

VALUE PROPOSITION FOR SOLUTION PROVIDERS

Delivering unique and differentiated value for Solution Providers

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Partnership with Solution Providers

Profiting from the Journey to the Cloud

CA Technologies helps partners differentiate their offerings and increase customer engagement with a market driven portfolio of technologies that scale from physical to virtual to cloud.

Today, more than ever, we are uniquely positioned to captivate customers around the world. Together we help customers realize the new requirements of business agility by joining heterogeneous infrastructure with the expertise required to transform IT to be flexible and dynamic.

DRIVING IT AGILITY

- The promises of virtualization and cloud computing are changing the way businesses think about buying and managing IT
- Today's enterprises are in various stages of physical to virtual to cloud migration and CIOs are under pressure to drive business innovation
- Solution Providers are expected to respond with both evolutionary and revolutionary business models that are agile enough to meet our customers' constantly changing needs

ENHANCED RELATIONSHIPS

- We focus on customizing our partner relationships to maximize our joint ability to deliver solutions based on your services and our products—successfully and profitably
- We help you adapt your business model and create your own unique value by providing the right technology to meet the needs of your customers—wherever they are on their adoption journey

AT A GLANCE

Partnering with CA Technologies helps you build on your customer success with a portfolio of technologies that allow your customers to realize the promise of the cloud and the new requirements of infrastructure management.

We tailor our partnerships to ensure that you have access to the latest professional services, consulting and solution demonstration IP in a way that can be leveraged to differentiate your business and drive profitability.

CLOUD PLATFORM FOR SOLUTION PROVIDERS

Help your customers
realize the promise of
cloud computing based
on their unique needs

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CA Technologies Cloud Platform

CA Technologies has become a significant player in the evolution toward cloud computing thanks to substantial investment in cloud and virtualization technologies. With knowledge, tools and resources, CA Technologies helps you and your customers move confidently from physical to virtual and beyond on the journey to the cloud.

Achieving the benefits of cloud computing requires sophisticated IT management capabilities including virtualization management, dynamic provisioning, self-service and resource metering. In addition, resource planning, security, assurance and support are needed for both effective delivery and metered consumption of cloud services. CA Technologies can help.

To continuously demonstrate its value to the business, IT needs management tools that help drive fact-based decisions on which services to build or cloud-source, which public cloud services to use when, and proven ways to dynamically orchestrate how it all comes together. CA Technologies has the specialist knowledge, competencies and advanced product solutions you need to drive the change that will ensure higher returns from smarter cloud solutions for you and your customers.

Our Cloud Competency

Technology for Cloud Platform Development

Easily assemble and deploy apps with our cloud management console.

- Quickly offer new services such as SaaS, PaaS, IaaS, VPDC
- Use AppLogic to scale applications without changing code and architecture
- Easily replicate services for other departments or customers

Our Cloud Competency

Turnkey services with on-demand SaaS

A more agile alternative to traditional on-premise applications.

- Instantly billable
- CA Technologies branded or white label offerings
- Reduce risk and lower costs

CA Cloud Solution

Why ARCOT?

Delivers strong authentication and fraud prevention for customers.

- Improve online security
- Reduce the total cost of ownership with a software-only solution
- Expand strong authentication to all Web users
- Significant consulting and services opportunities for partners

CA Cloud Solution

Why ITSM on Demand?

Manage changes, releases, incidents, problems and assets across cloud services.

- Accelerate success by automating ITIL
- Lower costs and increase resource utilization
- Control and manage change
- Deliver business relevant services
- Manage customer demands and know your costs to increase the profitability of your SLAs

CA Cloud Solution

Why Clarity on Demand?

Plan with insight, deliver with agility, optimize with clarity.

- An ultra-efficient in-house PPM solution as well as a profitable customer product
- Provides a structured approach to planning and executing strategic initiatives
- Improves investment decision-making with visibility into resource, asset and service costs
- Support for an agile business

AT A GLANCE

CA Technologies has the knowledge, competencies and advanced product solutions to help you and your customers realize the promise of cloud computing—helping you accelerate time to revenue and profit on this journey.

