

what are  
5 questions  
every customer  
asks about  
CA Services?

agility  
made possible™



## question 1

# why should we use CA Services?

## answer

Meet the CA Services experts on LinkedIn  
[ca.com/services/linkedin](https://ca.com/services/linkedin)

“CA Technologies Services was critical to the success of the implementation and provided excellent support throughout the project.”

**Glen Fee**  
Racing and Wagering  
Western Australia, CIO

## Because no one knows CA Technologies better than CA Services

When something really matters, you want the best—the most experienced. Deploying CA Technologies solutions matters to the success of your business. Why use CA Services? Because we’re the CA Technologies experts.

### More CA Technologies experts

With 1,400 certified consultants and architects located in 25 countries, CA Services is the largest consulting group focused on CA Technologies in the world. The organization’s collective experience—earned from more than 35 years work on thousands of successful CA Technologies projects—is unmatched.

### More experience with CA Technologies

No other organization has seen CA Technologies solutions in action in more environments than CA Services. We’ve seen:

- Both the best practices and the rarest of requirements
- Heterogeneous environments and complex architectures
- Integrations to, and combinations of, almost every conceivable IT management and infrastructure product
- The most challenging timelines

Whether you are implementing CA Technologies solutions in a physical, virtual, or cloud environment, CA Services consultants leverage decades of experience and thousands of customer engagements to enable the success of your project and maximize your software investments.

### You can:

- Gain peace of mind that your implementation will be done right by the best in the industry
- Get the job done right the first time with less risk and minimal disruption to your staff and the business
- Deploy your IT team for business-critical tasks and outsource the implementation effort to a trusted partner
- Create a more agile business thanks to faster solution adoption

## question 2

# how many times and with which customers has CA Services done this before?

## answer

To learn about CA Services customer successes  
[ca.com/success](https://ca.com/success)

“CA has a very good idea of when you are trying to implement too much, too quickly. They helped us take a look at the implementation from the perspective of here are the first steps you should take when you are implementing and then their trainers came in and did a very nice job of supplementing the training.”

**Jennifer Matton-Anderson**  
Manpower  
Director Client Support

## Thousands of customers

Right this minute, our CA Services teams are working on at least 500 concurrent engagements worldwide. With more than 35 years of experience, “been there, done that” epitomizes what the CA Services organization is all about.

### **More customers in more industries across more countries**

CA Services consultants are implementing more CA products and solutions in more industries than any other organization. With a global reach spanning 25 countries, no one brings more customer experience to your deployment than CA Services.

### **More customers using more CA Technologies products and solutions**

We don't specialize in just one or even just a few IT areas. We have experience helping customers deploy all CA Technologies products and solutions.

We have experience across the following IT management areas:

- Service automation
- Service assurance
- Service management
- Project and portfolio management
- Energy and sustainability
- Capacity management
- Cloud solutions
- Mainframe management

We have extensive experience in IT security including identity, access, and information security.

We have experience in all environments:

- Physical distributed and mainframe
- Virtualized
- Cloud
- Heterogeneous environments

### **More experience with any combination of the above**

The amount and scope of our experience is powerful, but even more powerful is the experience we have with the various combinations of products and environments. Not just experience in security, but cloud security. Not just experience deploying service assurance with project portfolio management, but experience deploying those two products in a combined mainframe and virtualized IT infrastructure.

So no matter which CA Technologies products you choose, you can trust that our teams have had extensive experience deploying that same solution in customer environments very similar to yours.

### question 3

# how does CA Services approach an engagement?

## answer

### With a proven, repeatable methodology designed for CA Technologies

CA Services approaches every engagement using its unique, repeatable methodology, specifically designed to allow for the fast and effective implementation of CA Technologies solutions. Each stage includes an input, an output, deliverables, and tools and templates that enable a successful implementation.

