

SUPPORT BRIEF:

CA Business Critical Support Premier

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Increase your productivity and product availability



What if you could have a designated resource from CA Technologies providing you with personalized support based on knowledge of your IT environment and business? What if you could increase your staff's productivity and CA Technologies product availability with technical product recommendations and support focused on your unique requirements?

Meeting business requirements

If you have a complex IT environment it can be difficult for your internal support staff to manage issues for a CA Technologies product that is critical to your business. They may not be able to keep up with the latest product release information and fixes, or know how to leverage all the features that are delivered with the product.

CA Business Critical Support (CA BCS) Premier is enhanced support led by a designated engineer that provides personalized services to support your mission critical product from CA Technologies.

Delivering business value

CA BCS Premier enables you to:

- Maximize your productivity with a single point of contact that is familiar with your environment and saves your staff time when critical issues occur
- Increase your CA Technologies product availability with a designated engineer to expedite resolution of technical issues and streamline communication with CA Support
- Optimize products from CA Technologies in your environment with regular maintenance health checks
- Increase return on investment by using software features more effectively and completely
- Improve effectiveness through on-site planning sessions and collaboration

What you get

CA BCS Premier extends the capabilities of your standard CA Business Critical Support maintenance to include:

- A designated engineer with a direct phone number that:
 - Understands your business
 - Responds within 30 minutes to severity 1 cases, 24 hours a day, 7 days a week
 - Reviews all cases with you regularly
 - Facilitates quarterly teleconferences to review case history
 - Leads annual on-site planning sessions with you and your staff
 - Provides short-term on-site support
- Expedited issue routing
- Heightened support availability during product upgrades
- Maintenance health checks and upgrade plan reviews
- Guidance regarding new product versions, critical maintenance and platform releases

Why CA Support?

CA Support provides proactive and continuous support and best-in-class responsiveness delivered by experienced technical professionals from CA Technologies in 16 languages from 12 global support centers. You select the precise level of support you need from the latest in self-service technology to dedicated resources and peer-to-peer knowledge sharing. CA Support is an integral part of Go Live with CA Technologies, a program uniting services, education, support, partners, and communities in a seamless lifecycle process focused on your success.

Get started

To purchase CA BCS Premier or find out how you can leverage this support for your organization, please contact your CA Technologies account team or CA Support at ca.com/support.