



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



IT Administrator at a aerospace/defense firm
with 10,001+ employees

Admin677

WHAT IS MOST VALUABLE?

The most valuable feature is the ability to find performance issue. It's a end-to-end software monitoring solution that uses an wide variety of technologies, which is also very valuable to us.

HOW HAS IT HELPED MY ORGANIZATION?

With this product, we were able to increase our applications' performance, their response times, and to improve the satisfaction of our customers.

WHAT NEEDS IMPROVEMENT?

The automatic identification of business transactions need to be improved. Also, the end-user experience and the web console should be improved.

FOR HOW LONG HAVE I USED THE SOLUTION?

We have been using it since 2008.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

We've had no issues with deployment.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We detected some issues on the web console in regards to its stability.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We didn't have any issues scaling it for our needs.



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HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

7/10

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

We used a different solution and we switched because this one was more stable and did not impact application response times.

HOW WAS THE INITIAL SETUP?

The initial setup was straightforward. We just deploy the agents and started to have visibility.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

Any company has its own needs we are not able to give any advice other than to make sure it fits your needs.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We checked all the major competitors in this area. We chose this because it was the only one that was compatible with all our technologies.

WHAT OTHER ADVICE DO I HAVE?

First, deploy the agents and get to know the user interface concepts. Afterwards, try to find the root cause of your biggest performance issue and you will see that it is very simple.

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