

CUSTOMER SUCCESS STORY

# The Customer Value Program from CA Technologies boosts the business impact of CA AutoSys Workload Automation at a major healthcare company

---

## CUSTOMER PROFILE

**Industry:** Major pharmaceutical and healthcare

**Company:** Based in Chicago

**Revenue:** Over 30 billion

**Employees:** 90,000

---

## BUSINESS

The company owned CA AutoSys and was looking to upgrade, expand, and leverage Autosys as a single schedule solution throughout their distributed environment including their SAP application.

---

## CHALLENGE

The middleware platform manager was looking to put together a business case for their upgrade justification.

---

## SOLUTION

CA Technologies and the Customer Value Program Team was able to go in to the company, look at their usage of Autosys within the environment as a whole, and make recommendations that aligned to their business and IT goals.

---

## RESULT

The manager leveraged CA Technologies and the findings and recommendations we provided to make the business case to her managers. As a result of leveraging this program, they gained great operational efficiencies.

we can



## Challenge

For over ten years, a major healthcare company has relied on CA AutoSys® Workload Automation to automate workloads for the company's businesses. With pressure to deliver more value from their IT budget, the middleware platform team sought to gain more business impact by upgrading to a major release of CA AutoSys. While the software was covered by the company's CA Technologies maintenance agreement, the upgrade process was a significant IT project. To invest the IT resources in the project, the middleware platform manager faced the challenge of presenting a solid case for upgrading this business critical application.

## Solution

Enter the CA Technologies Customer Value Program—a no-fee service that helps you realize more value from your CA Technologies solution.

The process began with CA Technologies consultants interviewing the middleware platform team on their business requirements and their knowledge and usage of the capabilities of CA AutoSys.

Using a disciplined analysis process, the team developed a Findings and Recommendations report detailing how the company could leverage the capabilities of the latest version of CA AutoSys, apply CA Technologies best practices, and dramatically increase the business value of the solution.

Armed with compelling information, the middleware platform manager secured the go-ahead for the project and the company is now embracing the powerful capabilities of CA AutoSys.r11.

### **Get more value from your CA Technologies investments with the Customer Value Program**

The CA Technologies Customer Value Program is an integral part of the Go Live with CA Technologies lifecycle process and is available for a steadily expanding number of CA Technologies solutions. It is free and only requires a few hours of your IT staff's time. To find out if the Customer Value Program can quickly and easily help you realize the full value of your CA Technologies solutions, contact your CA Technologies representative today.

“Participating in the Distributed Value Program beta for AutoSys helped us solidify the business justification for upgrading to AutoSys r11.3 and realize how the implementation of additional AutoSys features can help us achieve our technology initiatives.”

#### **Middleware Platform Manager**

Major Healthcare Company