The Future of Workload Automation in the Application Economy

ca technologies

Success Requires Agility in the Application Economy

The link between data center operations and business agility has never been stronger. If your data center is equipped to support your business as changes occur, you'll be positioned to better achieve results today and tomorrow, no matter what the future brings. Instead, if it relies heavily on IT intervention to adapt to shifting requirements, you'll struggle to respond with both relevance and velocity to the demands your organization faces.

Like yours, many organizations are taking steps to be more responsive to internal and external requirements stemming from rapidly changing technologies and new business initiatives. These undertakings may include:

- Embracing mobility to increase flexibility and efficiency while optimizing the way operations are managed
- Adopting cloud computing to help drive down data centers costs and increase agility
- Engaging in big data analytics to unleash opportunities for greater business intelligence and responsiveness

As you roll out new technologies and initiatives, you need to consider and plan for related impacts to workload processing and the availability of critical applications across your System z, distributed and cloud environments.

To ultimately exceed customer expectations, business performance cannot be compromised.

The Role of Effective Workload Automation

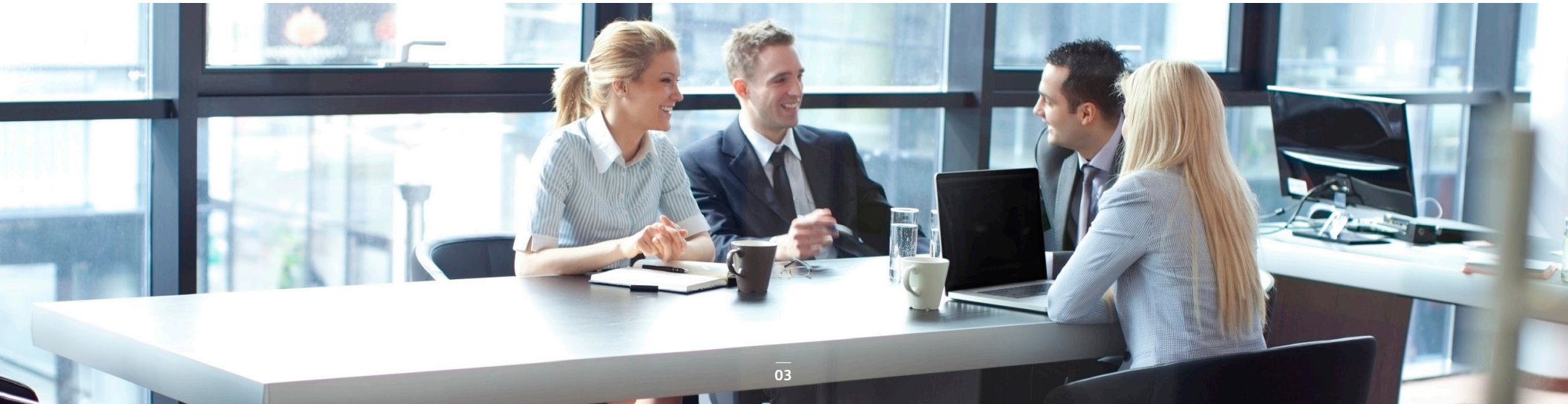
The consumerization of IT is changing everything. Quite simply, IT consumers want more services—faster—which can have a disruptive effect on workload processing across your enterprise. You could experience greater, more complex workload and business service orchestration requirements as a result. Meanwhile, you're still accountable for meeting SLAs and ensuring the high availability of business applications.

Achieving this is difficult when you have no current, end-to-end visibility of what's happening across your enterprise, or when you're processing workloads based on inflexible workload placement and schedules.

To help the business perform at its best, you need to be able to:

- Improve your response to real-time business events
- More effectively coordinate and optimize resources to support workload demands—across all processing platforms (physical, virtualized and cloud) in your cross-enterprise environment
- Increase staff efficiency and reduce costs through integrated and easier-to-user tools and processes for workload automation

