

CA Wily Announces APM Enhancements Focusing on SOA and Web Services Deployments

Abstract

In October, 2008, CA announced multiple enhancements to its Wily Application Management (APM) solution, part of CA's Enterprise IT Management (EITM) strategy. EITM focuses on simplifying the process of managing enterprise IT, and includes products that address IT Service Management (ITSM), application lifecycle management, and application management, among other capabilities.

The announcements center on enhancements to CA Wily Introscope and Customer Experience Manager (CEM), key products underlying the APM solution. Featured enhancements include better product integration, improved support for .NET, and full support for IP v6. CA Wily also announced simplified pricing and product bundles, and customers now receive Introscope PowerPacks, extensions, and add-ons as part of the Introscope offering.

New and Enhanced Solutions

On October 7, 2008, the Wily division of CA announced ten new and enhanced Enterprise IT Management and governance solutions. Announcements in the application management space focused on a new release of CA Wily's Application Performance Management solution. Building on CA Wily Introscope (r8) and CA Wily Customer Experience Manager (CEM r4.2), APM offers a unified, integrated view of the information collected by both products.

The enhancements support clustering, IP v6 compliance, and parity between Java and .NET support. APM has been optimized to manage the performance of high-throughput online customer transactions and the announcements also introduce a simplified licensing model.

APM, Introscope, and CEM are squarely focused on monitoring and analyzing the end-user experience. CA has made significant inroads in seamlessly integrating these solutions, yielding visibility to Web Services transactions at multiple levels. The result is a product capable of tracking Service Level Agreements (SLAs) from the user through the transaction and down to infrastructure. These capabilities, which include mainframe support, position CA among the leaders in the management of SOA and composite applications.

APM, Introscope, and CEM are squarely focused on monitoring and analyzing the end-user experience. CA has made significant inroads in seamlessly integrating these solutions, yielding visibility to Web Services transactions at multiple levels.

Background for this Announcement

SOA and Web Services deployments have become mainstream over the past two years, with approximately 50% of companies now reporting deployment of one or both. Not coincidentally, during that same timeframe IT organizations have lost ground in their ability to proactively manage the enterprise. Research conducted in June, 2008 found that the percentage of application problems reported by users as opposed to being detected by IT has risen, and comparison with earlier research shows a percentage increase of 10% in two years. EMA believes there is a direct link between the growth of SOA, Web Services and virtualization, and these statistics.

SOA and Web Services focus on integrating application components that may run on different platforms, at different locations, and even within different companies. Managing application integration has always been complex, and the inherent characteristics of the SOA architecture, such as loose-coupling and heterogeneous technology, significantly add to this complexity. Virtualization also adds challenges, by providing a way to share resources among applications that, in the past, would typically be deployed on dedicated infrastructure. Both SOA and virtualization generate considerable performance risks, particularly risks relating to overuse of shared resources. In addition, application problems are more difficult to detect because the management techniques and processes used to manage the simpler applications of the past do not adapt well to today's more complex business services.

That being said, both SOA and virtualization are driving significant business value for adopters of these technologies. While the potential upside is considerable, however, so is the risk. An ever-greater number of SOA deployments support high transaction volumes and, at the same time, drive significant revenue. The combination of scale, business criticality, and requirements for high performance generates significant risk because performance and availability problems directly impact customers and revenues. This combination of factors is driving IT to find better ways to manage these complex, and often massively distributed, services.

SOA is a “different animal” from traditional software systems, even the “tiered” and Web applications that have proliferated over the past ten years. In adapting to these changes, the Wily line is CA’s “ace in the hole.”

Although many of the big name vendors are scrambling to add features and products that support this evolution, many have not been notably successful in doing so. SOA is a “different animal” from traditional software systems, even the “tiered” and Web applications that have proliferated over the past ten years. In adapting to these changes, the Wily line is CA’s “ace in the hole.”

The Wily solutions are known for quality as well as for depth of insight into applications and supporting infrastructure. Wily’s combination of transaction awareness (via CEM) and Web application management capabilities (via Introscope) is an advantage that puts CA among the front runners in the SOA/Web Services management pack. Leveraging Introscope and CEM, CA Wily APM is positioned to build and maintain perspective to the true (“as is”, not “should be”) state of today’s complex transactions.

