

SUPPORT BRIEF:
CA High Security Support

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Safeguard your data and reduce the risk of unauthorized disclosure

agility
made possible™



Many government regulations and industry requirements mandate assurance that the data shared with IT vendors is protected. What if the data you exchange with CA Support could be handled by U.S. citizens?

Supporting your business

CA High Security Support is a value-add service available in the U.S. which provides extra protection for the sensitive data you share with CA Technologies during support interactions for certain CA Technologies products. The electronic and physical files you submit for related support cases are transmitted via a secure file transfer protocol, stored in a U.S. location, and maintained in a system which authorizes access only by U.S. citizens.

Delivering business value

CA High Security Support enables you to:

- Reduce the risk of unauthorized disclosure
- Provide extra protection for your data
- Help address related regulations and contractual requirements

What you get

CA High Security Support includes:

- Safeguarding the electronic and physical support files you submit via separate CA Support queues and encryption processes
- Isolated storage of your support files in a U.S. location

- Case analysis and resolution support within the U.S. by CA Support Engineers who are U.S. citizens
- 24 hours a day, 7 days a week support for Severity 1 issues within the U.S. by CA Support engineers who are U.S. citizens
- Two-way file transmission of your data via a secure file transfer protocol

Where personnel other than CA Support engineers within the U.S. who are U.S. citizens must be engaged to help resolve your support cases, case reporting and email notifications to those personnel exclude specified categories of confidential data and identifiers.

This service is available only to CA Support customers.

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.

Next steps

To purchase CA High Security 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.