

CA SERVICES:

Managed Services for Service Assurance

Leverage the experts at CA Services to simplify operations, increase performance and reduce downtime

agility
made possible™



Count on the Service Assurance solution professionals at CA Services to proactively manage your monitoring infrastructure for peak application performance and visibility. Let the CA Services team provide a virtual performance expert to your staff without the large upfront capital outlay and expense.

Supporting your business

Managed Services for Service Assurance solutions from CA Technologies are more than just a technology solution. By reducing costs and freeing up your IT staff to focus on more high value tasks, Managed Services can play an important role in your business's strategy. Meeting operational challenges and serving your IT customers and the business can be difficult especially when you are facing resource and time constraints and lack of specific expertise. This is where CA Services can help. Managed Services offerings from CA Services are available for the following Service Assurance solutions:

- CA NetQoS solutions
- CA eHealth®
- CA Infrastructure Manager
- CA Service Operations Insight
- CA Application Performance Manager
- CA Capacity Manager

Delivering business value

Managed Services for Service Assurance solutions from CA Technologies provide:

- Reduced upfront and CAPEX costs
- Ease of adoption of new technologies and increased business agility
- Insight into your IT infrastructure to help make critical business decisions
- Reduced solution investment risk and greater solution value
- Higher levels of availability and greater levels of support

Managed Services for Service Assurance solutions from CA Technologies provide enterprise-class capabilities without the large capital outlay and with a predictable monthly cost structure. Service level agreement-based offerings deliver that extra degree of confidence to help you meet your business objectives while meeting your IT availability and monitoring requirements.

What you get

The CA Services team provides a phased approach throughout the Managed Services lifecycle. From configuration and discovery to knowledge transfer and expert consultation, we administer your solutions so you gain insight into the infrastructure that supports your IT application delivery—all without the high initial expense and ongoing investment.

Deliverables include:

- Review of requirements—assess your specific requirements to align with expectations
- Configuration review—verify the service assurance products are configured to address your specific requirements
- Administrative tasks—perform tasks related to the ongoing administration of your CA Technologies solution
- Reporting tasks—provide customer specific reports on a scheduled basis
- Knowledge transfer—conduct remote or onsite training sessions for greater solution adoption
- Data interpretation and analysis—review performance data and make infrastructure optimization recommendations

Why CA Services?

CA Services is committed to your success with CA Technologies solutions. We're here to help you throughout the entire solution lifecycle—from strategy and consulting to implementation and management with unsurpassed depth of expertise and breadth of services offerings to deliver real business results with confidence.

Our approach of unifying CA Services, CA Support and CA Education provides you the ongoing expert advice, guidance and assistance you need to successfully plan, deploy, administer and support an integrated CA Technologies solution. Trust the experts who have the experience gained over 30 years and thousands of successful engagements to deliver successful business outcomes with flexibility, precision and value. *No one knows CA Technologies like CA Services*

Get Started

To purchase Managed Services offerings for any Service Assurance solutions from CA Technologies or to speak with CA Technologies about how you can integrate this solution into your environment, please contact CA Services at ca.com.