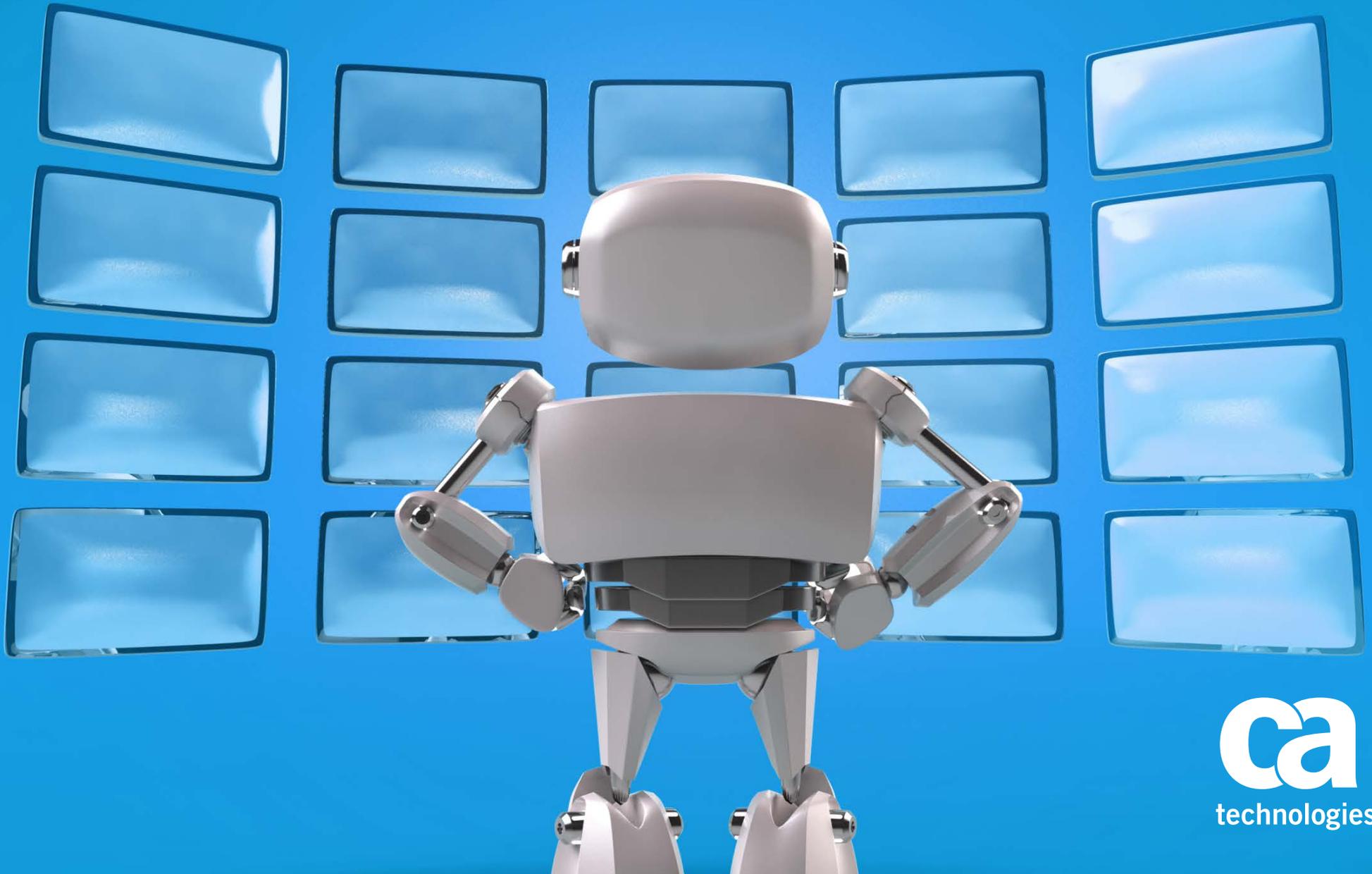


# Overcoming the Three Pitfalls of Ineffective IT Monitoring Solutions



# Key Challenges

IT teams in many mid-market organizations and larger enterprises are struggling with limited budgets and resources. Consequently, in their battles to ensure that high service levels are being delivered, these IT teams are overmatched. That's because they're either:

