



CA UIM (DX Infrastructure Manager)

Review From A Customer



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Review by a Real User

Verified by IT Central Station



Senior Consultant with 1,001-5,000 employees

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WHAT IS MOST VALUABLE?

Scalability High availability Distributed architecture Supported platforms

HOW HAS IT HELPED MY ORGANIZATION?

It has simplified our architecture when compared to our previous solution. We now have less servers, and just one solution to monitor all environments (LAN, DMZ).

WHAT NEEDS IMPROVEMENT?

Administration interface, in particular the infrastructure manager. The event console could also use a make-over.

FOR HOW LONG HAVE I USED THE SOLUTION?

I've been using it for two years, including Nimsoft v7.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

There are no issues if you are well prepared.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

No issues were encountered.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No issues were encountered.



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HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: It's very good. Technical Support: It's very good.

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

We previously used CA Unicenter NSM, but we switched to UIM because NSM was an end of life product and CA no longer supported some common platforms (like RH64bit agents).

HOW WAS THE INITIAL SETUP?

It's relatively straightforward, as we spent lots of time on the assessment and architecture analysis.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We implemented it in-house.

WHICH OTHER SOLUTIONS DID I EVALUATE?

SCOM Spectrum Tivoli

WHAT OTHER ADVICE DO I HAVE?

If you have a highly heterogeneous environment, CA UIM has the best chance of supporting all of your platforms (including probes for more exotic ones). The ease of scaling out your initial setup, the distributed architecture (Nimsoft has its roots in the service provider world) as well as the high availability are all differentiators.

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