Word on the street is …

10 industries are innovating with CA APM 10.

Financial Services

FINANCIAL SERVICES CUSTOMERS ADOPT CA APM 10 WITH THESE RESULTS:

>75%
Improved application performance

50-75%
Improved ability to proactively prevent issues

50-75%
Improved mean time to resolution (MTTR)

70%
Rated the depth and frequency of metrics
Very Effective

89% OF SURVEYED BANKING AND FINANCIAL SERVICES CUSTOMERS AGREE CA APM 10 HELPS THEIR ORGANIZATION SPEED AND SIMPLIFY THE TRIAGE OF APPLICATION PERFORMANCE ISSUES.

> "CA APM 10 coupled with the Node.js agent provides us with **end-to-end visibility** from mobile to mainframe."*
>
> — IT manager, Itaú Unibanco S/A

BENEFITS

CA APM 10 is helping customers in the financial services industry:

Enhance end-user experience

Simplify root cause analysis

Speed MTTR

Improve analytics for planning and insight

MVP FEATURES

Our financial services customers find these the most valuable CA APM 10 features:

- **Differential Analysis** to recognize and understand critical and recurrent problems
- **APM Command Center** to manage thousands of agents
- **Smart Instrumentations** to collect deep transaction traces
- **Modern application support** with added functionality for Java™, .Net, PHP and Node.js

1. TechValidate, "Financial Services Proactively Prevents Issues" and "Financial Services Applauds Depth of Metrics," June 16, 2016, https://www.techvalidate.com/collections/ca-apm-10-financial-services-customers

Health Care

HEALTH CARE CUSTOMERS DEPLOY CA APM 10 AND BOAST THESE RESULTS:

50-75%
Improved end-user experience

50-75%
Improved application performance

50-75%
Improved ability to proactively prevent issues

Rated monitoring coverage
Effective

75%
OF SURVEYED HEALTH CARE AND PHARMACEUTICAL CUSTOMERS FIND the CA APM 10 Smart Instrumentation capability, which automatically collects deep transaction traces, to be the most valuable.

"CA APM 10 improved the ability to identify and **resolve problems**, especially regarding response times across networks."

— IT Professional, Fortune 500 Pharmaceutical Company

BENEFITS

CA APM 10 is helping customers in the health care industry:

Enhance end-user experience

Simplify root cause analysis

Speed MTTR

Provide a continuous feedback loop for Dev and Ops

Improve analytics for planning and insight

MVP FEATURES

Our health care customers find these the most valuable CA APM 10 features:

- **Team Center Perspectives** to simplify complex app topologies
- **Team Center Timeline** to demonstrate the impact of change and locate the onset of performance problems
- **Differential Analysis** to recognize and understand critical and recurrent problems
- **APM Command Center** to manage thousands of agents
- **Smart Instrumentations** to collect deep transaction traces
- **Modern application support** with added functionality for Java™, .Net, PHP and Node.js

2. TechValidate, "Improve Response Time Across Networks," March 25, 2016, https://www.techvalidate.com/collections/ca-apm-10-healthcare-customers

Insurance

INSURANCE CUSTOMERS IMPLEMENT CA APM 10 WITH THESE RESULTS:

50-75%
Improved end-user experience

>75%
Improved application performance

50-75%
Improved ability to proactively prevent issues

Rated scalability
Effective

"With CA APM 10, we have confidence that we can identify root causes quicker and **build more efficient apps**."

— IT Architect, Global 500 Insurance Company

BENEFITS

CA APM 10 is helping customers in the insurance industry:

Enhance end-user experience

Simplify root cause analysis

Speed MTTR

Improve analytics for planning and insight

MVP FEATURES

Our insurance customers find these the most valuable CA APM 10 features:

- **Team Center Perspectives** that simplify complex app topologies through task relevant views based on attributes
- **Team Center Timeline** that improves triage by showing the impact of change and helping them locate where performance problems started

SURVEYED IT ORGANIZATIONS

83% SAID THAT CA APM 10 ADDRESSED THEIR CHALLENGES with difficult and long root cause analysis for application performance issues.

3. TechValidate, "Confidence to Identify Root Causes Quicker," March 11, 2016, https://www.techvalidate.com/collections/ca-apm-10-insurance-customers

Telecommunications

TELECOM CUSTOMERS INVEST IN CA APM 10 AND ACHIEVE THESE RESULTS:

>50%
Improved MTTR

>50%
Improved ability
to proactively
prevent issues

>50%
Reduced time spent
on admin and
management tasks

Rated customization
Effective

83% OF SURVEYED TELECOMMUNICATIONS CUSTOMERS rate CA APM 10'S CUSTOMIZATION CAPABILITIES AND DASHBOARDS AS VERY EFFECTIVE OR BETTER.