NETWORK INFRASTRUCTURE MANAGEMENT FOR SOLUTION PROVIDERS

Help customers identify and resolve network infrastructure and performance risks to improve service quality and predictability

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Network Infrastructure Management

Performance monitoring and management is an important aspect in every network assessment and optimization project. Together we can deliver the solutions customers need to quickly and confidently measure, monitor and optimize network performance with a proven portfolio of network infrastructure management products.

Our goal is to work with our solution provider partners to create unique value by helping end customers gain a more holistic view of their environment with a greater understanding of the links between the network, infrastructure use and application performance.

Furthermore, our lead solution provider partners have access to our proven services IP that can act as a baseline for a highly profitable network assessment and optimization projects.

The network performance and fault analysis products from CA Technologies improve service quality with a centralized visualization of network and systems performance that reduce the number of operations and management tools in use.

Network Infrastructure Management Competency

Infrastructure Management

Visibility and control into the performance and availability of the service delivery infrastructure, and all of the traffic it delivers.

- Simplify IT and reduce MTTR with cross-domain correlation
- Visualize performance on a single dashboard
- Make informed decisions with quick access to the right information

Network Infrastructure Management Competency

Performance Management

Take corrective action before business processes are negatively impacted.

- Help assure the health and availability of business services
- Transform IT operations from reactive to proactive
- Demonstrate IT business value to executive and business stakeholders
- Patented technology to detect performance anomalies

CA Solutions for Network Infrastructure Management

Why Spectrum?

Proactively mitigate risks to service delivery while lowering IT costs.

- Assess how infrastructure is impacting service quality
- Create greater value by showing how infrastructure is putting service quality at risk
- Share a common understanding of service status and root cause

CA Solutions for Network Infrastructure Management

Why NetQos?

Deliver consistent application performance.

- Manage network performance with an integrated view of key metrics
- Monitor end-to-end performance, traffic analysis, VoIP quality and device performance
- Gain visibility into client-server application performance and diagnostics

Why eHealth?

Use detailed reports to avoid service outages.

- Predict and help avoid the failure of network, server and infrastructure devices
- Dynamic thresholds and performance metrics based on business characteristics
- Identify equipment which is most likely to experience adverse performance issues

AT A GLANCE

CA Technologies has a repeatable methodology, the products and the support you need to help customers identify and resolve infrastructure problems quickly via a holistic approach to Network Performance Management.

APPLICATION PERFORMANCE MANAGEMENT FOR SOLUTION PROVIDERS

Give your customers a competitive edge with application performance management and end-to-end business transaction management

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Application Performance Management

Business and IT managers responsible for today's business services have one clear challenge—deliver the best possible experience for every end user. Meeting that challenge effectively requires real-time information about business transactions as they travel from the end-user's keyboard through the IT infrastructure and back.

The CA Application Performance solution monitors end-user transactions in real time to proactively identify, diagnose and resolve problems and assure consistently high service delivery levels that meet business objectives. The solution has been shown to reduce downtime, speed mean time to resolution, increase IT productivity and, ultimately, deliver the experience your customers' end-users expect.

With CA Technologies, both business managers and IT have access to a proven solution that provides the real time metrics they need to monitor business critical transactions and revenue-generating services.

Our Application Performance Management Competency

Application Performance and Business Transaction Management

Help customers transform their application performance management strategy to deliver better service quality, increase service levels and improve end-user customer satisfaction.

- CA Technologies approach combines market-leading application performance management with advanced business transaction management in a comprehensive, reliable and easy-to use solution
- Delivers end-to-end visibility into all end-user transactions across the application infrastructure—physical, virtual, hybrid, cloud and mainframe—to deliver a business-centric view of application health, performance and risks
- Links transactions to business impact, accurately measures performance in real-time and analyzes how service levels are delivering against business objectives, metrics and SLAs

CA Application Performance Management Solution

Why the CA Application Performance Management solution?

