

SuperValu

Introduction

This case study of SuperValu 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

SuperValu faced the following business challenges that led them to evaluate and ultimately select CA Unified Infrastructure Management:

- Having too many monitoring tools
- Their inability to monitor newer, modern infrastructures such as Cloud and containers
- Too much time being spent in issue resolution
- A lack of end-to-end visibility across cloud, traditional infrastructure, and applications
- Too much time being spent in configuring and deploying monitoring tools
- Diagnosing the user experience
- Scaling their monitoring to growth

SuperValu anticipates the following to be their biggest monitoring challenges in the next 12 months:

- Monitoring the Cloud and more dynamic, newer infrastructures
- The ability to add context to data across the different infrastructure platforms and applications
- 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

SuperValu uses key features and functionalities of CA Unified Infrastructure Management to monitor:

- Physical and virtual servers
- Packaged applications (e.g Exchange, SAP)
- Public cloud (e.g. AWS, Azure)
- Private cloud
- Storage
- Databases
- Hyper-converged infrastructures

Results

SuperValu achieved the following results with CA Unified Infrastructure Management:

- Reduce the amount of time spent managing tools and deploying monitoring configurations
- Significantly improve mean time to repair
- Improve their ability to proactively monitor cloud performance and traditional IT infrastructure through a single view
- Monitor traditional, dynamic, public, or private cloud environments and the services running on them
- Quickly customize and add new monitoring services because of CA's open and flexible architecture
- Monitor and adopt newer cloud-based infrastructures
- Accelerated their ability to fix performance issues
- Can collaborate across their organization to determine the root cause of performance issues
- Reduced the amount of time spent on ongoing administration of the business which helped speed deployment and adaptation of other projects
- Spent 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
- Increased their speeds of mean time to resolution (MTTR)

SuperValu rates the following CA UIM's features as superior when compared to competitive products:

- Unified Analytics View
- Ease of management
- User experience tracking
- Product architecture
- Proactive Analytics

Company Profile

Company:
SuperValu

Company Size:
Fortune 500

Industry:
Retail

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](#)

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