"We have experienced a very positive impact using CA APM 10, as we have seen it **speed up the detection and resolution of incidents** and the contact with development in which to address them."

— IT Manager, Jazztel PLC

BENEFITS

CA APM 10 is helping customers in telecommunications:

Enhance end-user experience

Simplify root cause analysis
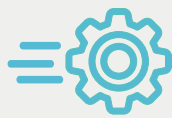
Speed MTTR

Improve analytics for planning and insight

MVP FEATURES

Our telecommunications customers find these the most valuable CA APM 10 features:

- **Team Center Perspectives** to simplify complex app topologies
- **Team Center Timeline** to demonstrate the impact of change and locate the onset of performance problems
- **Differential Analysis** to recognize and understand critical and recurrent problems
- **APM Command Center** to manage thousands of agents
- **Smart Instrumentations** to collect deep transaction traces

4. TechValidate, "Confidence to Identify Root Causes Quicker," March 24, 2016, https://www.techvalidate.com/collections/ca-apm-10-telecommunications-customers

Utilities

UTILITIES CUSTOMERS UTILIZE CA APM 10 AND EXPERIENCE THESE RESULTS:

50-75%
Improved end-user experience

50-75%
Improved ability to proactively prevent issues

>75%
Improved MTTR

Rated scalability
Very Effective

"CA APM 10 has proven to be effective for us in root cause analysis."

— IT Administrator, Petrobras Distribuidora S.A.

"CA APM 10 has **helped us identify issues in applications** that we require to **perform flawlessly** for our customers."

— IT Project Manager, Pepco Holdings

BENEFITS

CA APM 10 is helping customers in the utilities industry:

Enhance end-user experience

Simplify root cause analysis

Speed MTTR

Provide continuous feedback loop for Dev and Ops

MVP FEATURES

Our utilities customers find these the most valuable CA APM 10 features:

- **APM Command Center** to manage thousands of agents
- **Smart Instrumentations** to collect deep transaction traces
- **Modern application support** with added functionality for Java™, .Net, PHP and Node.js

5. TechValidate, "Perform Flawlessly for Our Customers," March 11, 2016, https://www.techvalidate.com/collections/ca-apm-utilities-customers

Transportation

TRANSPORT CUSTOMERS DEPLOY CA APM 10 AND BOAST THESE RESULTS:

>50%
Improved end-user experience

50-75%
Improved application performance

>50%
Improved ability to proactively prevent issues

Rated ease of use and management
Effective

SURVEYED IT ORGANIZATIONS

90% RATE CA APM 10 CUSTOMIZATIONS AND DASHBOARDS AS EFFECTIVE OR BETTER

"CA APM 10 has improved our ability to **find the root cause** quickly and address the problem."

— IT Professional, Fortune 500 Transportation Company

BENEFITS

CA APM 10 is helping customers in the transportation industry:

Enhance end-user experience

Simplify root cause analysis
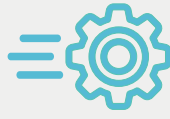
Speed MTTR

Provide continuous feedback loop for Dev and Ops

MVP FEATURES

Our automotive and transportation customers find these the most valuable CA APM 10 features:

- **Team Center Perspectives** to simplify complex app topologies
- **Smart Instrumentations** to collect deep transaction traces

6. TechValidate, "Find Root Causes Quickly," March 11, 2016,
https://www.techvalidate.com/collections/ca-apm-10-transportation-customers

Computer

COMPUTER INDUSTRY CUSTOMERS ADOPT CA APM 10 AND ACHIEVE THESE RESULTS:

>75%
Improved end-user experience

50-75%
Improved ability to proactively prevent issues

>75%
Improved MTTR

Rated monitoring coverage
Very Effective

75% OF SURVEYED COMPUTER HARDWARE AND SOFTWARE CUSTOMERS IMPROVED INCONSISTENT OR POOR APP END-USER-EXPERIENCE WITH CA APM 10.

"CA APM **delivers better instrumented monitoring** to capture the performance of our Java and Tomcat applications. The reports are very helpful when taking proactive steps and they make it easy to drill down on an issue."

— IT Professional, Lexmark International, Inc.

