DATA SHEET

CA Application Performance Management for CA Single Sign-On

At a Glance

A centrally managed access control platform for web-accessible applications and services, CA Single Sign-On is designed to protect critical IT systems and services with user authentication and access control. CA Application Performance Manager for CA Single Sign-On (CA APM for SSO) provides advanced performance management tools for the CA Single Sign-On production environment. This solution helps you monitor critical components and isolate application bottlenecks to help improve the availability of the CA Single Sign-On solution and the overall customer experience.

Key Benefits/Results

Troubleshoot faster. Help reduce the frequency and duration of outages.

Boost IT productivity. Avoid expensive and time-consuming war-room approaches to problem resolution.

Get control of the customer experience. Understand how the entire application delivery environment affects service quality.

Key Features

Out-of-the-box visibility into how CA Single Sign-On affects the performance of business services

Information for web application support and development teams that monitor CA Single Sign-On and its impact on the customer experience

Comprehensive transaction visibility into Single Sign-On Agent operations that affect application performance

Support for triaging performance problems to help reduce mean time to repair (MTTR)

Aggregated views of performance metrics via a variety of out-of-the-box views and visualizations

Business Challenges

IT organizations are under tremendous pressure to deliver more services, faster, and ensure a flawless customer experience. Many organizations use CA Single Sign-On to provide secure, single sign-on, risk-aware user authentication, auditing and administration for critical business service.

The CA Single Sign-On solution is just one piece of the puzzle in highly complex composite applications environments that can span physical, virtual, hybrid cloud and legacy environments. Dealing with all of these aspects makes it difficult for IT organizations to ensure optimal performance and provide the differentiated experience that customers demand—all while reducing complexity. Plus, the myriad systems that make up a business service can result in time-consuming finger pointing when problems do arise.

In these all-too-often cases, IT organizations faced questions such as:

- **What was the cost** of the last CA Single Sign-On issue to your operations?
- **How long did it take** to determine if the problem was caused by CA Single Sign-On or another part of the application?
- **How much time did you spend identifying the problem** inside the CA Single Sign-On infrastructure?
- **How much time did you spend repairing the problem** once it was identified?

Solution Overview

CA APM for CA Single Sign-On lets you view performance metric data from CA Single Sign-On along with CA APM—an extension that helps you monitor the performance impact of CA Single Sign-On on distributed Web applications and Web services. The solution monitors the following CA Single Sign-On components:

- Single Sign-On Web Agents: provides visibility into transaction execution time spent in the Single Sign-On Web Agent and enables detailed diagnosis with cache, authorization and validation information.

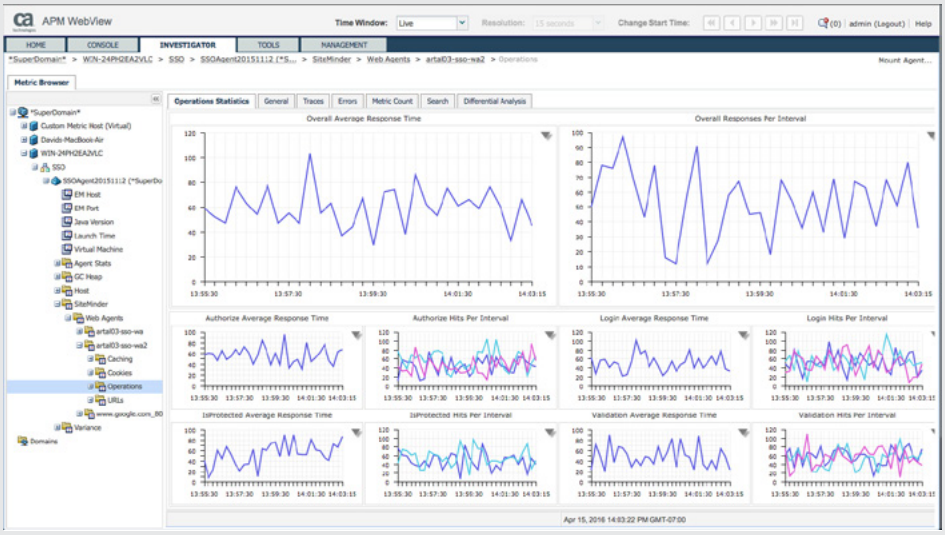
- Single Sign-On Application Server Agents (including IBM® WebSphere®, Oracle WebLogic and Red Hat JBoss): provides visibility into how the Single Sign-On Application Server Agent affects the performance of the Java® EE transaction. Given a problematic transaction, this helps you determine if CA Single Sign-On was responsible for any delay. Aggregated performance statistics show authorization calls per period, average response time and related metrics.

Additionally, the solution provides visibility into the response time and load-to-authorize XML Web services messages.

Critical Differentiators

CA APM for SSO provides prebuilt integration to easily monitor the performance of applications that use CA SSO, with out-of-the-box visibility. CA APM helps you proactively identify and resolve issues across physical, virtual, cloud and mobile applications. Offering an easy, proactive, intelligent and collaborative (E.P.I.C.) approach, CA APM helps uniquely position your organization to deliver app experiences where every user transaction becomes a loyalty building interaction. Proven results include:

CA APM for Single Sign-On provides visibility into performance and availability of your CA Single Sign-On deployment



- ROI of as much as 306 percent, realized in 4.4 months[1]
- Nearly half of customers reduced MTTR by 50 percent or more[2]
- Half of customers prevented 50 percent or more app issues[3]
- Nearly half of customers improved end user experience by 50 percent or more[4]

Related Products/Solutions

CA Application Performance Management for end-user experience and transaction performance

CA Single Sign-On for enterprise-class secure single sign-on and flexible access management

For more information, please visit **ca.com/apm**

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1 A Forrester Total Economic Impact™ Study commissioned by CA Technologies, "The Total Economic Impact™ of Application Performance Management (APM) from CA Technologies", April 2015

2 TechValidate, "CA APM Reduces MTTR," Survey of 110 users of CA Technologies Application Performance Management, July 2014

3 TechValidate, "CA APM Prevents Issues," Survey of 112 users of CA Technologies Application Performance Management, December 2014

4 TechValidate, "CA APM Improves End-User Experience," Survey of 113 users of CA Technologies Application Performance Management, July 2014

CS200-199360