

## Case Study: State & Local Government

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### Challenges


- **Seek external professional services assistance:**
    - Because key staff are assigned to other initiatives
    - Because they need external perspective and best practices
  - **Primary criteria when contracting external professional services:**
    - Overall cost
    - Product expertise
    - An understanding business and technical requirements
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### Use Case

- **Recently utilized CA professional services for the following CA product platform:**
    - ITCM
  - Most seriously considered working with CA Services, over other options, for their most recent project where they utilized professional services.
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### Results

- **The following differentiated CA Services from other options:**
    - Better understanding of our needs
    - Superior understanding of CA products
  - **Experienced the following during their most recent project with CA professional services:**
    - Improved solution adoption
    - Was able to complete their project significantly faster with the help of CA professional services.
  - **Sees the following as advantages of working with CA Services:**
    - Experience and expertise
    - Quality of results
    - Speed, time to value
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**Source:**  TechValidate survey of a State & Local Government