

# Capgemini

## Introduction

This case study of Capgemini is based on a September 2016 survey of CA Unified Infrastructure Management customers by TechValidate, a 3rd-party research service.

“CA Unified Infrastructure Management helps our organization speed and simplify the triage of infrastructure performance issues.”

“It makes it easier to track the problems or even avoid them happening.”

## Challenges

The business challenges that led Capgemini to evaluate and ultimately select CA Unified Infrastructure Management:

- Had too many different monitoring tools
- Had limited capabilities with their existing monitoring tools
- Difficulty determining what changes precede or cause performance issues
- Difficulty spotting slow growing problems
- IT teams being too reactive versus proactive

## Use Case

The key features and functionalities of CA Unified Infrastructure Management that Capgemini uses:

- Having a single, unified view to monitor IT technologies and services
- Helping to improve the customer experience
- Having the ability to create customized dashboards

## Results

The surveyed company achieved the following results with CA Unified Infrastructure Management:

- Improved end-user experience: 50-75%
- Reduced operational chaos: 50-75%
- Improved proactively preventing issues: > 75%
- Reduced time spent in war room: 50-75%
- Improved identifying root cause: > 75%
- Benefits realized since adopting CA UIM:
  - Collaborated across their organization to determine the root cause of performance issues
  - Spends less time managing their management tools and more time focusing on advancing the overall business
  - Eliminated the complexity, cost, and hassle of having to use and integrate multiple point monitoring tools

### Company Profile

Company:  
**Capgemini**

Company Size:  
**Large Enterprise**

Industry:  
**Computer Services**

### About CA Unified Infrastructure Management

Infrastructure Management solutions from CA help to establish an interdependence between quality and connectivity—and improve customer experiences.

#### Learn More:

[CA Technologies](#)

[CA Unified Infrastructure Management](#)