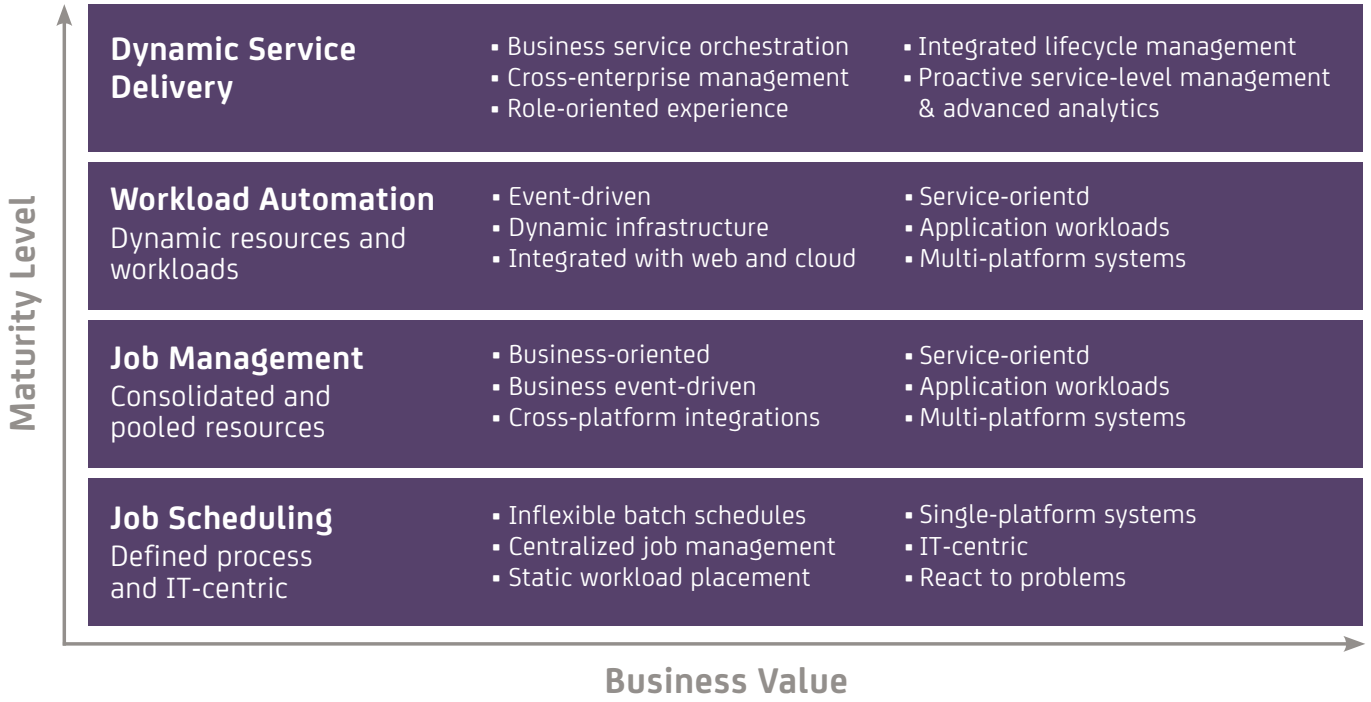
With optimal business performance, you can achieve and sustain higher application availability and agility even as workloads increase — and no matter where they're processed.



Evolving Toward Dynamic Service Delivery

Implementing an optimal workload automation solution requires understanding current capabilities and how they are preventing or enabling support for dynamic service delivery. This can be more easily evaluated in the context of a workload automation maturity model, where capabilities and efficiencies progressively contribute to business value.

To successfully evolve your operations, you'll need to transition from limited job scheduling and management functions to dynamic service delivery through unified event-driven, cross-application and cross-platform workload automation.



CA Workload Automation Today

Organizations like yours have been able to address myriad workload management challenges using CA Workload Automation to gain greater visibility and control. Specifically, it provides you with tools and capabilities for:

- Automating repetitive tasks in mission-critical workload processing, including recovery procedures
- Enabling easier visualization of complex relationships among workloads, so staff can better understand business logic and workflow interdependencies—and perform real-time forecasting
- Proactively monitoring SLA and critical-path thresholds and alerts to support faster problem diagnosis and resolution to minimize downtime
- Providing extensive reporting for analysis of current workload data, as well as retrieval of the historical data needed for compliance*

How does CA Workload Automation help you to further enhance productivity and service levels?

- Multi-platform management and centralized control of end-to-end business processes
- Seamless application integration, so critical applications can be more reliably managed and executed in sync with workflows running in the rest of the enterprise
- Dynamic workload placement across physical, virtual and cloud resources to optimize utilization and handle spikes in processing
- Mobile access, so notifications and alerts can be sent to mobile devices when job-processing errors occur

"Overcoming traditional silos is at the core of CA Technologies workload automation strategies and will position the workload department as a central change agent for facilitating the rapid provisioning of new mission-critical business services."[1]

Torsten Volk, Senior Analyst, EMA Research

[1] http://www.ca.com/us/lpg/ca-ddc-microsite-delivery/automation.aspx?intcmp=searchresultclick&resultnum=7

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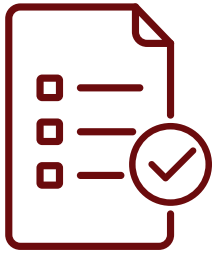
CA Workload Automation in Action

CA Workload Automation is helping organizations around the world gain significant business advantage.



A Global, Real-Time Approach to Workload Planning

Devanlay Group, which manufactures and distributes Lacoste clothing worldwide, implemented a workload automation system to execute more than 6,000 critical IT jobs supporting manufacturing processes and just-in-time production daily. Beyond boosting staff productivity, the solution helped the company:

- Improve user satisfaction across locations through uninterrupted availability of real-time data
- Speed the deployment of an e-commerce model
- Deliver clothing and accessories to Lacoste boutiques in a more timely way

A Superior Customer Experience

When the focus is on delivering a superior customer experience in the transaction-intensive financial services sector, providing for responsive and consistent service is key. Achieving this while maintaining profitability and growing the business was the goal of Mumbai, India's HDFC Bank.