Company and Product Analysis

Since acquiring Wily in 2006, CA has continued to invest in what has proven to be a valuable solution set. The focus has been on enhancing the Wily line and integrating it with the overall CA portfolio. While doing so, CA has impressed observers with its focus on strengthening its IT Service Management (ITSM) view of the enterprise, and this painstaking approach is paying off. In conversations with end-users and other vendors, CA Wily is often the “bar” that sets the standard for measuring capabilities of competing products.

CA has “closed the loop” in opening up both CEM and Introscope to post events to other products within a company’s overall solution portfolio – for example, CA’s own Spectrum and Service Desk solutions. Tight integration provides a “single pane of glass”

view of business services in context to both users and underlying technology, along with the capability to automate root cause analysis and remedial action.

APM leverages CEM's deep transaction insight to "define" transactions by watching execution and message exchanges. This is a differentiating capability, especially when combined with the fact that these definitions can then be loaded into CA's CMDB (Configuration Management Database). This automates the processes of identifying transactions, tracing execution to supporting infrastructure, and defining relationships between the transaction and other software and infrastructure elements. This brings the original vision and purpose behind the CMDB to fruition while optimizing the ITSM function.

Part of the significance of these announcements is that both Java and .NET are now seamlessly integrated into the overall solution, and capabilities are the same regardless of which code base underlies the application.

Introscope "sees" applications at the code level, and understands connections to the mainframe, back-end components, and similar resources. Part of the significance of these announcements is that both Java and .NET are now seamlessly integrated into the overall solution, and capabilities are the same regardless of which code base underlies the application. .NET support has been extended to CEM as well, with the result that APM now has full access to applications built over both platforms.

Key Announcements and their Ramifications

- *CA is building visibility from the SLA through the user experience and on to the actual process or transaction.* A recent informal EMA poll showed that 25% of those polled were measuring SLA compliance via either a "ballpark estimate" or by manual computation, and this is not uncommon. Many of the remaining respondents were not measuring SLAs at all. With support costs rising and new demands for better IT-business alignment, a disciplined, automated approach to monitoring and managing business services in context to SLAs becomes more critical.
- *Prestigious partnerships:* SAP AG is OEM'ing CA Introscope as a diagnostic tool for monitoring NetWeaver.
- *Continuing growth:* Since CA's acquisition of Wily, business has been doubling year over year. Wily recently surpassed 1,000 customers.
- *Mainframe visibility:* Focal interviews conducted as a part of recent research reveal that, for some of CA's competitors, lack of visibility to mainframe-based SOA components is an enormous "black hole." Lacking visibility to mainframe performance, IT specialists report that they are blind to the overall transaction. CA's decision to include the mainframe in building out "end-to-end" capabilities is an added benefit for many potential customers.
- *New Introscope 8.0 (GA October 1, 2008) features include:*
 - Increased scalability
 - JBoss and 64 bit support
 - Faster deployment
 - Unified Java and .NET

- *New CEM 4.2 (GA August 22, 2008) features include:*
 - Enhanced integration with Introscope for .NET
 - IP v6 support
 - FIPS compliance
- *Standardized on CPU-based pricing*
- *Simplified licensing based on three key offerings*
 - Introscope (including EITM integrations, PowerPacks)
 - CEM
 - APM (integrated, bundled Introscope and CEM)

EMA Perspective

With these announcements, CA underlines its continuing commitment to investing in and enhancing the Wily line, as well as to supporting today's complex composite transactions. The combination of CEM's transaction observation capabilities and Introscope's insight into Web-based transactions ideally positions Wily for SOA and Web Services management.

CA is still overcoming a history of acquiring for revenue rather than for integration into the product portfolio. However, in terms of CA's approach to application management, EMA sees CA as gaining significant ground over the past two years. Largely because of the Wily acquisition, CA has good visibility to application flows and message traffic, visibility necessary to manage today's complex application deployments.

With a well-regarded CMDB and continued investments in a platform-based, modular approach to product integration, CA is positioning to continue its growth in the application management space. These investments are already paying off as the Wily customer base continues to grow. They will likely drive additional value as IT organizations become aware of CA's new pricing model, which puts APM within reach of multiple market sectors from the mid-market through enterprise-sized companies.

Managing composite services is challenging. For IT organizations finding this out firsthand, APM will likely prove to be a bright-spot on the product horizon.

With a well-regarded CMDB and continued investments in a platform-based, modular approach to product integration, CA is positioning to continue its growth in the application management space.
