

CA Technologies managed services offering

optimize your CA Technologies product solutions to leverage the capabilities through remote or on-site assistance



Leverage the power of CA Services expert architects and consultants and realize the full potential of your CA Technologies solutions.

Supporting Your Business

The CA Technologies Managed Service Offering provides remote or on-site assistance to perform designated tasks with respect to previously implemented and operational CA Technologies products in your information technology environment. Our operational support methodology enables you to focus your IT team on business-critical tasks instead of operational and administrative details that can be handled by a trusted partner.

Delivering Business Value

CA Services, Education and Support unite in single-team dedication to work with you as an innovative, expert, collaborative partner — so that you can gain the advantages of new technology while maintaining productivity. We provide you:

- A trusted partner dedicated to the long-term success of your business
- Strategic consulting from those who know CA Technologies products best
- Innovative education options from the authority on CA Technologies
- Available support from world-class technology experts

Together, we help you manage your customer lifecycle on an ongoing and proactive basis through Go Live with CA Technologies, a customer experience program that starts the day you become a CA Technologies customer. The program continues through each stage of our relationship: getting started, getting set up, rolling out your CA Technologies products, and getting more from your investment.

What You Get

Review of requirements – assess your specific requirements to align with expected deliverables

Configuration review – verify the CA Technologies product is adequately configured to perform the tasks and to address your specific configuration requirements

Administrative tasks – perform tasks related to the on-going administration of the CA Technologies product

Customer specific reports – assist with monitoring and maintaining CA Technologies product-specific reports

Change management – mutually determine and agree on any necessary configuration changes

Knowledge transfer – conduct remote or on-site training sessions you on a regular basis

Continuous Lifecycle Review – continually verify the CA Technologies solution is operational and collecting data as required, administrative functions are performed to your requirements, and on-going knowledge transfer is conducted

Project Handoff and Closure – once the engagement is over, our support does not end. We make sure the project is seamlessly handed off to your team

Why CA Services?

CA Technologies unifies CA Services, Education, and Support to give you the ongoing expert advice, guidance, and assistance you need to successfully plan, deploy, administer and support an integrated CA Technologies solution. No one knows CA Technologies like CA Services and we provide you with precision, confidence, value, results, and flexibility focused around your business needs.

Get Started

To purchase the CA Technologies Managed Services Offering or to speak with CA Technologies about how you can integrate this solution into your environment, please contact CA Services at ca.com/services.