

# CA Wily Application Performance Management

The CA Wily Application Performance Management (APM) solution manages the performance and availability of critical Web-based applications. It also manages the service quality of end-user transactions in real-time. These are critical views into your organization that enable you to measure the business value of each user's online experience and proactively identify and prioritize problems, based on business impact. CA Wily APM also provides you with the ability to triage problems across complex application environments before they affect your customers and business.

## Solution Overview

The CA Wily APM solution provides 24x7 monitoring of all business transactions for today's complex and distributed Web application environments. This market-leading solution includes CA Wily Customer Experience Manager (CEM) and CA Wily Introscope®.

CA Wily CEM allows the business and IT to understand and respond to the online experience of each end-user. It monitors individual end-user transactions in real-time, enabling you to measure Service Level Agreements (SLAs), identify and triage problems before customers are affected, manage incidents by business impact and improve service delivery.

CA Wily Introscope monitors complex Java and .NET Web applications in real-time, proactively detects problems before they affect users and enables IT to resolve issues quickly to ensure that business services meet established SLAs. With powerful capabilities for rapid triage, root-causes analysis and historical data reporting, CA Wily Introscope makes it possible to identify and remove bottlenecks. This enables the proactive elimination of unplanned outages, and the ability to manage service levels, optimize resources and lower the management costs of Web applications.

## Delivery Approach

CA Wily Services offers a wealth of professional services to help accelerate time-to-value and increase your team's APM knowledge and expertise. As a result, you can apply best practices, and plan and deploy an effective APM solution quickly to help maximize business results and improve ROI.



## Business Value

More than 1,200 organizations worldwide trust CA Wily APM to monitor and manage their business-critical transactions 24x7. The solution enables them to deliver better online services, protect their revenue streams and improve customer satisfaction. Today, CA Wily manages over five billion customer transactions per day. Organizations that have implemented the CA Wily APM solution also have experienced the following business benefits:

- Reduced downtime allowing more revenue generating transactions
- Improved service quality, reduced costs and optimized IT resources
- Rapid Return on Investment (ROI) and faster time-to-value

## What's New, What's Compelling?

New features in the CA Wily APM solution drive application performance management to new levels, optimizing the solution for today's demanding, high-performance Web environments.

- Custom business dashboards show real-time operations of a Web business and describe how end-user service quality is impacting the health of the bottom line
- New graphics capabilities automatically show dependencies of services within a SOA environment. They display health check information in a real-time dashboard, so Application Support managers can instantly grasp complex environments in a visual manner
- New functionality enables users to monitor transactions for even more application and infrastructure components and provides visibility into:
  - › SOA Middleware platforms
  - › MQ environments
  - › Databases through integration with CA Insight™
  - › Citrix and Oracle Forms through integration with CA eHealth®

## Features and Benefits

CA Wily APM enables your IT team to ensure superior Web application performance with a single comprehensive solution. Key features and benefits include:

- **24x7 business transaction monitoring** to provide real-time transaction visibility of all users with the lowest overhead in the industry
- **End-user experience management** to monitor end-to-end business transactions (end-user to the back-end) to ensure a successful online experience for customers
- **Business-centric custom dashboards** to provide insight into the operations of your business, automate management and prioritize problem resolution for improved service quality and customer experience
- **Proactive incident detection and prioritization by business impact** to identify problems before customers are affected and resolve the most business-critical issues first

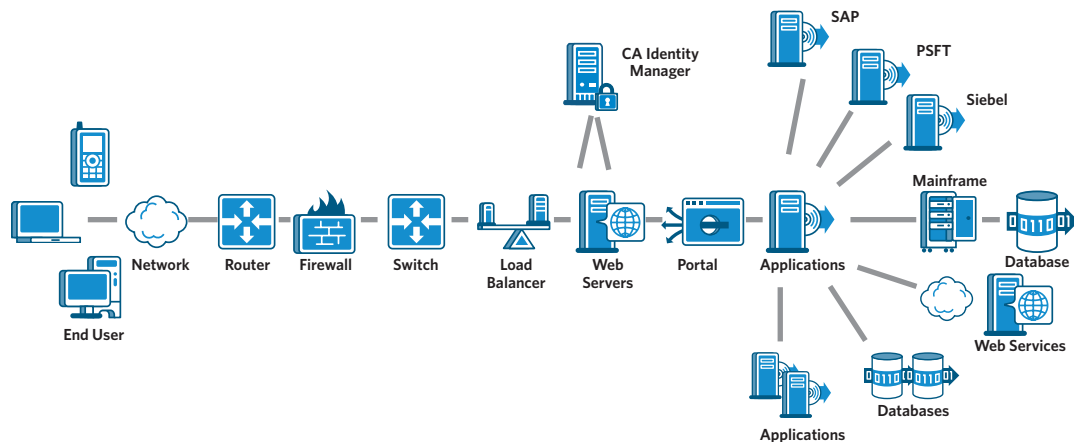
- **Rapid triage and root-cause diagnosis** to quickly and reliably determine the source of incidents and end internal finger-pointing — all with minimal impact on IT resources
- **SLA management** to set and measure SLAs based on business value, and report on problems when SLAs are breached

## Why CA Wily?

CA Wily APM can help you transform your application performance management strategy and increase your ability to provide better online services, increase service levels and improve customer satisfaction. CA Wily APM is an essential element of CA's Enterprise IT Management (EITM) approach to help you unify and simplify IT management across your enterprise for greater business results.

## Figure A: The CA Wily APM Solution

The CA Wily APM solution provides comprehensive visibility into customer transactions across the entire IT infrastructure — from the end-user to the supporting back-end systems.



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