

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
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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
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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.**
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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