



2010 CA Channel Index

➤ The annual study tracking the IT industry outlook of CA partners



FEBRUARY 2010

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A MESSAGE FROM JOSÉ CARVALHO



First of all I would like to thank everybody who participated in the 2010 CA Channel Index. This is the second year of this annual initiative and it is continuing to provide us with invaluable insights into our partner community across EMEA.

The Index this year reveals a new period of optimism throughout the channel. Companies across Europe are looking to the future, after a difficult time for all. Improvements are expected in both the economy and IT spending, in particular around virtualisation and cloud computing. With our standing in the marketplace and unrivalled range of products and services, CA and our partners are ideally positioned to capitalise on these trends and to help enterprises succeed in these new and exciting areas of computing.

As always, we look forward to working with our partners in 2010.

Regards,

A handwritten signature in black ink, appearing to read 'J. Carvalho', on a light-colored background.

José Carvalho
SVP EMEA Channel Sales
CA

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About the Survey

The CA Channel Index is an annual study which tracks the IT industry outlook of CA partners. In 2010 the study surveyed 928 of CA's partners across EMEA from 3rd December 2009 to 8th January 2010. Respondents completed an online survey.

Regions included in the survey were Austria, Belgium, France, Germany, Israel, Italy, Middle East and Turkey, the Netherlands, Nordics (Norway, Sweden, Finland and Denmark), Portugal, Spain, Switzerland and the UK & Ireland. A breakdown of the respondents, by regions, follows:

Region	Number of respondents
Austria	52
Belgium	15
France	93
Germany	282
Israel	11
Italy	80
Middle East & Turkey	26
Netherlands	73
Nordics	13
Portugal	49
Spain	84
Switzerland	47
UK & Ireland	103
Total	928

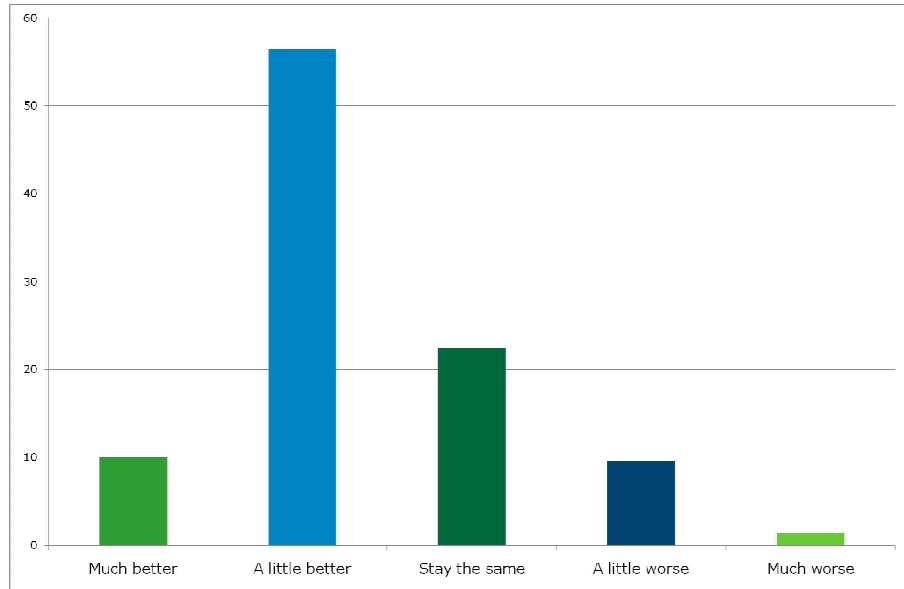
For further information on the 2010 Channel Index Survey, please visit <http://www.ca.com/gb/mediaresourcecentre>.

For information on CA solutions visit <http://www.ca.com>

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Survey Results

1. Throughout 2010, do you expect the economic outlook to get...?

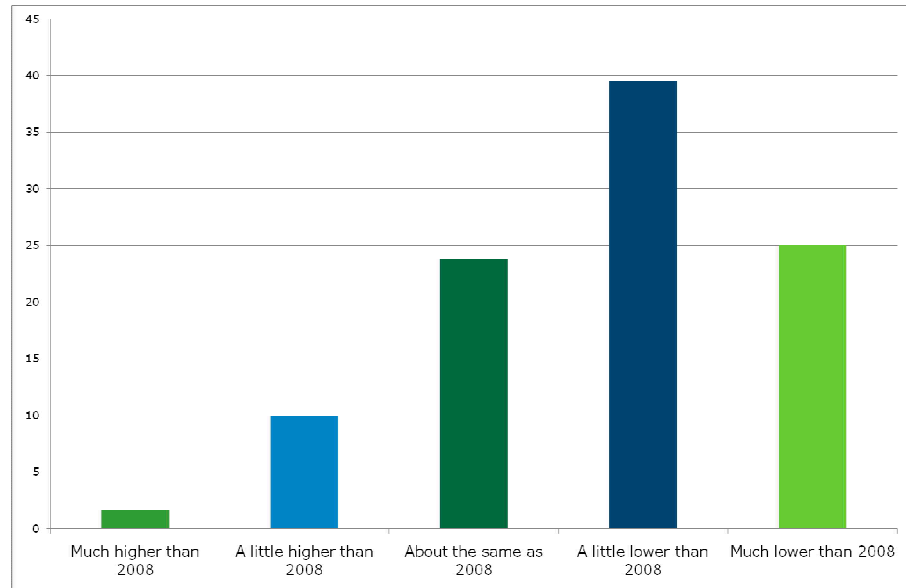


After a difficult 2009, partners are anticipating an upturn in the economy: two thirds (66%) expect it to improve in 2010. Encouragingly, only 11% predict a further deterioration, with just 1% of partners expecting it to get 'much worse'.

