



CA UIM (DX Infrastructure Manager)

Review From A Customer



CA UIM (DX Infrastructure Manager)

[Read 22 reviews of CA UIM \(DX Infrastructure Manager\)](#)

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

Review by a Real User

Verified by IT Central Station



Application Manager with 51-200 employees

it_user164013

VALUABLE FEATURES

UIM is easy to use and configure and easy to implement and to get up and running “out of the box”. It is also open with its SDK and services.

IMPROVEMENTS TO MY ORGANIZATION

UIM helps us go from visions and ideas to concepts and services. UIM helps us automate monitoring and implement customers faster.

ROOM FOR IMPROVEMENT

The SLA module could be improve to be more robust and configurable the same goes for the HUB tunneling.

USE OF SOLUTION

We’ve been using the solution for 4-5 years. Personally I’ve been using the product for almost 9 years.

DEPLOYMENT ISSUES

No issues installing the product.

STABILITY ISSUES

Some versions of the UIM HUB probe are unstable and causes the HUB tunneling to stop responding.

SCALABILITY ISSUES

There are limitations on how many queues you can use inside the HUB probe. This limitation causes you to add frontend HUBs as a solution.



CA UIM (DX Infrastructure Manager)

[Read 22 reviews of CA UIM \(DX Infrastructure Manager\)](#)

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: The customer service is good. Technical Support: The technical support has improved over the last years and are we are getting better and faster support.

PREVIOUS SOLUTIONS

We've only used UIM but looked at other tools.

INITIAL SETUP

The initial setup is straight forward and easy.

IMPLEMENTATION TEAM

We implement UIM ourselves.

ROI

We free up hours for our staff by automating the monitoring and we can provide services to our customers.

PRICING, SETUP COST AND LICENSING

The setup cost was quite low because we started with few customers and then we've built our services and customer base from that.

OTHER SOLUTIONS CONSIDERED

Yes, we looked at other products. We've looked at HP, Halcyon and OP5 in the initial phase.

OTHER ADVICE

Just look into the prereqs before installing so you've got the HW for building your environment. Other than that it is straight forward and by the book.

[Read 22 reviews of CA UIM \(DX Infrastructure Manager\)](#)