

GO LIVE WITH CA TECHNOLOGIES

# can you experience CA Technologies in a new and better way?

you can

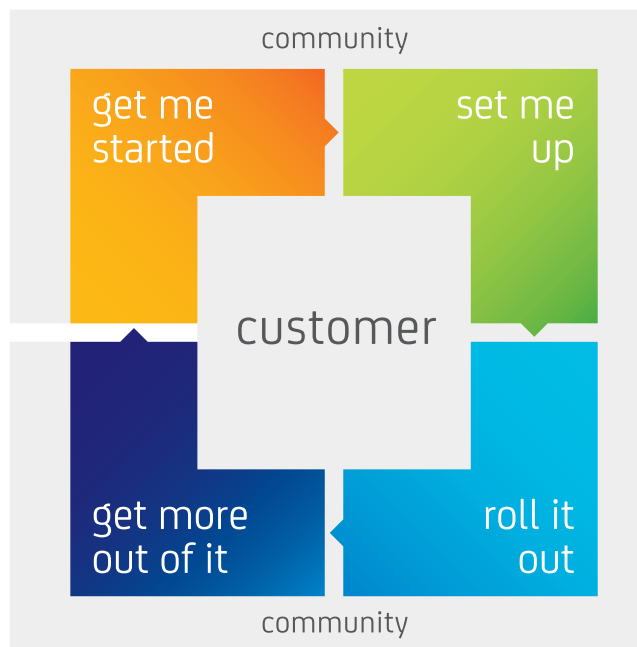


Learn how to access continuous, proactive, expert advice and guidance from CA Technologies throughout the lifecycle of your CA Technologies products.

Go Live with CA Technologies is a seamless customer lifecycle process, uniting all the resources you need and guiding you step-by-step to success:

- Welcome to CA Technologies Communications

- Customer Value Program
- Online Solution Assessment
- Customer Value Analysis
- Software Rationalization
- Beta Programs



- Project Setup and Onboarding
- CA Technologies Integrated Planning
- Pre-production Planning
- Transition to CA Support
- Go Live with CA Technologies Central
- Proactive Issue Monitoring
- 90-Day Health Watch

Services, education, support, partners and communities all unite and collaborate on your projects through Go Live with CA Technologies.

Go Live with CA Technologies also includes a social networking-based portal that gives you the insight, education, collaboration and innovation that you can only get from interacting with experts and peers.

## 1. Get me started

**What happens now that you've purchased a solution from CA Technologies?**

The first stage of Go Live with CA Technologies begins with a personal communications welcoming you to CA Technologies, along with information about the next steps in the process.

Your next step? Relax, and wait for CA Technologies to personally contact you and help you with everything you need to know!

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## 2. Set me up

**What happens now that you're ready to start development?**

In the second stage of Go Live with CA Technologies, you get a personal call outlining the support and education resources available to you and showing you how to manage and update your projects so that CA Technologies or your chosen partner can proactively monitor your progress. The collaborative team identifies issues to minimize impact, and integrated planning ensures your projects stay on track. When it is time to move to production, CA Technologies puts the resources in place to make sure it happens smoothly, including Go Live with CA Technologies Central with 24x7 weekend monitoring and priority issue identification and resolution.

Your next step? Go online and update your project status and production date.

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## 3. Roll it out

**What happens now that your project has gone into production?**

In the third stage of Go Live with CA Technologies, your projects have moved into production and CA Technologies works with your staff to monitor progress and ensure project success. The 90-day Health Watch gives you extra assurance—including proactive check-ins at 45 and 90 days. CA Technologies also works with you to ensure your users and administrators have the training they need.

Your next step? Join a CA Technologies Community or explore additional education and training options.

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## 4. Get more out of it

**What happens after you fully deploy?**

In the fourth stage of Go Live with CA Technologies, we introduce you to value-added programs that help you optimize your existing deployment. You can participate in our free Customer Value Program\*, which includes a discovery session, gap analysis, and recommendations on how to get more value from your deployment. You can also access our Online Solution Assessment or request a Customer Value Analysis\* to help you evaluate your ROI.

Your next step? Ask your CA Technologies account executive about participating in these programs.

\* Availability varies, contact your account executive