



CA APM

Review From A Customer



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

Review by a Real User

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Technical Delivery - Core Systems with
10,001+ employees

it_user685377

HOW HAS IT HELPED MY ORGANIZATION?

CA APM is currently used in two areas of our business (SAP estate and SMART estate) but slowly we are delivering APM to a vast amount of people in the business. I think that is the biggest compliment I can give as more and more people are wanting to use APM.

WHAT IS MOST VALUABLE?

I feel the ability to easily see a variety of metrics is great for us as a business, as we are able to view our systems in more depth. If there are any issues we are able to spot the exact problem very quickly. We are able to spot issues much quicker with the use of the out-of-the-box metrics given to us by CA. But we also develop that further with the use of the EPA Agent and expand what we can give and show the business by creating our own scripts. This has allowed us to develop our own self-monitoring and before anybody else sees the issue we are on hand to solve that as quickly as possible.

WHAT NEEDS IMPROVEMENT?

I don't believe that there are many improvements from the product point of view, as the future upgrades which are coming will solve many of our issues.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

No.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No.



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HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

The technical support is superb. They are always willing to help as well as give guidance as and when you need it. whether on a chat, face to face, or through the CA communities site where you can talk with other users.

HOW WAS THE INITIAL SETUP?

Straightforward as we had a CA technician in with us to help us set up and tell us what was needed to be done and how we can do it.

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

Might seem quite expensive but definitely worth the money invested.

WHAT OTHER ADVICE DO I HAVE?

The CA APM product is great to show you how your business is doing and where improvements can be made. We are using this in our SAP estate and SMART estate and, as said above, we are exploring how we can deliver this product to more areas around the business helping our company grow!

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