

# Maximize Your Value with CA Solutions through CA Support

AS YOUR BUSINESS GROWS WITH CA SOFTWARE, CA SUPPORT IS YOUR RESOURCE FOR ENHANCED SUCCESS. WITH CA SUPPORT, YOU GET IN-DEPTH CA SOLUTION TECHNICAL KNOWLEDGE AND CUSTOMER SERVICE BEST PRACTICES FROM HIGHLY TRAINED PROFESSIONALS. WE WORK TO INCREASE YOUR SERVICES AND PROCESS EFFICIENCIES, SPONSOR CA USER COMMUNITIES AND DELIVER OPTIONAL SUPPORT OFFERINGS TO HELP YOU MAXIMIZE YOUR BUSINESS VALUE. WITH CA SUPPORT, YOU HAVE EASY ACCESS TO TRUSTED ADVICE THAT'S ALWAYS AVAILABLE.

## Overview

Eventually, change will affect your enterprise IT management environment. You'll have technical and business questions for CA. Your business demands might require special support services, the need to search a self-service knowledge database or collaborate with a CA user who has a similar question. CA Support sponsors CA user communities and offers technical product and customer service expertise that is always available and easy to access.

## Benefits

- Easy access
- Trusted advice
- Always on

To help you maximize the value of your CA solution, CA Support is focused on high service satisfaction. Global availability is just the start—we also provide extensive staff training, efficient service delivery, innovative support and user community technologies, custom services to address your specialized business demands, and more. Increasing our value to you—so you can maximize value to your business—is our mission.

## The CA Advantage

CA Support draws from over 30 years of worldwide IT management software experience, the skills of almost 1,500 highly trained professionals who work with CA solutions that span many platforms, and tested support and customer service best practices and methodologies.

Whether your issue involves CA products exclusively or a mixture of CA and multivendor products, CA Support has the experience, tools and expertise to help you grow value.

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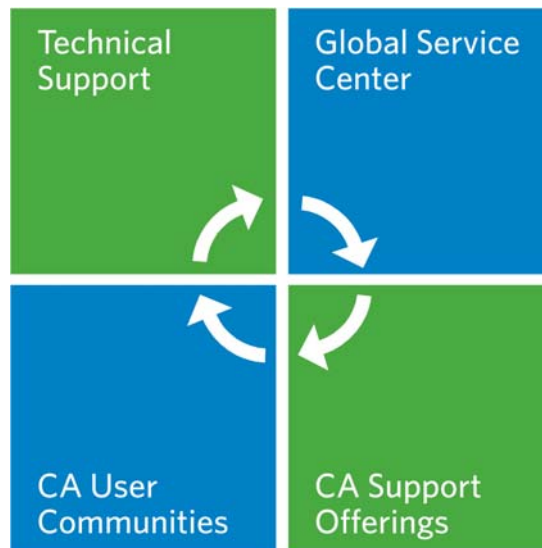
## Support Services You Can Access Easily

Maximizing your time means maximizing your value. This is why CA Support offers a varied selection of access methods and support services. We strive to improve your experiences and efficiencies when obtaining CA Support services.

FIGURE A

The four types of support services available to you include technical product services from Technical Support, product administrative and general customer services from our Global Services Center, peer-to-peer community sponsorship through our CA User Communities; and optional extensions to your support services with CA Support Offerings.

CA SUPPORT SERVICES FOR MAXIMIZING YOUR VALUE



Access to CA Support services includes:

- CA Support Online at [support.ca.com](http://support.ca.com), CA's globally available, online self-help support tool
- Direct telephone numbers to Technical Support during regular business hours
- A single telephone number (by country) for customer service questions and for after-hours access to Technical Support
- Open invitations to CA User Forums at [caforums.ca.com](http://caforums.ca.com), Global User Community webcasts and events, online product feature voting and in-person, regional user group meetings

In addition, you can extend your staff resources and the value you realize from your CA software investment with a dedicated CA Support Availability Manager or CA Designated Support Engineer. These highly experienced professionals own and coordinate the resolution of your CA Support cases for your entire CA product portfolio or a single specified CA product.

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## Trusted Advice You Can Rely Upon

Dependable, accurate, consistent and straightforward guidance is what you can expect from CA Support professionals. CA Support brings deep technical and administrative knowledge and worldwide experience to bear on every technical support and customer service question you have.

**GLOBAL SERVICE CENTER** To facilitate efficient and complete responses and assistance for your licensing, contract, product, accounting and directory assistance queries, Global Service Center professionals undergo rigorous training on hundreds of thoroughly documented workflow procedures that adhere to CA governance standards.

**TECHNICAL SUPPORT** To deliver thorough technical services to you, our support engineers are dedicated to specific CA products, work on problems that span many platforms, develop fixes for your business issues and make every effort to quickly resolve open cases. As CA products and solutions evolve, CA support engineers are held to stringent technical training requirements. They also:

- Enhance and maintain CA Online Support Knowledge Base documents—last year delivering 4,100 documents (75 documents per week)
- Collaborate directly with CA Development and CA Services to build and maintain a library of CA Green Books at [ca.com/greenbooks](http://ca.com/greenbooks), which contain documented best practices
- Monitor CA User Forums to verify the technical accuracy of responses or add direct guidance
- Provide behind-the-scenes trusted advice to CA Services and CA Partner solution deployment teams for CA solutions

When it comes time for production rollout, CA Services and CA Support formally coordinate the deployment to production transition of your CA solution. The transition facilitates an efficient experience for you because CA Support is fully prepared to provide you with service excellence.

