

Increase the Return on Your Investment in CA Application Performance Management with CA Services

A PROACTIVE, EFFECTIVE APPROACH TO PERFORMANCE MANAGEMENT IS ESSENTIAL TO THE SUCCESS OF YOUR VITAL WEB APPLICATIONS. CA WILY PROFESSIONAL, EDUCATION AND SUPPORT SERVICES COMBINE TO SPEED YOUR TIME-TO-VALUE AND HELP BUILD YOUR TEAM'S CA APPLICATION PERFORMANCE MANAGEMENT (CA APM) KNOWLEDGE AND EXPERTISE. WE HELP YOU APPLY BEST PRACTICES, PLAN AND DEPLOY AN APPROPRIATE SOLUTION AND QUICKLY RESOLVE CRITICAL PERFORMANCE ISSUES. THE ADDITION OF EDUCATION AND SUPPORT CAN HELP YOU MAXIMIZE BUSINESS RESULTS AND RETURN ON INVESTMENT (ROI).

Overview

As part of each CA solution, CA Services provides you with unmatched expertise in CA technology, certification in major IT domains, a lifecycle approach to training, and tailored, flexible support. Services from CA's Wily Technology Division help you to assess your application performance management needs, design and implement the best solutions to address those needs, and optimize software.

Benefits

Taking an integrated and holistic approach to services, including professional services, education, and support, helps you to get the most from any enterprise-wide business solution. CA APM services can help you to:

- Improve time-to-value
- Develop best-practices knowledge and expertise
- Reduce project risk
- Lower total cost of ownership
- Improve uptime and performance

The CA Advantage

CA Wily's application performance management specialists provide you with unparalleled knowledge from real-world projects and proven processes and lifecycle approaches to deployment, education and support. CA Wily's Professional, Education and Support Services are aligned with CA's Enterprise IT Management (EITM) vision which is to unify and simplify IT management across the enterprise for better business results.

Take a Lifecycle Approach to CA APM

Web applications play an increasingly important role in providing essential services to your customers, partners and employees. When deployment of critical web applications is delayed or production applications do not perform as expected, the risks to your business escalate dramatically.

To minimize this risk and stay competitive, many forward-thinking organizations are adopting a proactive approach by using the CA APM solution. This helps IT staff to quickly and accurately find and fix performance issues before application failures affect customers and threaten revenue streams. CA Wily Professional Services offers application management expertise to assist you to implement the most optimal technology solutions, improve your application performance, and acquire the needed best practices.

Best Practices Help Maximize the Value of Your CA APM Solution

With CA Wily APM best practices, you have the tools and consulting support you need to reduce errors, streamline procedures, integrate processes and raise your team's application management skills to the next level. The result is a proven strategy to help you realize the full benefits of your CA APM solution, with faster time-to-value, reduced risk and improved ROI.

The Application Performance Management Maturity Model (APM MM) is used to create a detailed plan for implementing web application management best practices that enables you to continuously improve application performance, systematically increase visibility into application execution and detect problems with greater speed and accuracy. (See Figure A.)

The APM MM is modeled after Capability Maturity Model Integration (CMMI), a set of guidelines that many organizations use to improve processes across a project, a division or an entire organization. CMMI helps integrate traditionally separate organizational functions, sets process improvement goals and priorities, offers guidance for quality processes and provides a point of reference for appraising current processes. There are five levels of maturity in the CMMI approach — the higher the CMMI level an organization obtains, the more capable it is of establishing and implementing effective processes.

Our APM MM offers a detailed roadmap on how to improve the value of your application performance management solution — covering processes and best practices in addition to products. By taking advantage of APM MM, your IT team acquires the skills and knowledge necessary to create and deploy effective management processes and best practices. At every phase of APM MM, you achieve a more sophisticated implementation that builds on the foundations of earlier APM MM levels, resulting in the practical evolution of your team's capabilities.

The APM MM also describes what application performance management product features should be implemented in light of your business, technical and financial requirements. It helps to maximize your investments and achieve a good foundation to acquire improved capabilities in the future. This approach helps you achieve a higher state of effectiveness quickly and reliably, and realize predictable ROI and business results.

FIGURE A

Using the APM Maturity Model, CA Services can help you plan your implementation and adoption project to advance staff skills and operational objectives while providing a consistent and predictable return on your CA Wily APM investment.

CA WILY APPLICATION PERFORMANCE MANAGEMENT MATURITY MODEL



With the APM MM, CA Wily Professional Services can help you determine your current level of application performance management process capability. Then, we identify the gaps between your current capabilities and your performance management vision and deliver an actionable plan for improvement.

CA WILY APPLICATION PERFORMANCE MANAGEMENT MATURITY ANALYSIS identifies the applications in need of improved management and optimizes the return on your Web application management investment. Based on APM MM, the service will provide you with a clear picture of your organization’s APM capabilities, prioritize management needs on your mission critical applications and assist you to improve your APM capabilities by delivering a customized roadmap to fill your management gaps.

A Fast Track to Application Performance Management Deployment

CA Wily Professional Services can help you at every step of the deployment process — from the collection of architecture and business requirements information to installation of CA APM products, and then to the final knowledge transfer and presentation of project findings. Deployment services are available for both CA Wily Introscope® and CA Wily Customer Experience Manager (CEM) solutions. All CA Wily services can be easily customized to fit your IT and business needs.

