

# maximize your investment in CA Technologies solutions with CA Support



Protect and enhance your investment in CA Technologies solutions with CA Support. Increase your productivity and minimize risk with robust support maintenance tiers and offerings, highly experienced technicians, diagnostic tools and programs. With CA Support you get easy access to technical support resources that are always available.

## Business Value

CA Support helps you:

- Be innovative in support of your business through new software version and product release deployments and best practices
- Increase your productivity through CA Technologies support maintenance tiers and offerings, online self-service support portal, and value programs
- Minimize your risk with access to experienced technical resources and value-add support offerings

## Support Offerings

Enhance the value of your CA Technologies solutions with simple, robust CA Support maintenance tiers and offerings, including:

- CA Support
- CA Support Plus
- CA Support Premier
- CA High Security Support
- CA Extended Support

CA Services and CA Education offerings are also available to provide a fast start and long-term success.

## Why CA Support

CA Support offers proven methodologies and established diagnostic processes from experienced, highly trained professionals.

- Technical expertise of more than 1,200 professionals
- Focus on improving customer satisfaction
- Comprehensive support services, programs and tools
- Multi-platform support for your complex IT environment
- Leading-edge support technology and methodologies

## CA Support Offerings

As you select, implement, operate and upgrade CA Technologies software solutions, it is important to have easy access to technical product expertise when you need it. New software versions, product releases and fixes can help you to continue to maximize your return on investment and stay current with technology updates.

### CA Support is the Foundation of Your Maintenance Program

CA Support is CA Technologies standard support maintenance that offers multiple access methods and support services to meet your operational support and business needs.

CA Support includes:

- Online support for self-service and case management
- Twenty-four hours a day, seven days a week telephone support for Severity 1 cases via a [single telephone number \(by country\)](#)
- Product release, version and certification updates
- Product fixes and alerts for high impact problems and fixes
- Troubleshooting
- Multi-platform and product integration support
- Implementation and upgrade project support
- Access to knowledge documents, product compatibility information and documentation
- Access to CA Technologies programs such as:
  - [Go Live with CA Technologies](#)
  - [CA Communities](#)
  - [CA Beta Programs](#)
  - [CA Green Books](#)
  - [CA Tech Insider newsletters](#)

### CA Support Maintenance Tiers Add More

Supplement your CA Support by choosing the tier that best meets your business and support requirements. CA Support is required to purchase an enhanced maintenance support tier for your product.

[CA Support Plus](#) and [CA Support Premier](#) are enhanced support maintenance tiers which provide proactive and personalized support services led by a single technical point of contact. Your designated engineer provides personalized services, including product and education recommendations, to support your CA Technologies products.



#### CA Support

Technical and Self-Service Support

- 24x7 access to online support
- 24x7 phone support for Severity 1 cases
- Direct phone support during regular business hours
- Product release and version updates
- Product fixes and alerts

#### RESPONSE LEVEL OBJECTIVES

- 1 hour for Severity 1 cases (24x7)
- 2 business hours for Severity 2 cases
- 4 business hours for Severity 3 cases
- 1 business day for Severity 4 cases

*“Having a designated engineer who knows our environment and our implementation of CA Technologies products enables me and my team to focus on the business and spend less time managing issues.*

*Our team supports over 1,000 business applications and we need someone familiar with our infrastructure who can provide proactive support.*

*It is reassuring to have a knowledgeable technical resource onsite and available for upgrades and other major events.”*

**—Senior VP, Security Engineering, Major Global Financial Firm**

Both [CA Support Plus](#) and [CA Support Premier](#) tiers enable you to:

- Streamline your communications with CA Support with a designated engineer who understands your business and environment
- Optimize your mission critical products with proactive support recommendations based on maintenance health checks and guidance regarding new product versions, critical maintenance and platform releases
- Receive faster replies to your Support cases with priority response level objectives
  - 30 minutes for Severity 1 cases (24x7)
  - 1 business hour for Severity 2 cases
  - 2 business hours for Severity 3 cases
  - 4 business hours for Severity 4 cases

CA Support Premier also includes:

- Onsite planning sessions and support assistance



### CA Support Plus

Personalized and Proactive Support

- Designated engineer
- Proactive support recommendations

#### PRIORITY RESPONSE LEVEL OBJECTIVES

- 30 minutes for Severity 1 cases (24x7)
- 1 business hour for Severity 2 cases
- 2 business hours for Severity 3 cases
- 4 business hours for Severity 4 cases

### CA Support Premier

- Short-term onsite support
- All the benefits of CA Support Plus

## CA Support Value-Add Offerings

Meet your unique support and business needs with our additional value-add services. CA Support is required to purchase any of the value-add support offerings.