**CA SUPPORT OFFERINGS** If you choose to extend your standard support agreement with our worldwide support offerings, CA Support Availability Managers or CA Designated Support Engineers are optionally available to you. These dedicated, knowledgeable specialists provide support management oversight services for your business-critical CA products or a single business-critical CA product. These seasoned technical professionals:

- Keep you updated on end-of-life and end-of-service announcements
- Provide guidance and information for CA product maintenance
- Promote your knowledge of new support service offerings
- Identify and help foster adoption of relevant updated tools, processes and documents
- Proactively monitor your cases
- Help you maximize your investment in CA solutions by keeping you updated on technology enhancements and integrations
- Provide additional technical expertise to help you keep your business running at peak performance

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## Support Services That Are Always On

When you need service, you can count on CA Support. A worldwide operation that includes 13 globally positioned CA Support Centers allows you to access our professionals 24 hours a day, 7 days a week. For your business-critical CA solutions, CA Support provides follow-the-sun technical support for more than 100 CA Enterprise IT Management (EITM) products.

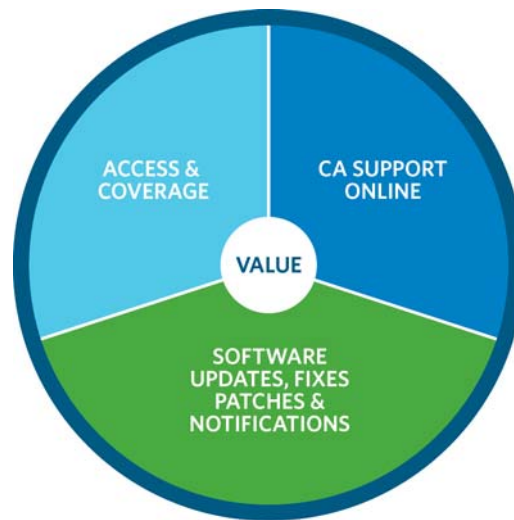
In addition, CA Support Online and CA User Communities and Forums are accessible online for questions, product and fix downloads, knowledgebase queries, opening and monitoring cases, access documentation and so much more.

FIGURE B

CA Support Online provides a self-service web option for technical support and customer service. You can log and monitor cases, define case severity, subscribe to user community forums and automated notifications, personalize profile features to get to information faster, and download products, documentation and fixes.

CA SUPPORT ONLINE IS YOUR SELF-SERVICE PORTAL

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## CA Support Benefits

To help you maximize your investment in CA software, CA Support is always working to provide you with enhanced services that accelerate the value you recognize from CA solutions. CA Support is committed to helping you quickly realize a return on the investment you have made with CA.

### EASY ACCESS

- Call one number for all your customer service questions
- Open CA Support Online cases for any question—technical or general product administrative
- Receive technical support assistance in up to 18 different languages
- Receive customer service assistance in up to 10 different languages
- Download products, documentation, fixes and more
- Make the most of our support engineers' expertise by allowing remote access to your systems
- Enjoy the convenience of automated password resets and online security protection from CA SiteMinder® Web Access Manager

### TRUSTED ADVICE

- Work with experienced, highly trained professionals dedicated to support your specific CA products and address your cases quickly
- Query an extensive knowledgebase using search keywords or pose a question to Ask CA for instant information
- Tap the collective intellectual property held by almost 1500 CA Support professionals who work across the many platforms and technologies surrounding CA solutions every day
- Subscribe to E-News, user community forums and automated notifications (called “hyper subscriptions”) for critical CA product fixes, patches, etc., so advice and information is sent directly to you via email or RSS feeds
- Apply the best practices of CA Support Offerings to address the additional support services demanded by your specific business requirements
- Connect with other CA users via global user communities and global user forums

### ALWAYS ON

- Utilize self-service CA Support Online and CA User Forums
- Maintain continual control of your technical and customer service cases—with CA Support Online, you can open and monitor issues, define and change severity levels, attach documentation, check status and more
- Personalize your support profile to quickly access your favorite information and define how CA Support should contact you
- Access services 24 hours a day, 7 days a week

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## The CA Advantage

Exceptional satisfaction with CA Support services is our number one business priority. Whether you are working with a support manager, a support engineer or a customer service professional, we are serious about satisfaction with our services, our products and our processes. Through your direct input and surveys, we continually measure the speed and quality of our services. Results are evaluated weekly to allow us to better serve you and help promote your return on investment.

### CA Vision

Enterprise IT Management (EITM) is CA's vision to unify IT and simplify the management of today's complex computing environments for greater business results. We do this securely through the intelligent integration and dynamic management of people, processes and technology across the enterprise, including storage, systems, networks, applications, databases and security. In this way, we help you better manage risk and costs, improve service and ensure IT resources are consistently used to drive the business.

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## Next Steps

Contact us. We welcome the opportunity to serve you. CA Support can help you maximize the operational value of your CA products to align with your business goals and IT needs so you can get the most from your CA software investments. To learn more about how CA Support can maximize your business value, please contact your CA account team or CA Support at [ca.com/support](http://ca.com/support).

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CA Support: Easy Access — Trusted Advice — Always On