BENEFITS

CA APM 10 is helping software industry customers:

Enhance end-user experience

Simplify root cause analysis

Speed MTTR

Improve analytics for planning and insight

MVP FEATURES

Our computer industry customers find these the most valuable CA APM 10 features:

- **Differential Analysis** to recognize and understand critical and recurrent problems
- **APM Command Center** to manage thousands of agents
- **Smart Instrumentations** to collect deep transaction traces
- **Modern application support** with added functionality for Java™, .Net, PHP and Node.js

7. TechValidate, "Better Instrumented Monitoring," June 25, 2016, https://www.techvalidate.com/collections/ca-apm-10-computer-hardware-software-customers
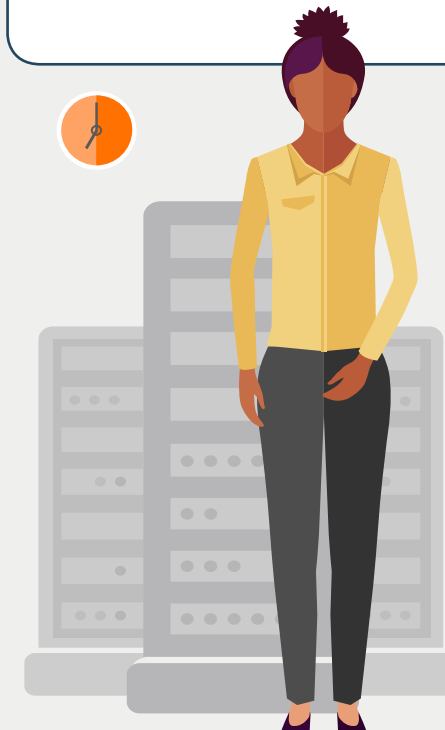
Industrial

INDUSTRIAL MANUFACTURING CUSTOMERS APPLAUD CA APM 10 WITH THESE RESULTS:

>50%
Improved end-user experience

>75%
Improved application performance

>50%
Reduced time spent on admin and management tasks

Rated monitoring coverage
Very Effective

"CA APM 10 is our most important tool for our DevOps strategy."

— IT Architect, Global Industrial Automation Company

BENEFITS

CA APM 10 is helping industrial automation customers:

Enhance end-user experience

Simplify root cause analysis

Provide a continuous feedback loop for Dev and Ops

"Root cause analysis and identification of problems are **transparent and comprehensible** with CA APM 10."

— IT Manager, Large Enterprise Industrial Manufacturing Company

MVP FEATURES

Our industrial customers find these the most valuable CA APM 10 features:

- **Differential Analysis** to recognize and understand critical and recurrent problems
- **Smart Instrumentations** to collect deep transaction traces

8. TechValidate, "Transparent Root Cause Analysis," March 25, 2016,
https://www.techvalidate.com/collections/ca-apm-10-industrial-manufacturing-customers

Government

GOVERNMENT CUSTOMERS CHOOSE CA APM 10 AND EXPERIENCE THESE RESULTS:

>75%
Improved end-user experience

>75%
Improved application performance

<75%
Improved ability to proactively prevent issues

Rated depth and frequency of metrics
Very Effective

"CA APM 10 helped our Applications Solutions team monitor all clients and **act very quickly** in solving problems."
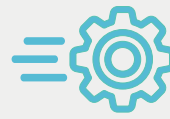
— IT Administrator, Federal Government

BENEFITS

CA APM 10 is helping government customers:

Enhance end-user experience

Simplify root cause analysis

Speed MTTR

Provide a continuous feedback loop for Dev and Ops

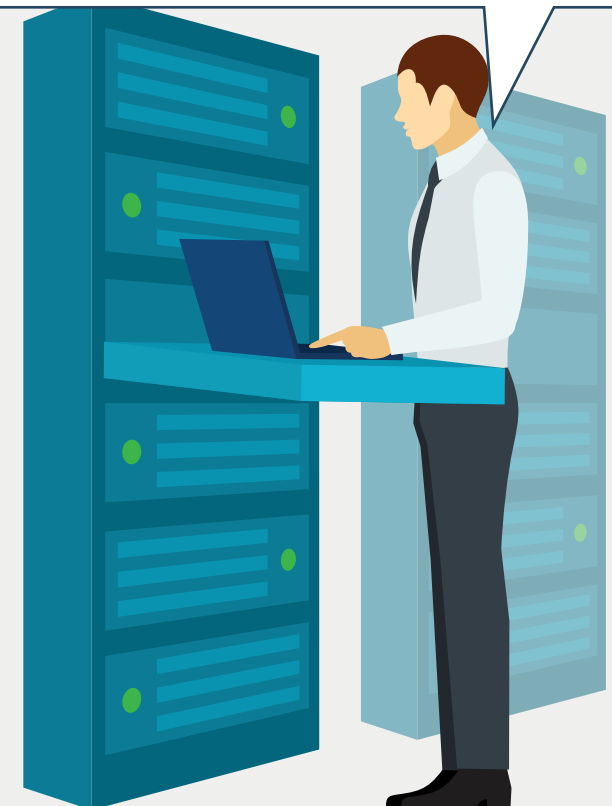Improve analytics for planning and insight