The CA Services methodology is:

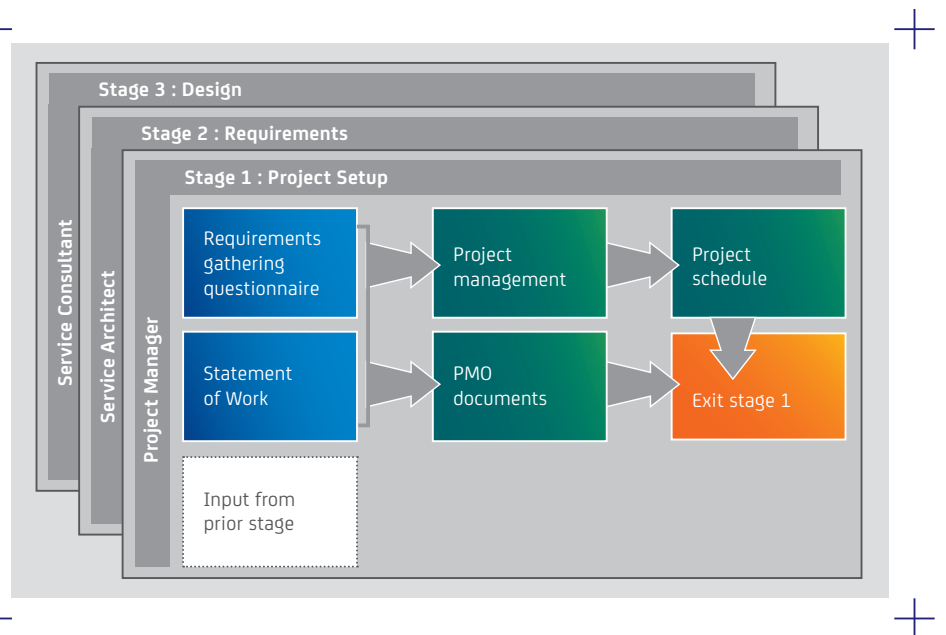
- Consistent
- Repeatable
- Built on industry best practices
- Honed on thousands of CA Technologies deployments

#### An engagement can have a Playbook

As part of its methodology, CA Services creates a customized deployment playbook. CA Services has built a vast warehouse of tools, templates, methods, and best practices using the experience gained through thousands of customer engagements. Using this case-tested approach reduces risk and helps ensure your project stays on time, on budget, and delivers expected results.

“By outsourcing the deployment of the Identity & Access Management solution to CA, we were able to focus on core aspects such as developing the application’s functionality so it delivered maximum business benefit.”

**David Neate**  
ING  
Project Manager



# what's in a CA Services deployment playbook?

CA Services has a library of case-tested tools, templates, methods, and best practices. From these assets, we can build a CA Services deployment playbook for an engagement. Your deployment playbook could include:

- Kick-off essentials
- Technical training evaluation
- Requirements-gathering questionnaire
- Requirements-gathering workshop
- Solution requirements specification
- Solution design specification
- Solution overview presentation
- Solution integration specification
- Solution test plan
- Test reports
- Solution run book
- Knowledge transfer checklist
- Production readiness checklist
- Project summary

# featured customers



## question 4

# what types of services does CA Services provide?

## answer

To learn more about CA Services  
[ca.com/service](https://ca.com/service)

“CA Services was essential for Ativas to achieve our goals in the implementation of the IT management solution. We’d like to highlight the know-how in the implementation and commitment to deadlines.”

**Antonio Phelipe**  
Ativas  
Chief Technology Officer

## Services that enable success at every stage of your CA Technology lifecycle

CA Services works with you to define the types of services that best meet your business goals. CA Services has one objective: to properly assess your current situation and assist you in moving forward as quickly and effectively as possible.

### The CA Services portfolio includes:

- **Rapid Implementation** – provides a fast implementation with defined outcomes to help ensure project success
- **Solution Implementation** – delivers a configurable implementation with greater flexibility in scope and scale to meet your specific requirements
- **Healthcheck** – gives you a short, post-deployment engagement if you have an existing CA Technologies product implementation
- **Managed Services** – allows CA Services to act as an extension of your team in performing day-to-day operations in support of your CA Technologies solution
- **Assessment** – evaluates your existing environment and delivers recommendations as well as an action plan to meet business priorities and IT requirements for project scope, timing and budget
- **Software Rationalization** – identifies, catalogues, and assesses accumulated IT infrastructure tools against business criteria and helps optimize your environment to save money while reducing vendor management pressures
- **Consulting Services** – pragmatic, flexible solutions that address the adoption lifecycle designed to help provide enterprises and service providers the agility and operational benefits that can be derived from CA Technologies solutions
- **Hosting Services** – achieve optimum performance without the administrative and implementation costs associated with installing and managing an in-house system with access to the right resources to maintain a high quality of service
- **Staff Augmentation** – leverage existing resources as well as utilize outsourced services and contract workers to seamlessly improve overall service levels and areas of expertise, maintain project staff levels, and meet aggressive deadlines and deliverables on schedule
- **Optimization Services** – objectively evaluates product usage and alignment to best practices and implements cross-solution integration and automation that extends the value of your CA Technologies solutions to more stakeholders

## question 5

# how can CA Services help me get the most from my CA Technologies investment?

## answer

To learn about CA Services  
[ca.com/services](https://ca.com/services)

“We wanted access to best practice around the implementation and a high level of consultancy. To meet this need, we turned to CA Services, who worked alongside our internal consultants. As a result we received a wide range of flexible, quality support.”

