

PRODUCT SHEET:  
CA On Demand portal

# CA On Demand Portal



The CA On Demand Portal enables enterprise IT service administrators and managed services providers (MSPs) to quickly deploy and manage the full range of IT Management SaaS solutions from CA Technologies. A new easy-to-use Web interface offers deployment, metering, billing, and centralized user management, providing compelling technical and business advantages over home-grown or third-party solutions.

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## Overview

Today's challenging economic environment has placed tremendous pressure on IT budgets. At the same time, customers recognize that having the right tools to manage critical business processes is key to achieving sustainable growth. To resolve this dilemma, many firms have turned to Software-as-a-Service (SaaS) as an architectural and business model. SaaS allows users to quickly take advantage of new services, and helps reduce the burden on IT by removing the costs of application maintenance and version upgrades. The CA On Demand Portal provides a critical piece of the SaaS puzzle by enabling enterprise IT service administrators and/or managed services providers (MSPs) to access all their SaaS benefits in one place—so they can deploy, manage, administer, view, bill/chargeback services via a single secure platform.

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## Business Value

The CA On Demand Portal unifies multiple IT services, allowing users to get comfortable with the concept of one—one security model for all services, one way to view service levels, one source for centralized provisioning, one place to view usage, one place to get support, and one invoice. By unifying all these essential IT services, the CA On Demand Portal delivers context-relevant reporting across all SaaS applications, along with a single buying experience for security, access, contracting, and billing.

## The CA Technologies Advantage

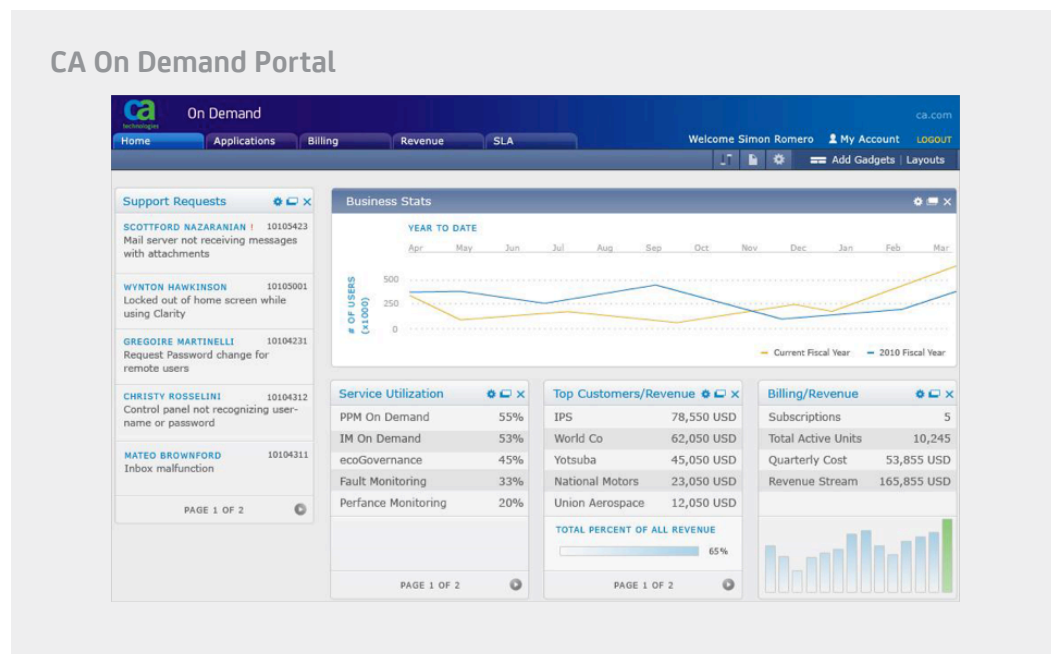
As a native Web 2.0 application delivered as a service, the CA On Demand Portal can help you lower IT costs and greatly reduce infrastructure requirements. The Portal offers an integrated suite of IT Management solutions that are much easier to manage, monitor, and administer than individual services. The portal also enables CA Technologies partners to take advantage of “white labeling” and rapidly grow their customer base by redistributing IT management solutions from CA Technologies under their own branding. Partners can also add new services of their own through a common distribution medium.

## What’s New, What’s Compelling

The new CA On Demand Portal r2.0 provides:

- A completely redesigned, intuitive user interface with a strong focus on usability and an easy learning curve
- Full coverage of all administrative needs when subscribing to IT Management SaaS: connectivity and security, provisioning, SLA, usage/consumption and billing, order placement and support
- White label and “headless” solutions, allowing MSPs to customize and brand the service delivery portal

Figure A



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## Features

With the CA On Demand Portal you can efficiently integrate and centralize all of your IT Management SaaS services from CA Technologies. Your team will find all administrative, support, and billing functions provided in the central space, together with an analytical engine for advanced reporting and service usage monitoring.

### Core Functions:

- Single Sign On (SSO) and Federated Single Sign On, enabling users to log in only once and browse through different services without additional logins. SSO is a property of access control of multiple SaaS services from CA Technologies; users log in once and gain access to all systems without being repeatedly prompted for credentials. The Federated Single Sign On integration allows customers to create a trusted relationship with the CA Clarity™ service for seamless integration between networks and environments, and simplified password management
- Security and identity management is a critical function that provides central user management and granular access control
- Centralized user management and provisioning provides the ability to manage all user-related setup and maintenance tasks from a single location in the CA On Demand Portal. Management capabilities include adding/editing a user in the CA On Demand Portal and propagating information to applications. User provisioning is a simple, single-step process, even with “bulk load” operations
- Reporting and analytics provide a great overview of user patterns, specific or cross/service usage and create intuitive, yet information-rich reports for IT administrators, service administrators, or executives
- Service provisioning enables all CA Technologies SaaS administrators to request new or additional SaaS services directly from the CA On Demand Portal
  - Workflow and workflow management
  - SLA management

### Support functions:

- Ability to create and participate in topic-sensitive communities helps you learn and share tips and techniques, resolve your problems, share your knowledge and skills with other professionals
- Manage and track your support tickets
- Create and expand your knowledge base to help you capture proven solutions and processes and encourage self-support

**Billing functions:**

- Access metering and billing information based on usage rates
- Metering helps users track the usage of SaaS services whether by number of users or number of devices, based on the SaaS services being consumed
- Bundling multiple services together and pricing based on bundling
- E-commerce

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## Why CA Technologies

On Demand solutions from CA Technologies are available anywhere, fully secure and rapidly scalable, and are supported by our world-class facilities and professionals. They also offer the unique ability to evolve with the needs of your organization, whether you are early stage or face a more complex environment. CA Technologies also has an experienced global services and support organization to help you realize rapid value from your CA Technologies deployment.