**Waging this battle with inadequate tools—** such as stale freeware, watered-down knock-offs and time-bomb trials

OR

**Paying thousands of dollars for numerous, non-integrated, point monitoring tools—** which require them to manually aggregate data from multiple sources, and pay for upgrades to get sufficient monitoring coverage

In either scenario, companies commonly deploy multiple products to get a single view of a business service—which is a costly and complex effort. And when enterprise administrators operate disparate tools that require them to run multiple monitoring screens, troubleshooting issues is not only user-unfriendly but also time consuming.

Furthermore, since many legacy or point solutions were created a decade or more ago, they can't support today's enterprise IT environments.

**In the end, these organizations end up spending a lot of time and effort managing their “management” tools, but getting very little value in return.**

# Without Effective Monitoring Capabilities in Place, Organizations are Susceptible to:



## Pitfall 1:

**Extended and costly downtime** due to ineffective troubleshooting capabilities and disjointed views of integrated systems.



## Pitfall 2:

**Significant costs and operational inefficiencies** caused by working with too many point solutions that are time-consuming and expensive to operate—depleting return on investment (ROI).



## Pitfall 3:

**An inability to enable business** with new technologies that support innovation and scalability.



To see how each one of these pitfalls can wreak havoc on a business, consider this scenario...

# The Pitfalls of Ineffective IT Monitoring: A Case in Point

## **Mark is an IT director for an online retailer.\***

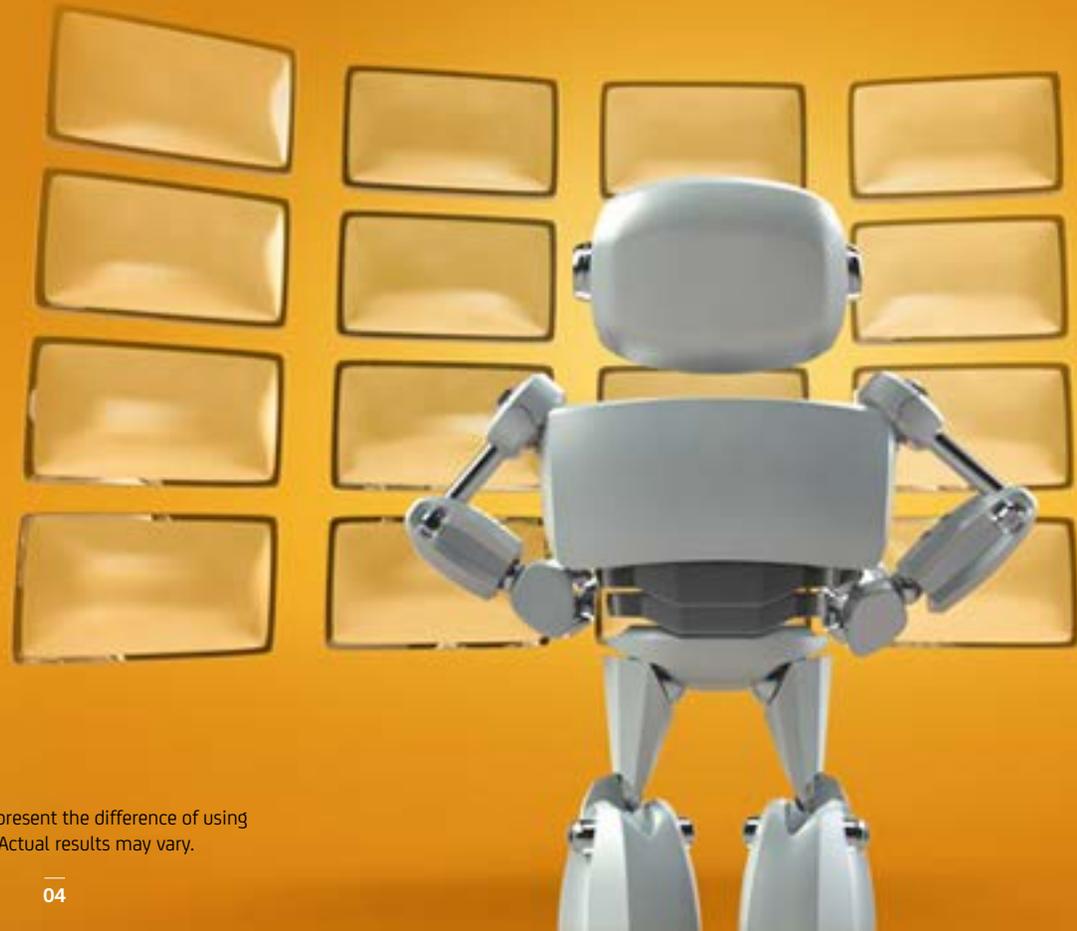
He must ensure that optimal service levels are being delivered to customers, but he's limited by non-integrated point monitoring tools. As a result, troubleshooting problems is a costly and overwhelming effort, as demonstrated in this common scenario...

