



CA APM

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Security Consultant at a consultancy with 51-200 employees

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VALUABLE FEATURES

Policies Audit feature Warning mode policy APM

IMPROVEMENTS TO MY ORGANIZATION

Application suite was installed to bring in compliance with international security standards like ISO 27001 and SAUX

ROOM FOR IMPROVEMENT

Integration with other applications and easier log management via automated procedures. Also needs an easier way to be able to segregate app admin duties.

USE OF SOLUTION

Integration of CA AC at first and then APM/ELM/PMDB was initiated in 2008 and finalized stage was in 2012 for a major telecom provider. As I implemented the additional tools, I would rate ELM as 6/10, and PMDB 8/10.

DEPLOYMENT ISSUES

In earlier versions like 8.5 and 12 we ran into many incompatibility problems while a lot of other problems existed with JBOSS and assigned certificates.

STABILITY ISSUES

No. Application was stable enough after APM installation.

SCALABILITY ISSUES

No. There was a 3 phase staged expansion of this application which did not need any additional planning other than installing new agents on computers and servers.

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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: Good enough, although I would have expected a better way of dealing with cases than having to explain every time from the start when a ticket was paused or opened in relevance to another one. Technical Support: 7/10 - They need to leave the automated way of asking from a client all tech details from start when a ticket is opened under his account ID.

PREVIOUS SOLUTIONS

No. Telecom clients (more than 3) were not using a solution similar to this one.

INITIAL SETUP

Initial setup was very hard due to lack of proper phrasing and instructions in manuals. It became even harder when there was a need for transition from older versions to newer ones.

IMPLEMENTATION TEAM

I certified by CA on installing/integrating/developing the application as an outsourcing consultant.

ROI

A client claims that they have had better management and administration along with advanced reporting capabilities to the Privacy Authorities of State.

PRICING, SETUP COST AND LICENSING

Original cost of licenses and working labor was estimated at €500,000 - €600,000 for a 4 year period. Day to day cost is not known to me.

OTHER ADVICE

Need to build questionnaires to establish priorities in policies and resources which are going to be developed and applied to his company. CA has no template/questionnaire in place and this is additional custom job needed by vendor (plus additional cost in money and time)

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