CA WILY INTROSPECTIVE® RAPID IMPLEMENTATION provides a short consulting engagement that accelerates the basic deployment of CA Wily Introscope products. CA consultants use proven processes to help ensure that monitoring is configured appropriately for your organization to provide the best return on your investment in the shortest time.

CA WILY INTROSCOPE® SOLUTION IMPLEMENTATION offers a highly customizable engagement that not only helps with CA Wily Introscope installation, but also integrates and extends your deployment by analyzing your applications to create appropriate alerts and thresholds.

CA WILY CUSTOMER EXPERIENCE MANAGER RAPID IMPLEMENTATION provides a worry-free approach to achieving the expected returns on your CA Wily CEM investment. At the end of the short engagement, you will have valuable insight into your internal and external customers' interaction with your critical application.

CA WILY CUSTOMER EXPERIENCE MANAGER SOLUTION IMPLEMENTATION provides the product expertise and sophisticated project experience necessary to deploy CA Wily CEM for you and achieve your return on investment goals while meeting specific business requirements — no matter how complex the application or supporting environment.

Tackling and Resolving Tough Performance Problems

CA Wily Professional Services can help ensure performance with careful analysis, in-depth auditing and fast, effective response to critical situations. Working closely with CA Wily Professional Services consultants, you can address performance issues quickly and effectively, establish current application performance levels, successfully interpret your performance data and better understand what factors are impacting performance. Whether you have licensed and installed a CA product or not, CA APM consultants can help you develop the actionable information needed to identify and understand problem areas and take appropriate action.

CA WILY CRITSIT RESPONSE provides access to CA APM experts to help you rapidly respond to critical web application incidents, allowing you to quickly determine the nature of the problem, share data with all stakeholders and communicate with the right system administrators to resolve it.

Capitalize on the Value of Your CA APM Solution with CA Education

Once you've planned, designed and implemented your CA APM solution, you'll want to be certain that your organization is prepared to take the greatest advantage of the investment. Training your staff to monitor, improve and manage mission-critical web applications is an essential part of ensuring that your development projects are successfully implemented and supported.

Courses from CA Wily Technology Education Services are specifically designed to transfer our management expertise directly to your staff, helping your organization to become best-in-class in performance and availability management. With a well-trained staff, your organization can minimize application downtime and maximize your IT department's resources. CA Wily Technology Education Services is committed to providing IT professionals with the knowledge and skills necessary to become world-class managers of enterprise web applications.

Enhance Business Enablement and Maximize Uptime with CA Support

From purchase to implementation and beyond, the CA Wily Technical Support team is dedicated to helping you keep your applications up and running. We offer three different levels of support to meet our customer's unique needs. Working hand-in-hand with your staff, we can provide the right level of support to help your CA APM solution work with efficiency and effectiveness.

Benefits

An integrated approach that includes professional services, education and support provides you the best opportunity to improve the effectiveness of your CA APM solution. CA Services can help you to:

IMPROVE TIME-TO-VALUE with services that speed deployment, help optimize use and improve staff training.

DEVELOP DEEP, BROAD BEST-PRACTICES KNOWLEDGE AND EXPERTISE by working side-by-side with CA Services consultants during all phases of your CA APM solution deployment to leverage their intellectual capital and real-world experience.

REDUCE PROJECT RISK by expediting decision making and eliminating potential missteps that can cause delay to critical projects.

LOWER THE TOTAL COST OF OWNERSHIP for web applications by optimizing your use of resources available to manage and improve your application's performance and through faster development of internal skills and processes.

IMPROVE UPTIME AND PERFORMANCE of your CA APM solution as a result of properly trained staff and appropriate levels of support across the enterprise and around the world.

The CA Advantage

CA Services provides comprehensive, powerful and cost-effective services to contribute to the effectiveness and success of your CA APM solution.

EXPERIENCE CA Wily consultants carry an average of 16 years experience working in complex, enterprise IT environments. Combining this with in-depth knowledge of the CA APM solution suite helps you gain the most value in the shortest possible time frame.

PROVEN PROCESSES Our proven, lifecycle approach was developed based on the experience gained from hundreds of successful engagements in complex enterprise environments.

EXPERTISE CA Wily Professional Service provides you with dedicated professionals worldwide, with deep expertise in design and deployment of the CA APM solution. The team has in-depth knowledge in a wide range of enabling technologies, such as Java, J2EE, application servers and Microsoft .NET, plus experience with enterprise applications including SAP and Siebel.

MEASURABLE RESULTS CA Wily Education offers all levels of training around industry best practices and specific solutions, as well as certification. We help assess your training needs and develop a plan to address those needs to gain the most from your software investments.

Part of an Enterprise-wide Vision

The CA Services team and our global systems integrators work together to achieve a common vision called Enterprise Information Technology Management, or EITM. Our EITM vision calls for unifying and simplifying IT management across the enterprise for improved business results.

By adhering to the EITM vision, your CA Services team can help you plan and build out software and services for your CA APM solution while taking into consideration its relationship to other elements of your overall IT management system.

Next Steps

CA Wily Professional, Education and Support Services combine to speed your time-to-value and help build your team's CA Application Performance Management (CA APM) knowledge and expertise. We help you apply best practices, plan and deploy an appropriate solution and quickly resolve critical performance issues. The addition of education and support can help you maximize business results and return on investment.

To learn more about how CA Services can help you to assess your IT needs, plan your IT investments, and make sure your organization has the right training to get the most from your CA software investments, visit ca.com.