In response to internal complaints about ordering systems taking “forever” to load, he checked into a server error that had popped up on one of his IT monitoring screens.

He tried to get a unified picture of the critical e-commerce application components, which was a challenge, given that the view was spread across numerous monitoring screens—that each mapped to multiple point solutions.

## **All indicators pointed to no issues...**

\* Situation portrayed in this presentation is fictional and is provided for information purposes only to represent the difference of using many tools to monitor systems instead of a unified solution as provided by CA Nimsoft Monitor Snap. Actual results may vary.





# Impossible!

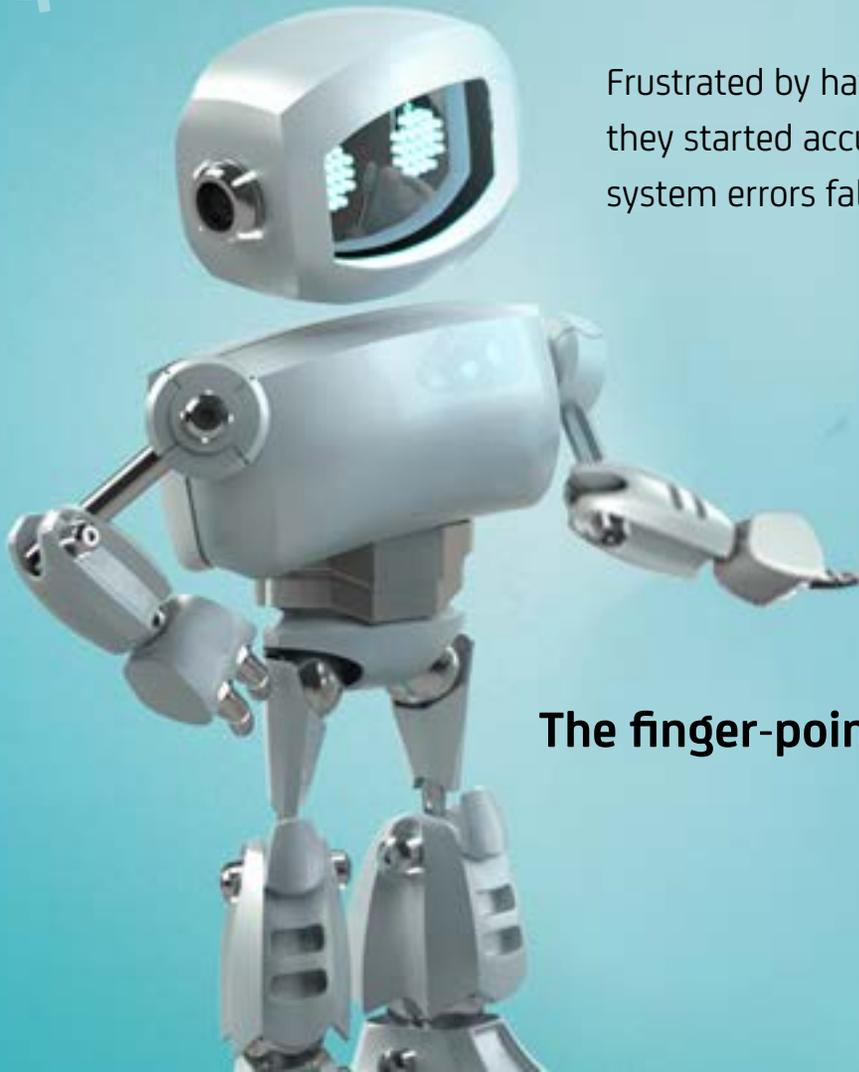
Over the course of several hours and many cups of coffee, Mark called in database, storage and application administrators. They all checked their own siloed views of the disparate systems they administered, and everything seemed to look fine.