Identify and prioritize problems that affect end-user service quality by analyzing individual transactions in real-time.

Whether business-critical applications are internal or external, inside the firewall or in the cloud, the CA Application Performance Management helps your customers deliver the exceptional application experience that their end users expect. This comprehensive solution detects and diagnoses transactional issues, reduces problem resolution guesswork and prioritizes incidents by business impact. This allows your customers to rapidly resolve issues across complex application environments before they affect end users or impact their business services.

This solution is platform-independent and works in any environment whether physical, virtual, cloud or mainframe.

AT A GLANCE

With CA Application Performance Management, you can offer your customers a solution that will transform their application performance management strategy to deliver better service quality, increase service levels and improve end-user customer satisfaction.

IT SECURITY MANAGEMENT FOR SOLUTIONS PROVIDERS

Improve control of identities
and access to systems
and applications across
physical, virtual, and cloud
environments

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CA Technologies IT Security Management

Just when organizations thought it was safe to move forward incrementally with their IT Security Management strategy, along came the cloud with a new set of business opportunities and challenges to disrupt the status quo. One thing that is clear is that identity, and the management and controls depend on it, are absolutely central to the secure adoption of cloud services.

Among the challenges for large organizations is how to extend existing IT Security Management best practices to manage users and their access to cloud-based applications and services. Alternatively, smaller organizations need to leverage a multitude of cloud services without encumbering their users and losing control of business performance. The services opportunities for Solution Providers are substantial, from assessments to architecture, to integration and implementation, CA Technologies has the professional services IP, best practices, reference architectures and the products that can help you deliver differentiated and incremental value to your customers.

CA Technologies solutions provide management of user identities and govern what they can access based on their role—streamlining user activity. This improves business efficiency, security and compliance, making IT more flexible and businesses more agile. As an IT Security Management market leader, CA Technologies is driving industry activity that will establish standards and best practices to instill user and enterprise trust.

Our IT Security Management Competency

Take control of identities

Manage user identities and govern what they can access based on role. Automate identity-related controls across physical, virtual and cloud environments.

- Easily adapt to changing business processes
- Accelerate operational efficiency, security and compliance

Our IT Security Management Competency

Take control of access

Control access to systems and applications across physical, virtual, and cloud environments.

- Reduce risks with robust privileged user management, advanced user authentication and fraud prevention
- Securely enable growth with virtualization and cloud
- Streamline the user experience

CA IT Security Management Solutions

Why Role & Compliance Manager?

Automate entitlements certification, establish cross-system identity compliance policies and implement efficient role management

- Improve security and ability to meet compliance requirements
- Reduce the cost of developing an accurate role foundation

Why Identity Manager?

Automate user provisioning and application access based on an employee's, contractor's, customer's or business partner's relationship and role within your customers' organization.

- Improve operational efficiency and reduce security risk
- Ensure people cannot access systems they should not

CA IT Security Management Solutions

Why Access Control?

Combine host access control with a complete privileged user management solution.

- Includes privileged user password management, fine-grained access controls, and privileged user auditing and reporting
- Deploy granular policies on multiple platforms, devices and applications

Why SiteMinder®?

Enable better control of access to Web applications and portals for employees, customers and business partners—securely and efficiently.

- Enables user authentication and single sign-on, authentication management, policy-based authorization, identity federation and auditing
- Accelerate innovation and improve Web security

AT A GLANCE

CA Technologies helps you address the constantly evolving challenges associated with IT security management including the secure adoption of cloud services with solutions that manage user identities and access based on based on role. Our goal is to help you provide solutions to streamline user activity and compliance reporting—improving business efficiency, security and compliance, and making both IT and businesses more flexible and agile.