This is a much more optimistic picture from the 2009 CA Channel Index when only 1% expected an economic improvement compared to 79% who thought it would worsen.

The Netherlands (91%) and the UK (81%) are the most optimistic countries in EMEA this year.

2. How did your customers' 2009 IT budgets compare to 2008?

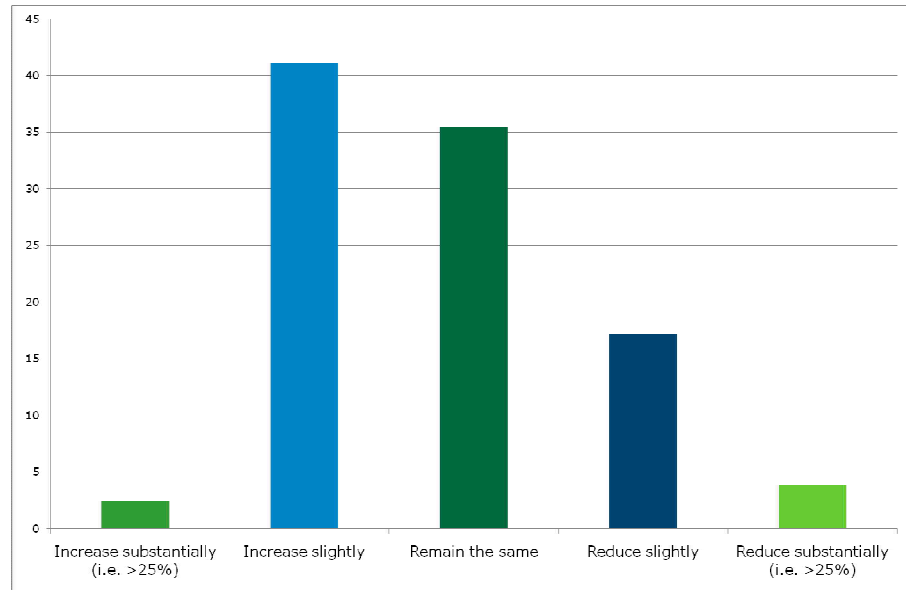


The Index reveals that 64% of IT budgets in 2009 were lower than in 2008. However, this was better than partners had expected: 76% had predicted a decline in 2009.

12% of 2009 budgets were actually higher than in 2008.

Switzerland showed the healthiest increase in budget: here a quarter (25%) of 2009 budgets surpassed 2008 levels.

3. What do you expect will happen to your customers' 2010 IT budgets?

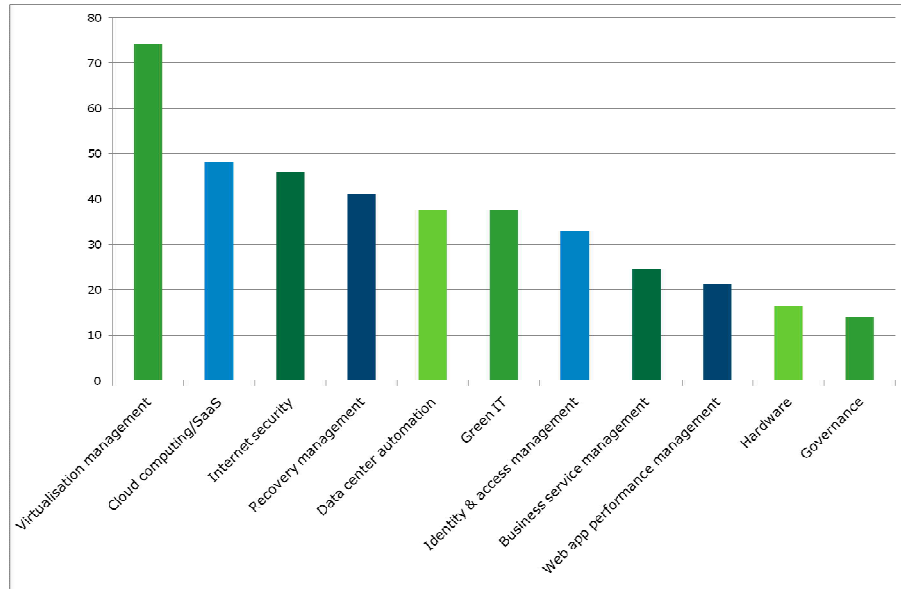


Looking to the year ahead, the Index shows customers' IT budgets do not expect IT budgets to rebound as fast as the wider economy.

43% of partners predict an increase in IT budgets in 2010 (compared with 66% who expect an improvement in the economy). Over a fifth (21%) think they will diminish further.

German and Italian partners are the most positive about the upcoming year; over a half (51%) think budgets will surpass the levels in 2009. In Spain, only 22% predict an increase.

4. Throughout 2010, what do you think will happen to spending in the following areas?



Partners predict there will be further commercial opportunities for them to help customers increase the efficiency and cost effectiveness of their IT in 2010.

Identified areas of increased spending were similar to those found in 2009. Virtualisation in particular is expected to be a strong area of growth, with nearly three quarters (74%) anticipating an increase in spending. Partners in Austria are especially hopeful about the level of spending in virtualisation (86%).

Other spending hotspots, according to partners across EMEA, are cloud computing (with 48% of partners forecasting an increase in spending), internet security (46%) and recovery management (41%).

For more information please contact

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