\$#@!

Frustrated by having to work into the evening, they started accusing each other of letting system errors fall through the cracks.

?&@!

The finger-pointing ensued until...

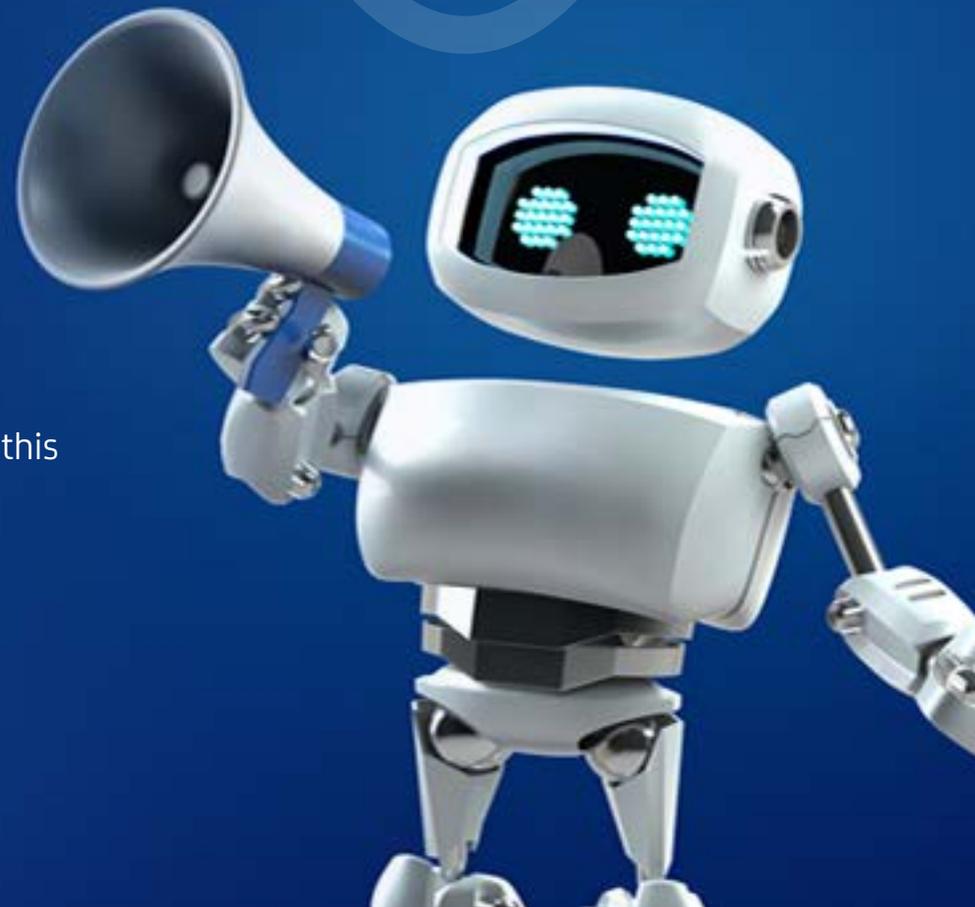


# Eureka!

Mark checked to see if a process was running on one of the ordering applications he hadn't yet examined, and discovered a process was down. The multiple administrators, disparate tools and disjointed view of the IT infrastructure had all delayed problem identification and ultimately the resolution of the outage.

