Seizing the SaaS advantage

In today’s digital economy, enterprises are increasingly opting for SaaS delivery models rather than on-premise software. As a result, CA Technologies is progressively playing the role of service provider rather than software vendor. A company’s success relies on meeting customers’ business needs and service expectations. CA Technologies own solutions, such as CA Business Service Insight (BSI), are playing a key role in the transition to service provider.

“CA Business Service Insight provides sophisticated service level management and reporting, which promotes transparency and enhances the customer experience across CA Technologies expanding SaaS portfolio,” explains Bob Grazioli, Senior Vice President of SaaS Ops and Delivery at CA Technologies.

Reliable and effective service level management is a core requirement for every IT service provider. Any downtime or degradation in quality of service can significantly impact a customer’s operations, which could have financial or reputational repercussions for CA Technologies. More than 10 of its solutions are already available via a SaaS model and this number is rapidly increasing.

“Provisioning software by a SaaS model can be quite complex; SLAs not only vary by solution but also by customer,” explains Brian Hughes, VP, Business Services, SaaS Operations and Delivery at CA Technologies. “Reporting on and analyzing service levels was time-consuming and error prone due to data residing in numerous sources. We needed a more efficient and reliable means to manage and report on service levels across multiple solutions and monitoring platforms.”
“With CA Business Service Insight, we can confidently and efficiently expand our SaaS offerings, which will support the ongoing transformation and future growth of CA Technologies.”

Bob Grazioli
Senior Vice President of SaaS Ops and Delivery, CA Technologies.

Enhancing performance with sophisticated service level management

CA Technologies worked with long-standing partner, fusionPOINT, to deploy CA Business Service Insight and ensure best-practice service level management and reporting across its SaaS business.

Founded in 2004, fusionPOINT is expert in service level management and CA Business Service Insight and has developed proven processes as well as a suite of smart extensions to the CA solution, including powerful dashboards, additional scheduling mechanisms, automated booklet template generation, and input data validation.

The company worked closely with CA Technologies to optimize processes as well as to configure and deploy interactive customer dashboards. “As a leading SaaS provider, CA Technologies wanted best-in-class service level management as well as the ability to understand and improve the performance of its services,” comments Dr Josef Schneider, Managing Director of fusionPOINT.

Using CA Business Service Insight combined with fusionPOINT’s dashboards, CA Technologies can provide high quality, customer-specific reports that detail not only service levels but their contractual and business relevance. Real-time and historic data and trends can be viewed and analyzed to identify root-cause and also to avert potential SLA breaches.

The solution is now also being used to report on the service levels of IT software and service providers to CA Technologies own organization.

Driving greater efficiency and quality

With CA Business Service Insight, service level management and reporting is automated and accurate. As well increasing efficiency and reducing costs for CA Technologies, the solution is enhancing customer relationships and confidence through its data transparency and reporting quality.

“CA Business Service Insight provides reliable data for us to manage and improve service quality, and build strong, long-term relationships with customers,” confirms Arno Zegerman, VP, SaaS Operations at CA Technologies.

As a result, CA Technologies can not only be confident that it is offering realistic service levels to SaaS customers but also ensure it meets these commitments.

“With CA Business Service Insight, we can confidently and efficiently expand our SaaS offerings, which will support the ongoing transformation and future growth of CA Technologies,” concludes Grazioli.
fusionPOINT supports companies with automated service level management and multi provider management solutions. More and more, services and service supply chains are becoming the driving force in the market. While increasing digitalization will bring further challenges, effective control and efficient management of services is essential for enterprises to be successful.

Founded 2004 in Germany, fusionPOINT is underway to globally supporting its international customer base, offering managed and hosted services in addition to on premise solutions, helping our customers to achieve their business objectives by making their service business transparent and manageable.

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate—across mobile, private and public cloud, distributed and mainframe environments. Learn more at ca.com.