



# CA UIM (DX Infrastructure Manager)

## Review From A Customer



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

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## Review by a Real User

Verified by IT Central Station



Director of Operations with 501-1,000 employees

**Fernando Baldin**

### **WHAT IS MOST VALUABLE?**

Their concept of probes, where you have a lot of predefined items that you collect. Also, their baseline thresholds that speed up a lot the implementation, and the evolution of the monitoring system. For example, once you have applied the SQL Server Probe, it collects all sorts of data -- from the log size to the time that each query is taken to execute on the database -- with the same click. In terms of features, it is easy to use and implement, and CA provide solid support.

### **HOW HAS IT HELPED MY ORGANIZATION?**

In the past we would spend months in meetings with a new customer, defining what they wanted to monitor, and most of the time we would come back home to see if that was possible to do. However, with CA UIM, we can provide our clients with a predefined menu of items to collect, and we can select those faster and more efficiently. We have been able to automate the Active Directory user provisioning integrated with the HR systems. This means that we can provide users with a self-service password reset tool. Also, it has given us Log Management for our daily routines.

### **WHAT NEEDS IMPROVEMENT?**

They need to improve in their mobile interface to enable access to the dashboards through that channel. Their application requires a lot of servers to run, so that architecture is also something that requires attention. A module for keyboard and mouse actions would be very interesting, for actions that cannot be performed differently. Also, it would be interesting for them to enable SAP integration in the future.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

We have been using UIM/Nimsoft for about two years now.



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### **WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?**

It requires a very skilled team to be able to deploy that application, and if you don't invest in training and don't go over a long training period, you might find it difficult to deploy.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

The application requires a lot of capacity to run and grow, so it's important that you be aware of the impact of the growth of your IT infrastructure on the monitoring system.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

Capacity management must be done on a regular basis if your IT environment grows too quickly.

### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Customer Service: 6/10. Technical Support: 7/10.

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

We used to use a Nagios-based solution that was cheaper, but the problem was that we didn't have the proper support, especially for application management such as SAP, Oracle, Citrix, Amazon, etc. With CA UIM we were able to start monitoring those applications out of the box.

### **HOW WAS THE INITIAL SETUP?**

The initial setup was complex due to the training hours, as the technical team had to go through it to be able to use the application to its full potential.

### **WHAT ABOUT THE IMPLEMENTATION TEAM?**

We did it in-house.

### **WHAT WAS OUR ROI?**

I think that's always something harder to measure, but I would say that we were able to gain some clients due to this change to CA UIM.

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

Since we provide services using the CA UIM platform, I would say that for a partner they have a very strong pricing approach.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

We evaluated SolarWinds and Nagios.



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### WHAT OTHER ADVICE DO I HAVE?

First of all design do a analysis of what kind of process you can automate in your company, that way will be easier for you to capture value from a solution like this. It's important to pay attention to the infrastructure requirements.

Learn more: [Read 13 reviews of CA UIM \(DX Infrastructure Manager\)](#)