

SUPPORT BRIEF:
CA Extended Support

CA Extended Support

Flexibility to meet your business needs

agility
made possible™



At times your business has unique needs and the CA Extended Support offering can provide you with the flexibility required to meet them. The CA Technologies software lifecycle offers you opportunities to apply preventive maintenance and exploit features in new releases. CA Extended Support allows you to continue to use CA Support services on your timetable for upgrades or product transitions after product support is discontinued.

Support that serves your business needs

CA Extended Support is available once a CA Technologies product reaches the End-of-Service or End-of-Life stage in the software lifecycle.

- **End-of-service:** A product release becomes End-of-Service when no future development or maintenance is provided for a specific release. The product continues to be supported at a more current release level.
- **End-of-life:** A product becomes End of Life when no future development or maintenance is provided at any release level.

CA Extended Support includes:

- Direct access to CA Support via CA Support Online or telephone
- 24 hours a day, 7 days a week telephone support for Severity 1 issues
- Access to existing published fixes and solutions
- Workarounds, if at all possible, for issues without a published fix

Delivering business value

CA Extended Support helps you gain business value by providing:

- **Flexibility:** Gives you an extra period of support when you need more time to upgrade to the latest release, transition to a new CA Technologies product, or when business requirements limit changes to your environment.
- **Proven experience:** With uninterrupted access to CA Technologies experienced technical staff and online knowledge base, you maintain your connection to trusted advice.
- **Compliance:** Addresses your compliance requirements by providing continued support for your key business systems.

Why CA Support?

CA Support provides proactive and continuous support and best-in-class responsiveness delivered by experienced CA Technologies IT professionals in 16 languages from 12 global support centers. You select the precise level of support you need from the latest in self-service technology to dedicated resources and peer-to-peer knowledge sharing. CA Support is an integral part of Go Live with CA Technologies, a program uniting services, education, support, partners, and communities in a seamless lifecycle process focused on your success.

Get started

To purchase CA Extended Support or to speak with CA Technologies about how you can leverage this support for your organization, please contact your CA Technologies Account Team or CA Support at ca.com/support.