



CA APM

Review From A Customer



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Middleware specialist at a insurance company with 10,001+ employees

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VALUABLE FEATURES:

APM 10 Team Center provides a faster way to diagnose environmental issues and complements the existing APM WebView.

The enhancements related to Smart Instrumentation, Differential Analysis, and tracing will all contribute to enhanced troubleshooting during an issue and the ability to provide more intelligent alerting from the systems.

IMPROVEMENTS TO MY ORGANIZATION:

Implementation is underway currently, but there are various parts of APM 10 which will improve the use within the organization compared with APM 9.5.

ROOM FOR IMPROVEMENT:

Team Center requires a number of tweaks to allow per-user/group configuration to customize the interface for groups of users, though I believe these are already in the product roadmap.

IN THIS VERSION OF CA APM TEAM CENTRE, EVERYONE SEES THE SAME VIEW OF THE SERVER CONFIGURATION. IDEALLY, GROUPS OF USERS WOULD SEE A SUBSET OF THE DATA WHICH THEY ARE INTERESTED IN BY DEFAULT. CURRENTLY, THEY CAN DO THIS THROUGH FILTERING, BUT A USER/GROUP SETUP WOULD ALLOW PRE-DEFINED FILTERS TO BE CREATED FOR PARTICULAR GROUPS OF USERS. ALTERNATIVELY, USERS COULD BE RESTRICTED TO SEE A SMALLER SECTION OF THE OVERALL MONITORED SERVICES. IN THE CURRENT VERSION, ANYONE WHO LOGS IN SEES EVERYTHING, AND CAN CREATE THEIR OWN FILTERS.

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