**Miroslav Javornický**  
Erste, Decentralised  
Computing Group  
Operations Manager

Using proven and battle-tested methodologies, CA Services can implement your CA Technologies solution quickly and cost-effectively. Our projects are defined, predictable, and reliable. We can deliver results in as few as 30 to 90 days or we can define a custom deployment.

Based on your priorities, CA Services professionals will develop a plan that meets your priorities and, needs, in terms of outcomes, costs, and timelines. Selecting the right approach for your situation is guided by these factors: the scope of the project, the timeline required to meet the business objectives, and budget.

In addition to our Services portfolio, CA Services offers a number of capabilities to help guide you through the engagement and speed solution adoption.

**The Associates Services Consultant Program** – is a comprehensive recruitment and readiness campaign that adds to your success by attracting, developing and retaining the best and brightest entry-level professionals who consistently deliver value at a cost-effective price point.

**CA Global Delivery** – provides efficient project delivery with the right people, skills and unsurpassed domain expertise in CA Technologies solutions with high levels of quality and service with a blended onshore/offshore delivery model. Global delivery provides innovative, pre-built solutions for quick time-to-value, strong ROI and new value for key stakeholders.

**Certification Program** – certifications from CA Technologies measure individual’s skills, knowledge, and expertise in managing, administering, installing, configuring and implementing CA Technologies products.

**Certified Business Analyst** – designed for professionals managing post-implementation environments and responsible for application management, resource and scheduling management and related user-level troubleshooting.

**Certified Professional** – designed for professionals actively engaged in the implementation of environments and responsible for installing, configuring, and optimizing the product for use by administrators, business analysts, and end-users.

**Certified Administrator** – Designed for professionals managing post-implementation environments and responsible for administration, basic configuration and security best practices, reporting, and troubleshooting.

IDC White Paper sponsored by CA Technologies, The  
Business Value of Software Deployment Services,  
Document #219064, October 2010

In an October 2010 IDC white paper sponsored by CA Technologies, “IDC believes the CA Services Deployment Methodology is well suited for customers who need to minimize the risk of deploying software into an already complicated IT landscape.”

IDC recommends enterprises “Look for deployment providers with programs and processes in place to help reduce the risks inherent in deploying enterprise software.”

# finally, we have some questions for you....

## questions

- What are the consequences of your project being late?
- What would happen if you go over budget?
- Do you have the staff (both in availability and skill set) to deliver this project in time to meet your business goals?
- What is your ability to support and manage this application once it is in production?
- With reductions in IT spending, how comfortable are you meeting the demands to maintain a high service quality across your entire organization?
- When considering your entire IT portfolio, can you drive more efficiency by balancing and optimizing your software portfolio?
- Can you objectively evaluate your existing business processes to uncover underlying issues that may be preventing you from fully realizing business agility?

**For more information contact 800.225.5224**

# facts about CA Services

1,400 professionals  
focused exclusively on  
CA Technologies solutions

Largest group of consultants  
focused on CA Technologies  
in the world

Best practices developed  
from more than 35 years  
of experience

Global reach spanning  
25 countries

More than 500 concurrent  
customer engagements

Proven methodology based  
on industry standards

CA Technologies (NASDAQ: CA) is an IT management software and solutions company with expertise across all IT environments—from mainframe and distributed, to virtual and cloud. CA Technologies manages and secures IT environments and enables customers to deliver more flexible IT services.

Our innovative products and services provide the insight and control essential for IT organizations to power business agility. The majority of the Global Fortune 500 relies on CA Technologies to manage evolving IT ecosystems.

For additional information, visit CA Technologies at [www.ca.com](http://www.ca.com)  
Follow CA Technologies on Twitter at [www.twitter.com/cainc](http://www.twitter.com/cainc)

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