

**SUPPORT BRIEF:**  
CA High Security Support

# CA High Security Support

Safeguard your data and reduce the risk of unauthorized disclosure

agility  
made possible™



Many government regulations and industry requirements mandate assurance that the data shared with IT vendors is protected. What if the data you exchange with CA Support could be handled by U.S. citizens?

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## Supporting your business

CA High Security Support is a value-add service available in the U.S. which provides extra protection for the sensitive data you share with CA Technologies during support interactions for certain CA Technologies products. The electronic and physical files you submit for related support cases are transmitted via a secure file transfer protocol, stored in a U.S. location, and maintained in a system which authorizes access only by U.S. citizens.

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## Delivering business value

CA High Security Support enables you to:

- Reduce the risk of unauthorized disclosure
- Provide extra protection for your data
- Help address related regulations and contractual requirements

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## What you get

CA High Security Support includes:

- Safeguarding the electronic and physical support files you submit via separate CA Support queues and encryption processes
- Isolated storage of your support files in a U.S. location

