

Manage the performance of all your business applications

CA INFRASTRUCTURE MANAGEMENT SOLUTION

BUSINESS CHALLENGE

Management of today's business success depends on the performance of all its applications. Businesses struggle with data being in different formats, chasing false alarms instead of focusing on strategy, having no single visibility into the big picture all which results in a poor performance for the organization. When this occurs, your revenue, productivity, customer satisfaction and corporate reputation suffer.

Our Infrastructure Management solution allows you to simplify, unify, and manage all your business applications. These applications greatly improve network performance, operational efficiencies, and availability by giving organizations the ability to pinpoint problems, identify impacted users and rapidly take corrective action.

The value of this solution tool is realized by the reduction of internal costs and resourcing. This asset solution allows you to address problems before they become too large slowing your business efficiencies and production.

Improve your bottom line by equipping your organizations internal applications with Infrastructure Management solutions.

SOLUTION OVERVIEW

In order to adapt to new business challenges, make better informed decisions and correct problems, it is necessary to implement infrastructure management products that optimize your IT infrastructure. Our infrastructure management products enable you to eliminate errors, reduce costs, and improve processes by automating and streamlining your IT infrastructure.

BUSINESS BENEFITS

- *Identify and resolve application problems before users are affected and SLAs are breached*
- *Optimize large complex production applications across distributed and mainframe environments*
- *Accelerate time to value for an increased return on investment resulting in increased revenue*
- *Promote strong alignment between IT and Business to reduce learning curves by providing visibility into business process performance and availability in order to increase productivity*
- *Provide a common language for insight to detect problems and locate the cause*
- *Decrease risk by improving IT operational efficiency with poorly performing web applications*
- *Improve service availability: proactive service assurance to detect problems before they impact users; increase Mean Time Between Failures (MTBF)*
- *Improve productivity: reduce Mean Time To Repair (MTTR); greater automation*
- *Predictive capacity planning: ensure adequate capacity to prevent degradations*
- *Increase revenue: rapid return on investment*



CASE STUDY

Business: A large diversified financial services company specializing in investment banking, asset management and financial planning. Through a network of more than 4,900 financial advisors, the company serves 1.8 million client accounts from 2,200 locations around the world.

Challenge: Exemplary client service is fundamental to this company's reputation and culture. This commitment to quality, however, has to be balanced with cost. As a financial services company, they must also be able to meet customer expectations for data protection and its regulatory obligations.

Solution: To continue to meet these objectives and enhance its adoption of ITIL® best practice, They have deployed a range of CA solutions that enable integrated Enterprise IT management. This approach has helped the company automate key processes, such as Network and Voice management, Workload Automation, Incident and Problem management and Service Availability management.

Result: Raymond James has been able to simplify compliance with Sarbanes-Oxley and improve operational efficiency. This not only has a positive impact on IT's bottom line but also client service levels, which in turn helps to maintain Raymond James' reputation and competitive advantage.

ABOUT ROLTA

Rolta is one of CA's most preferred partners. We have expertise, deep industry knowledge, and the ability to creatively design customized solutions for our customers.

Rolta provides end-to-end services including solution architecture, customization, integration and expert implementation of CA solutions.

FOR MORE INFORMATION

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SOLUTION DETAILS

eHealth simplifies performance management across diverse networks for rapid problem resolution unifying and automating the management of multi-vendor, multi-technology networks with proactive, real time analysis distilling data from disparate sources. eHealth proactively identifies trends and deviations from normal activity on your network, reducing downtime and repair times with rapid problem identification. eHealth can analyze network capacity, optimize resource utilization, and perform predictive capacity planning. What's more, it helps you manage network performance across multiple classes of service, and document compliance with internal and external service level agreements (SLAs).

CA Spectrum maximizes the value of the network fault manager with solutions that provide the capabilities to maximize the usability and value of client's business assets, decreasing risk and increasing the performance the of network configuration. CA Spectrum can greatly improve network performance and availability by providing businesses the ability to pinpoint problems, identify impacted users, and rapidly take corrective action.

CA Wily eliminates issues to ensure that web applications meet business needs by giving visibility into the production environment and providing real time monitoring of transactions; user experiences; and metric/historical data. Significantly improving IT efficiency and eliminating much of the risk associated with poorly performing web applications, reducing overall business costs.



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