**As a result, they had endured eight hours of downtime and numerous customer complaints—and had potentially lost thousands in revenue.**

Plus, the IT department took a huge productivity hit, spending hours fruitlessly searching for the cause of an issue. Events like this had happened one time too many...





## Enough Was Enough!

**Mark was a man on a mission to save the business—and the reputation of his department—through efficient IT operations.**

He knew that he alone could have solved the last outage with one tool that showed a unified view of all the application components on one screen. That's why he sought and found a monitoring solution that would finally yield one view of his company's critical IT business systems. And that meant Mark and his team members could operate one vs. numerous solutions, and they could each view one vs. multiple monitoring screens when troubleshooting issues.

**To Mark, the possibilities, the benefits, of operating just ONE solution—were endless...**





# About the Solutions from CA Technologies

CA is now offering CA Nimsoft Monitor Snap, which is based on the powerful CA Nimsoft Monitor. It's available at no cost for up to 30 devices. That's right, it's free!—not a time-limited trial or a feature-limited tool.

Proactively monitor devices in one unified platform, including physical and virtual servers, the applications and databases that run on them, the network they are connected to and storage consumption. With CA Nimsoft Monitor Snap you can:

## **Stop compromising.**

Stop settling for stale freeware and limited, expensive, non-integrated point monitoring tools. CA Nimsoft Monitor Snap gives you robust, enterprise-class functionality in a single, unified solution that enables you to monitor up to 30 devices for free. Why pay to get less?

## **Stop managing your “management” tools.**

Stop doing swivel chair integration and jumping from screen to screen, trying to find the information you need to pinpoint issues. CA Nimsoft Monitor Snap consolidates multiple IT monitoring capabilities into a single platform that's simple to use and easy to manage.

## **Start getting immediate value.**

Download, deploy, monitor and report on your most critical systems in as little as an hour. Features such as automated discovery and monitoring, best-practice thresholds and a directed user experience will get you up and running in a snap.





# Avoid the Pitfalls of Disjointed IT Monitoring Solutions

Why settle for stale freeware, watered down knock-offs or costly point solutions when you can have a FREE industry-leading unified IT management solution that's backed by one of the world's largest enterprise management software companies?

**Get started transforming your IT  
monitoring in as little as an hour.**



[Download CA Nimsoft  
Monitor Snap Today.](#)

Learn more about CA Nimsoft Monitor Snap by visiting [ca.com/ca-nimsoft-monitor-snap](http://ca.com/ca-nimsoft-monitor-snap).

CA Technologies (NASDAQ: CA) is an IT management software and solutions company with expertise across all IT environments — from mainframe and distributed, to virtual and cloud. CA Technologies manages and secures IT environments and enables customers to deliver more flexible IT services. CA Technologies innovative products and services provide the insight and control essential for IT organizations to power business agility. The majority of the Global Fortune 500 relies on CA Technologies to manage evolving IT ecosystems.

Copyright © 2013 CA. All rights reserved. All trademarks, trade names, service marks and logos referenced herein belong to their respective companies. This document is for your informational purposes only. CA assumes no responsibility for the accuracy or completeness of the information. To the extent permitted by applicable law, CA provides this document “as is” without warranty of any kind, including, without limitation, any implied warranties of merchantability, fitness for a particular purpose, or noninfringement. In no event will CA be liable for any loss or damage, direct or indirect, from the use of this document, including, without limitation, lost profits, business interruption, goodwill, or lost data, even if CA is expressly advised in advance of the possibility of such damages. The information and results illustrated here are based upon the speaker’s experiences with the referenced software product in a variety of environments, which may include production and nonproduction environments. Past performance of the software products in such environments is not necessarily indicative of the future performance of such software products in identical, similar or different environments.