DATA CENTER OPERATIONS FOR SOLUTION PROVIDERS

Automate the management
of data center operations to
ensure dynamic responses to
business needs

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CA Technologies Data Center Operations

Using technology as a competitive advantage means companies must constantly evaluate their infrastructure and processes to ensure synchronization across virtual systems, proprietary systems and automation. Your customers can no longer rely on the deployment of ad hoc management tools from individual vendors aligned to their respective technologies.

For partners involved in data center management and optimization, CA Technologies has a well established history and proven track record of providing the products and services that allow your customers to monitor, manage, visualize and automate their environment. Building on your existing expertise, our solutions help you provide a differentiated value to your customers with a flexible approach to integrate assets, service desk and service management with automation to provide maximum agility. The CA Data Center Operations solutions provide support for all 16 ITILv3 processes.

Whether you are helping your customers overcome “virtual stall” or driving towards a fully automated virtual private data center, CA Technologies can help your customers realize substantial benefits including more agile server consolidation, provisioning, and service management.

Our Data Center Operations Competency

Efficiently manage assets and services

Reduce costs, automate asset lifecycle management and self-service and enable vendor and contract optimization.

- Account for assets across their lifecycles
- Deliver quality services for less
- Migrate to the cloud by converging the management of virtual and physical systems

Our Data Center Operations Competency

Business-driven automation

Meet virtualization management (VM) needs, improve quality of service and gain greater control over costs.

- Gain operational efficiencies
- Improve the quality of the services delivered
- Appreciate the greater operational flexibility and control

Our Data Center Operations Solutions

Why Asset Manager?

Gain business insight into the financial and contractual attributes and obligations of your customer's IT asset base to optimize IT capital and operational expenditures.

- Provides software licensing and entitlement management
- Visibility into financial contracts

Why Automation Suite?

Transform IT infrastructure to dynamically deploy and elastically scale IT services. Orchestrate and automate IT processes.

- Complete virtual and bare-metal server lifecycle provisioning and patch management capabilities
- Rapid Service Imaging capability enables quick P2V, V2V and V2P conversions
- Multi-vendor, multi-hypervisor support enables broad platform coverage
- Embedded Process Automation enables orchestration through provided and user-defined workflows

Why Service Desk Manager?

Increase support staff productivity, reduce disruptions and stay aligned with business requirements.

- Supports ITILv3 incident, problem and change processes
- Integrated CMDB supports centralized management of assets and services

Why Service Catalog?

Define and publish services and provide financial insight and valuable business-to-IT alignment—help transition existing services to the cloud.

- Multi-tenant service request web-based portal
- Provides service accounting and metering capabilities

Our Data Center Operations Solutions

Why Virtual Automation?

Optimize uptime and performance of virtual-only infrastructures. Gain VM lifecycle management to help meet “virtualization-specific” needs.

Why Virtual Assurance?

Maximize uptime and the performance of virtual, hybrid and physical infrastructures. Gain visibility, assurance, and automation of virtual infrastructures.

- Provides visibility into fault, performance and configuration of virtual environments
- Multi-vendor, multi-hypervisor support ensuring broadest platform coverage

Why Virtual Configuration?

Increase service availability by simplifying configuration management of virtual machines and their hosted applications.

Why Hyperformix?

Extend your capability with capacity management software for dynamic physical, virtual and cloud IT infrastructures.

- Application profiling and capacity planning capabilities
- Hardware model library of over 4,000 infrastructure components

AT A GLANCE

Data Center Operations solutions from CA Technologies are designed to help organizations deploy and scale IT services to ensure dynamic responses to their business needs. Our vendor agnostic solutions easily integrate with other IT systems to help your customers realize financial benefits and make the best possible use of their existing investments.

TRUSTED WORLDWIDE

CA Technologies works with the majority of the Forbes Global 2000, as well as government organizations and thousands of companies in diverse industries worldwide.

CA Technologies serves customers in virtually every country in the world and reported fiscal year 2010 revenue of \$4.353 billion.

To find out more, visit ca.com/partners

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