

PRODUCT SHEET:

xMatters (alarmpoint) for CA Workload Automation AE

Mobile Alert Management for CA Workload Automation AE

agility
made possible™



(x) matters®

Mobile Alert Management for CA Workload Automation AE (formerly CA AutoSys®) enables you to minimize the business disruption caused when a job processing error occurs by notifying and empowering the right people, at the right time, to take corrective action from anywhere.

Overview

Workload Automation makes it possible for organizations to effectively manage thousands of computing jobs needed to process their business transactions. When job processing fails, it is important to quickly resolve the problem. Often it takes too long to correct workload processing errors because:

- It's difficult to find the right person to resolve the issue. The end-application developer might need to look into a job failure and it could become increasingly difficult to track a particular developer as an organization deploys more and more applications.
- The right person might not be available. They might not be at their desk or have left for home early.
- Administrators and application users do not have the right information or tools to remotely solve the issue.

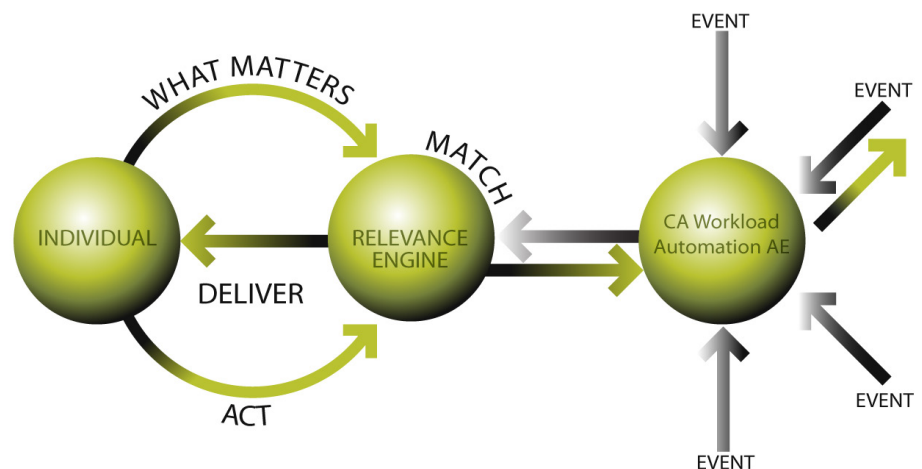
As a result any disruption due to a job failure can have a significant impact on an organization's capability to deliver goods and services to its end customers, thus timely resolution of workload processing issues is critical.

Solution

CA Technologies integrated CA Workload Automation AE with the xMatters (alarmpoint) relevance engine to enable you to prevent job failures, enable remote job restart and stop costly interruptions to systems and processes.

Figure A

xMatters—how it works



Match an issue to the right user: When an event such as job processing failure occurs, the xMatters (alarmpoint) relevance engine for CA Workload Automation AE carefully parses individual and group preferences, roles, profiles and responsibilities, matching times, schedules, locations, networks and devices, to identify the individual who bears responsibility for the event.

Deliver the right content: The xMatters (alarmpoint) relevance engine for CA Workload Automation AE translates unstructured event data into structured information and delivers an actionable alert to the responsible person. Depending on an individual’s role, responsibility, profile, skills or preferences, only relevant information, choices, and actions are sent to recipients, blocking notifications, information and options that they don’t want or that don’t matter to them.

Act from anywhere: Once contacted, individuals can immediately act, gaining mobile or on-site access to systems and processes needed at that moment. The result is that personnel are able to connect with people, processes and systems faster. Decision-making cycles shrink, while service quality improves and performance soars.

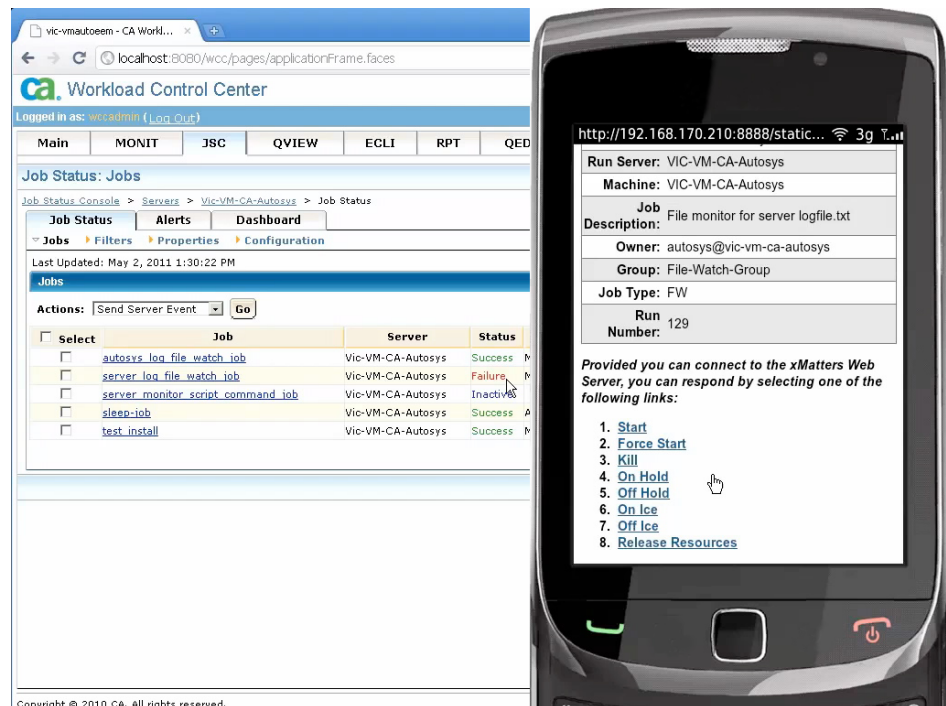
Benefits

xMatters (alarmpoint) for CA Workload Automation AE helps you:

- Minimize disruption to business:** By notifying the right person as soon as an issue has occurred and empowering the user to take corrective actions from their mobile device, you can avoid prolonged outages that could significantly impact your business.
- Improve IT service:** CA Workload Automation Alert Management enables you to respond faster when a problem arises. The built in xMatters (alarmpoint) relevance engine has accurate, real-time profile information and group escalation rules so when an incident occurs, the right person is notified in whatever format they define. If the incident is not immediately accepted, the relevance engine will instantly contact the next available person to work on the event. It will automatically call, email or text the right person based on the criteria you define and keep going until someone accepts the event.
- Improve IT staff productivity:** Job or applications administrators don't have to be at their desk while critical jobs are being processed; in case of a failure, they can take corrective measures from anywhere.

Figure B

xMatters (alarmpoint) in action: Receive alerts from CA Workload Automation AE in real time on your mobile device with just the information you want. Enjoy this experience on your device of choice including Droid, Blackberry, iPhone and iPad to name a few.



Related Products

- CA Automation Suite for Data Centers
- CA Process Automation
- CA Server Automation
- CA Virtual Automation
- CA Configuration Automation
- CA Workload Automation

The CA Technologies advantage

CA Technologies has 30 years of recognized expertise in robust, reliable, scalable, and secure enterprise-class IT management software. CA Technologies has made an unparalleled commitment to emerging technologies and IT delivery models such as automation, virtualization, SaaS, and cloud. Additionally, CA Technologies solutions deliver forward-thinking best management technologies garnered through strategic acquisition and developed from within.