

## Case Study: State & Local Government

---

### Challenges

- **Chose CA Application Management Services because:**
    - They were new to the product(s) and required assistance as they came up to speed on the solution
    - They were looking to more fully utilize their CA solutions
- 

### Use Case

- **Chose CA AMS because of its:**
    - Breadth of Services provided under contract
    - Technical expertise
  - **Utilized CA AMS for:**
    - CA Project and Portfolio Management
- 


### Results

- **Chose CA AMS over the other alternatives because of CA AMS resources:**
    - Superior understanding of CA products
  - **Most valuable features from CA AMS:**
    - Help desk support (Supplementary support)
    - Health checks
    - Architectural guidance
    - Education/knowledge transfer
  - **Outcomes after using CA AMS:**
    - Enhanced end-user support
    - Internal technical skills and best practices were enhanced
    - Opportunity to achieve greater value from CA product(s)
    - Solution adoption was improved
    - Greater understanding of the solution lifecycle
    - Solution roadmap adopted
  - **Saved up to 25% per week or more of their in-house staff's time by using CA AMS.**
- 

### Testimonials

“With CA AMS we have had a faster time-to-resolution on the challenges we have encountered, due to more reliable pointers to reference information, and access to resources that can be of assistance.”

---

**Source:**  TechValidate survey of a State & Local Government