

# Cerner Corporation

## Introduction

This case study of Cerner Corporation is based on a February 2017 survey of CA Unified Infrastructure Management customers by TechValidate, a 3rd-party research service.

“CA Unified Infrastructure Management transforms and correlates our monitoring data into unified and proactive information giving us the ability to diagnose the user experience and prescribe the necessary fix to positively impact the business.”

## Challenges

The business challenges that led the Cerner Corporation to evaluate and ultimately select CA Unified Infrastructure Management include:

- Too much time being spent in configuring and deploying monitoring tools
- Diagnosing the user experience
- Scaling their monitoring to growth

In addition, Cerner Corporation anticipates the following to be their biggest monitoring challenges in the next 12 months:

- Using data to identify patterns, detect anomalies, and perform sophisticated trending
- Diagnosing the performance of applications, infrastructure, and networks in business terms
- Having visibility into the experience of customers and how this experience impacts business outcomes

## Use Case

Cerner Corporation uses the following key features and functionalities of CA Unified Infrastructure Management to monitor:

- Physical and virtual servers
- Storage
- Databases

## Results

Cerner Corporation achieved the following results with CA Unified Infrastructure Management:

- Reduced the amount of time spent managing tools and deploying monitoring configurations
- Significantly improved mean time to repair
- Enabled to quickly customize and add new monitoring services because of CA's open and flexible architecture
- Improved their mean time to repair between 50% -and 75%
- Reduced the amount of time spent monitoring by 50% to 75%
- Improved their ability to proactively resolve issues by 50% to 75%
- Accelerated their ability to fix performance issues
- Eliminated the complexity, cost, and hassle of having to use and integrate multiple point monitoring tools
- Increased their speeds of mean time to resolution (MTTR)

### Company Profile

Company:  
**Cerner Corporation**

Company Size:  
**S&P 500**

Industry:  
**Computer Software**

### 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](#)