HDFC was able to support multiple customer banking channels and offer higher-quality service and products by optimizing the performance of its IT infrastructure and services. A comprehensive solution that included a workload automation system made this possible, allowing the company to:

- Automate 82 business applications for end-of-day processing, consisting of nearly 360 workflows and 9,750 jobs
- Eliminate 600 daily operational tasks and 40 operational hours per day

The Vision of CA Workload Automation

As your data center makes greater use of technologies that enable the future of workload portability, DevOps and predictive analytics to boost business responsiveness and agility, your infrastructure must be capable of effectively integrating and efficiently processing their related workloads.

In the future, workloads will be portable and easily moved among platforms to optimize processing. This will support DevOp's goal to get more IT and business services to market faster and with higher quality. Meanwhile, predictive analytics will arm organizations with the information needed to quickly pivot and adjust to dynamic business change.

To realize this vision, your infrastructure must be capable of effectively integrating and efficiently processing all the related workloads involved.

Once you gain these capabilities, you can benefit from increased simplicity, visibility, and agility to enhance responsiveness and drive better business results, faster.

When CA Workload Automation brings dynamic workload visibility to your business, you'll be better able to see what's happening in real time across all your physical, virtual and cloud environments. And you'll extend the benefits of new technologies, such as predictive analytics, across your enterprise to help improve service and reduce risks.

Simplicity

Simplicity is possible when you decrease the cost and complexity of managing mission-critical business application workloads across platforms. Future CA Workload Automation capabilities are being designed to help you achieve this through:

Simplified Software Management:

Will allow you to more easily move from mainframe to distributed environments during the software installation process.

Role-based Management Workspace:

Will bring role-based discipline and governance to your workload management/automation functions in an intelligent workspace.

Solution Automation and Integration:

Will enable you to perform IT process automation through an intuitive user interface that facilitates easy integration with storage and other components.

Predictive Analytics Enablement:

Will give you a way to more efficiently analyze data from cross-platform CA workloads in support of big data initiatives.

Visibility

You can more readily deliver consistent, high-quality service when you have increased visibility into the interdependencies and efficiencies of enterprise workloads. Future CA Workload Automation capabilities are being designed to make that goal easier to obtain:

Mobile Interfaces to Management Functions:

Will allow you to access applications from your tablet for more flexible workload management and reporting.

Management by Predictive and Retrospective Analytics:

Will give you the ability to capture and analyze unified workload data, and uncover—then intelligently act on—current trends and historic usage patterns without the need for a third-party solution.

Third-party Integration Via SDK:

Will streamline web service and application development by allowing your developers to write queries that apply against all CA Workload Automation engines and then simultaneously retrieve all information needed.

Ability to Leverage Cloud Capabilities:

Will make it possible for you to automatically migrate workloads to the cloud, employing cloud-bursting techniques to optimize workload processing.

Agility

Support for dynamic workload provisioning, optimization and management helps you improve the responsiveness and performance of your business services. Future CA Workload Automation capabilities are being designed to help you increase agility through:

Private and Hybrid Cloud Deployment:
Will offer flexibility and ease-of-use for cloud implementations, so you can more rapidly dedicate cloud resources to workload processing as needed.

A High Availability Infrastructure:
Will allow workload processing to be completed without interruption through automatic failover to another platform to support your goal of zero outages.

Disaster Recovery and Business Continuity:
Will provide you with automatic failover capabilities across all CA Workload Automation platforms by leveraging a high-availability infrastructure.

Policy-based Workload Placement and Control:
Will help you to optimize workload processing by automatically determining whether or not, and where, workloads should be processed.

CA Workload Automation in the Application Economy

The future is bright for CA Workload Automation. Here's what you can expect from a solution that is designed to truly offer the simplicity, visibility and agility you need.

- It provides for automated, event-driven workload processing in a service-oriented infrastructure.
- It replaces static workload placement with policy-based workload placement and control.
- It readily integrates the workload requirements of private and hybrid cloud environments.
- It scales to handle the workload processing requirements of cross-platform, big data analytics.
- It enables automated cross-platform management, monitoring, proactive problem resolution and reporting through an intuitive workspace.
- It promotes a better user experience with self-service capabilities and role-based governance.

Ultimately, it offers a more cost-effective, efficient, highly available way to manage workloads, while freeing IT to handle tasks that help drive innovation and grow the business.

CA Workload Automation solutions are used by 33 of Fortune 50 companies. To learn more about our market-leading technology solutions—and how they can help accelerate your path to real value via dynamic service delivery, contact us today.

www.ca.com/getdynamic/wla

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