



CA UIM (DX Infrastructure Manager)

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



Senior System Engineer at a healthcare company with 10,001+ employees

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WHAT IS MOST VALUABLE?

We find the flexibility and portability the most valuable features. We are using it for synthetics, E2E, and its ability to monitor itself. We're getting rid of one product and bringing UIM to take over. We're using it for our application SLAs. We're writing, synthetically, all these transactions that can perform to our service levels. We are monitoring application performance with UIM at this time.

HOW HAS IT HELPED MY ORGANIZATION?

Currently, the environment that we're using it in is strictly application performance. We want to be able to give the business visibility on how the application is performing, whether it's in the cloud, a simple URL hit, or a thick or thin client. We're using it within the Citrix environment also.

WHAT NEEDS IMPROVEMENT?

Right now, I don't have any new features in mind. We'll see once we get in and start playing with it a lot more in depth. We do have another team that's looking at implementing it, so that may be something down the road on which we can give more information. The product out of the box is great. We were very impressed with it. We have only used it for what we need so far; the SLA piece for monitoring our apps. We heard at a recent CA World conference that APM integrates with UIM. Spectrum also integrates with UIM, depending on the release and can actually cross-correlate alerts. When we have APM and Spectrum and we get them on the right versions, we'll be able to link all three together. That would be an improvement.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We have not had any stability issues.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We have not had any scalability issues.



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HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

We have not needed to use technical support for UIM. It's been great.

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

The other product was at the end of its life, so we had to find something.

HOW WAS THE INITIAL SETUP?

The initial setup was straightforward. We had the engineer on site to walk us through the way the environment would be set up. We had it set up in a couple of days. He sat with us and went over the architecture, the way it was laid out, what our goals were, when we upgrade, and what we could do in the future to make it more beneficial.

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

Because I don't know the bottom line, I'd say it was a very good investment that we made.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We looked at other solutions, but they really didn't meet our needs. Dynatrace is one of them and Micro Focus may have been also. UIM met everything we needed and more when you consider other areas and departments with whom we work closely. It actually helped them out as well. It's not just our department utilizing UIM. It's going to scale across the company.

WHAT OTHER ADVICE DO I HAVE?

Give UIM a try. Build out a PoC environment. Play with it. Utilize all the probes you can that you think would meet your company's needs. Take advantage of it. When choosing a vendor, we look at technical support.

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