- [CA High Security Support](#) provides extra protection for the sensitive data you share with CA Technologies during support interactions. 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.
- [CA Extended Support](#) enables you to continue to benefit from CA Support on your timetable for upgrades or product transitions after product support is discontinued for the product release you are using.

## Business Value

Easy access to technical support resources that are always available allows you to:

- Be innovative in support of your business through new software version and product release deployments and best practices
- Increase your productivity by utilizing support maintenance tiers and offerings, online self-service support portal, and value programs
- Minimize your risk with access to experienced technical resources and support offerings

## Why CA Support?

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CA Support offers proven methodologies and established diagnostic processes from experienced, highly trained professionals, supporting hundreds of products across multiple platforms globally. Dependable, accurate, consistent and straightforward guidance is what you can expect from our professionals. Bring our deep technical knowledge and worldwide experience to your technical support and customer care questions. We focus on:

- **Technical Expertise** With an average of nine years experience at CA Technologies, our support engineers must complete personal training plans to further develop their communication, technical and product knowledge skills.
- **Customer Satisfaction** Our business model is based on achieving customers' satisfaction ratings that meet or exceed customer expectations. Recent customer satisfaction ratings have shown continual improvement against industry benchmark data in the following areas:
  - Initial Responsiveness
  - Timeliness of Resolution
  - Overall Satisfaction with CA Support
- **Comprehensive Support Services** Our support engineers are dedicated to specific CA Technologies products, work on many platforms, and are focused on resolving your issues that impact your business as quickly as possible. They also:
  - Deliver best practices and knowledgeable guidance in 16 languages from 12 global support centers
  - Enhance and maintain Knowledge Base documents
  - Collaborate with CA Development and CA Services to build and maintain a best practices library of CA Green Books and Green Papers at [ca.com/greenbooks](http://ca.com/greenbooks)
- **Multi-Platform Support for Your Complex IT Environment** Whether your issue involves CA Technologies solutions exclusively or a mixture of CA Technologies and multivendor products, we have the experience, tools and expertise to assist you.
- **Leading-Edge Support Technology and Methodologies** To improve your overall CA Technologies experience, we continually develop new technology and methodologies to speed response and case resolution times and increase your access to technical CA Technologies product information. These include:
  - Personalized Site Level Environment Profiles—Your profile defines information about the configurations, hardware, OS and software on which your CA Technologies software executes to streamline the opening of a case.
  - Collaborative Resolution Approach—When your issue requires a high degree of expertise, CA Support Engineers work together to collectively resolve your issue based on the Solution Support/Global Product Support model.
  - Secure Authentication—Secure sign-on and automated password reset functionality are driven by CA SiteMinder® Web Access Manager to keep your data safe.
  - Compatibilities—Product compatibility information is available to search by CA Technologies product or by a vendor, OS and version combination from a single location.

## Why CA Technologies?

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CA Technologies supports you throughout all stages of your software lifecycle and provides an integrated experience for:

- Trials and proof of concept engagements
- Implementations
- Production operations
- Upgrades
- Product migrations

CA Technologies provides a complete portfolio of services for your CA Technologies solutions:

- **CA Customer Care Center** provides you one central phone number per country for access to CA Technologies and simplified administrative issue handling. Receive assistance for your licensing, contract, product, accounting, education, online support and directory assistance queries.
- **CA Education** provides flexible learning options based on your budget, travel requirements and role. Our training methods and tools are designed to help work-teams be more productive in less time. Offerings include classroom and virtual instructor-led training and a web-based training option where students can learn at their own pace. Including education along with product implementation speeds ramp-up time, resulting in accelerated time-to-value from your CA Technologies software.
- **CA Services** draws from over 30 years of IT management software experience, the skills of our 1,400 credentialed professionals, qualified and trained partners, and best practices based on proven methodologies. Our rapid implementation offerings help you achieve faster time-to-value for your CA Technologies solution, with lower risk. For CA Services implementations, Go Live with CA Technologies provides a smooth transition of your critical solution to CA Support.
- **MyCA** is an online resource where you can connect, learn and share. You can collaborate with colleagues, experts and communities to get the most out of your CA Technologies solutions.
- **CA Communities** enable you to share ideas, information and tips with your peers and provide a unique opportunity to help IT business and technical CA Technologies product users maximize your software investments. More than 20,000 customers, CA Technologies development, services and support teams actively participate in CA Communities. You can participate in Global User Communities, Regional User Communities, Business Communities and Message Board discussions. Visit [www.ca.com/communities](http://www.ca.com/communities).

## Next Steps

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To learn more about how CA Support can help you protect and enhance your investments in CA Technologies solutions, go to [ca.com/support](http://ca.com/support).

### CA Support: Easy Access – Trusted Advice – Always On