectations and budgets.

Figure A.
Infrastructure
Management
Capabilities
Continuum



Some IT organizations want management tools which provide the same level of simplicity found in SaaS applications while providing the essential IT management functionality required to ensure service levels across a broad array of public, private and outsourced infrastructure.

While all organizations appreciate simplicity, some are willing to put in the extra effort required to allow for greater levels of customization based on their unique business drivers. The ability for them to comprehensively manage their IT, learn its expected behavior and analyze information based on deep infrastructure monitoring allows them to optimize performance of their critical services.

The CA Technologies range of infrastructure management capabilities helps organizations balance between needs and resource constraints. Organizations can take a modular approach to infrastructure management to accommodate growth and complexity by adding only what's needed when it's needed, while continuing to draw value from pre-existing investments.

Section 3: Benefits

Conquer complexity to deliver exceptional customer experience

Infrastructure Management solutions from CA Technologies help IT understand the complex relationships and interdependencies between physical and virtual servers, applications, storage and network resources—as well as the implications to customer experience. Whether your organization is managing voice, video, data or all of the above, our converged approach to infrastructure management takes on the heavy lifting by translating data across multiple domains into actionable insight. Overburdened IT teams can easily access information that has been filtered, correlated and visually presented to help them quickly focus on what’s critical and take appropriate action.

Speed proactive triage and remediation with actionable intelligence

Our solutions streamline performance, fault and flow management across diverse systems, networks and applications, quickly translating huge volumes of disparate data into converged views of actionable insight to improve service quality, predictability and efficiency so IT can deliver superior, differentiated customer experience with less effort and reduced costs.

Rather than managing the process of extracting and gathering data from different tools, IT teams can spend more time proactively managing the health and performance of the environment, improve root-cause analysis with visual correlation using graphical, web-based user interface and reduce Mean Time to Resolution (MTTR) with guided workflows.

Move beyond “keeping the lights on”

To deliver differentiated services that sustain profitability and growth, enterprise IT and service providers must move beyond “keeping the lights on” tactics and focus on strategic initiatives by:

- Improving revenue opportunities with flexible deployment and service delivery options
- Advancing cloud initiatives by help guide safe migration of critical applications to virtual hosts
- Unburdening highly skilled staff

Reduce technology investment risks

Our open approach to integration and broad platform support, lets customers feel confident that their investment in today’s management needs won’t become tomorrow’s technology sprawl. Easily integrate with other CA Technologies or third-party products, add new or specialized equipment to your environment and begin monitoring exactly the metrics you need. Extend management to non-standard and proprietary systems with broad support for multiple network and systems vendors, operating systems and protocols.

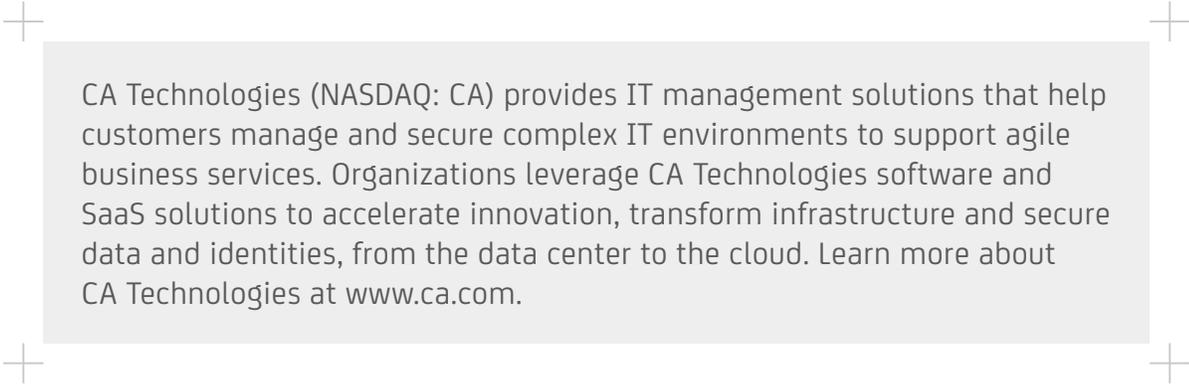
Section 4:

The CA Technologies advantage

Infrastructure Management solutions from CA Technologies are designed for enterprises, MSPs and CSPs to streamline performance, fault and flow management across diverse systems, networks and applications, quickly translating huge volumes of disparate data into actionable insight to improve service quality, predictability and efficiency.

Our enterprise assurance management tools link end-user experience, transactions, and applications with their underlying systems and network infrastructure. Doing so makes it possible for you to understand the performance, risk, and quality of services across your physical, virtual and cloud environments. Our software provides complete visibility from a service orientation, so you can prioritize actions based on business impact and SLA compliance. Plus, you can be better equipped to adapt to infrastructure growth and change, without impacting service delivery.

CA Service Assurance and CA Infrastructure Management solutions are supported by CA Services, the largest consulting group—with 1,400 certified consultants and architects located in 25 countries—focused on CA Technologies in the world. The collective experience of CA Services earned from more than 35 years of work on thousands of successful CA Technologies projects is unmatched. No other organization has seen CA Technologies solutions in action in more environments than CA Services. The group has one objective: to properly assess the current situation and assist in moving forward as quickly and effectively as possible.

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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. Learn more about CA Technologies at www.ca.com.