

CA Unified Infrastructure Management for Amazon Web Services



At a Glance

CA Unified Infrastructure Management (CA UIM) for Amazon Web Services (AWS) enables your IT teams to proactively monitor and manage service levels of your AWS implementations. The solution provides detailed quality-of-service metrics, comprehensive usage metering, service-centric insights and sophisticated alarms. With these capabilities, CA UIM delivers the insights you need to meet SLAs, boost uptime and control costs and usage. With the solution, staff can use one platform to monitor AWS environments and a wide range of other cloud-based and on-premises systems, so internal teams don't have to learn and manage multiple monitoring tools.

Key Benefits/Results

- **Faster issue resolution.** Gain deep, actionable insights into AWS systems and the services running on them, so your staff can spot and address issues faster.
- **Reduce cost and complexity.** Use a single, unified solution for all your cloud and on-premises infrastructure—so you can avoid having to deploy and support multiple monitoring tools.
- **Optimize utilization.** Get actionable insights on AWS infrastructure utilization, so you can do more effective capacity and budget planning.

Key Features

- **Comprehensive coverage.** Get performance and billing metrics on key AWS services and traditional IT infrastructure.
- **Flexible dashboards.** Leverage pre-packaged dashboards to gain immediate, actionable insights, and create custom HTML dashboards for specific users.
- **Predictive, intelligent alarms.** Identify issues and respond quickly and effectively, before the user experience suffers.
- **SLA and trend reports.** Track applications and service performance against SLAs and analyze historical data to better plan for future capacity.
- **Open, flexible architecture and APIs.** Deploy, extend and automate monitoring, so you can address the demands of today's hybrid, highly dynamic environments.

Business Challenges

Organizations of virtually every type and size are adopting cloud computing as part of their services delivery infrastructure, and a majority of them use Amazon Web Services (AWS) as their trusted cloud vendor. When organizations leverage AWS offerings, these services need to be monitored and managed like other business services, using proven IT procedures.

IT teams need visibility into their key AWS services as well as the applications, processes and services running on them. They require actionable insights into current and historic utilization so they can better plan for future capacity demands. IT teams also need to be able to gain an end-to-end view of their entire infrastructure and track the end user experience holistically and efficiently. Today, that means monitoring not only AWS, but other cloud-based and on-premises infrastructures.

Solution Overview

With CA UIM for AWS, your organization can gain the insights needed to proactively monitor AWS performance, optimize service levels and improve utilization. In addition, the solution offers the comprehensive coverage and granular insights that help your staff ensure smooth migrations when moving from on-premises implementations to cloud environments. The solution tracks key AWS services, offering insights into availability, performance, SLAs and the user experience. By providing deep insights into the applications and processes running in AWS environments, CA UIM can help your team rapidly find performance bottlenecks and better ensure reliability.

The solution offers intelligent alerts and predictive analytics that IT teams need to quickly identify and resolve issues. CA UIM also provides trend reports and analytics that provide actionable insights into capacity utilization, which is instrumental for effective planning and root cause analysis. With the solution's pre-packaged monitoring templates and bulk configuration capabilities, your IT staff can rapidly configure and deploy monitoring in highly elastic AWS environments.

CA UIM offers comprehensive coverage, enabling organizations to proactively manage performance of more than 140 systems and services—including AWS, other cloud environments and on-premises IT infrastructure technologies—through a single, unified view and architecture. As a result, it allows customers to monitor their entire IT ecosystem with more efficiency and less upfront effort and resource investments.

Critical Differentiators

Granular coverage of AWS: Through its advanced integration with CloudWatch, CA UIM provides comprehensive insights into AWS services. The solution collects data about the health, availability and performance of key AWS services, such as **EC2, S3, ELB, RDS, AutoScaling, DynamoDB, Route53** and **ECS**.

AWS Tags: CA UIM employs the same user tags that you use to identify your AWS instances. This helps unify and simplify your AWS and CA UIM workflows—and accelerate your team’s ability to identify the root causes of problems.

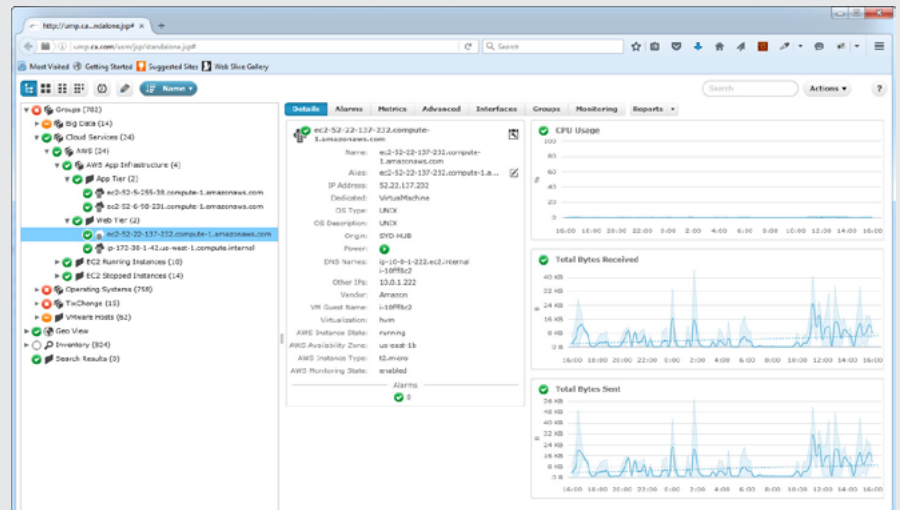
Cost and billing analytics: CA UIM enables managers to keep budget under control, enabling alerts to be established based upon specific budget thresholds.

Rapid, elastic monitoring configuration: CA UIM offers out-of-the-box templates and bulk configuration capabilities that enable IT staff to rapidly deploy monitoring, and to efficiently adapt to changing requirements in dynamic AWS environments.

Out-of-the-box and custom dashboards: CA UIM provides immediate insights into AWS environments, presenting key metrics in an actionable format. Users can also create custom HTML 5 dashboards that address the unique needs of IT and development teams.

Intelligent alarms: CA UIM offers sophisticated alarm functionality that enables fast, effective response when issues arise. The solution offers dynamic thresholds that minimize false alarms and

CA UIM provides comprehensive visibility into AWS infrastructures as well as the services running in these environments.



improve staff productivity. The solution offers granular, automated alarm routing policies and integrates with leading service desk systems.

Robust, predictive analytics: With CA UIM, you can leverage predictive analytics capabilities that help you proactively identify issues, before the user experience suffers. The solution provides a prioritized list of problems that represent situations administrators should watch.

Performance trending: CA UIM allows you to analyze historical AWS data, so you can better predict upcoming problems, perform root cause analysis and plan for future capacity or budgetary needs.

Correlational analysis: With the solution’s correlational analysis, you can identify and track relationships between performance variables and IT infrastructure elements, and spot patterns over time.

SLA management: CA UIM features integrated capabilities for creating reports and alarms pertaining to SLAs of your AWS infrastructure and related services.

Unified, multi-tenant solution: CA UIM supports both traditional data centers and newer virtualization and cloud environments. It provides out-of-the-box support for over 140 technologies, which eliminates the need to integrate and manage multiple monitoring tools.

Open, flexible architecture and APIs: CA UIM allows you to deploy, extend and automate monitoring to meet the needs of today’s highly dynamic hybrid cloud environments.

User experience monitoring: With the solution’s integrated synthetic transaction monitoring capabilities, you can consistently measure end-user response times.

For more information, please visit ca.com/uim

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