MVP FEATURES

Our government customers find these the most valuable CA APM 10 features:

- **Team Center Perspectives** to simplify complex app topologies
- **Team Center Timeline** to demonstrate the impact of change and locate the onset of performance problems
- **APM Command Center** to manage thousands of agents

SURVEYED IT ORGANIZATIONS
91% RATE
CA APM'S SCALABILITY AS EFFECTIVE OR BETTER

9. TechValidate, "Helps Our Application Solutions Team," March 25, 2016, https://www.techvalidate.com/collections/ca-apm-government-customers

IT Services

IT SERVICES' CUSTOMERS INVEST IN CA APM 10 AND ACHIEVE THESE RESULTS:

>75%
Improved end-user experience

>75%
Improved application performance

>75%
Improved ability to proactively prevent issues

Rated depth and frequency of metrics
Very Effective

82%
OF SURVEYED IT COMPUTER SERVICES CUSTOMERS RATE CA APM 10'S MONITORING COVERAGE AS VERY EFFECTIVE OR BETTER.

"CA APM 10 has improved the performance of my application by **proactively measuring the response time** and number of concurrent users that are logged in."

— IT Professional, Tata Consultancy Services Limited

BENEFITS

CA APM 10 is helping customers in IT services and consulting:

Enhance end-user experience

Simplify root cause analysis
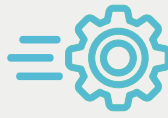
Speed MTTR

Improve analytics for planning and insight

MVP FEATURES

Our consulting customers find these the most valuable CA APM 10 features:

- **Team Center Timeline** to demonstrate the impact of change and locate the onset of performance problems
- **Differential Analysis** to recognize and understand critical and recurrent problems
- **Smart Instrumentations** to collect deep transaction traces

10. TechValidate, "Proactively Measuring Response Time," March 25, 2016, https://www.techvalidate.com/collections/ca-apm-10-it-services-customers

11

10 More Reasons to Consider CA APM 10

1 Modern application support with added functionality for Java™, .Net, PHP and Node.js is the most valuable feature for a leading health care company.[11]

2 "CA APM 10 helps us get from the black box to the white box."

— Senior IT Architect, Computer Services Company[12]

3 Ease of use and management rated as highly effective by a large financial services company.[13]

4 **74%** OF SURVEYED IT ORGANIZATIONS IMPROVED HOW FAST THEY ARE ABLE TO FIX PERFORMANCE ISSUES.[14]

5 **73%** OF SURVEYED IT ORGANIZATIONS RATE CA APM 10'S MONITORING COVERAGE AS VERY EFFECTIVE OR BETTER.[15]

6 **#1** ranked Docker Container Monitoring solution by IT Central Station reviewers[16]

7 "Excited about Team Center."

— IT Administrator, Large Enterprise Insurance Company[17]

8 "Awesome experience with CA APM 10 Team Center …"

— Consultant, GIC[18]

9 "Before CA APM 10, infinite war rooms were necessary."

— IT Professional, Digitalcomm Solucoes[19]

10 "Mobile-to-mainframe APM capabilities that give 20/20 insight into apps rated as most valuable feature."

— IT Administrator, Global 500 Telecommunications Services Company[20]

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11. TVID: CDA-6D2-F10   12. TVID: 5FB-2BC-CF8   13. TVID: F2E-C3B-BE7   14. TVID: 060-329-887
15. TVID: AFB-3AE-290   16. https://www.itcentralstation.com/categories/docker-container-monitoring#top_rated
17. TVID: CBE-67D-9E2   18. TVID: 647-7E7-8AD   19. TVID: C2F-7CF-861   20. TVID: 90D-B67-CB4

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