

Saving Costs to Drive Value

Implementation Case Study



One of the top 10 largest U.S. retailers has partnered with CA Technologies to achieve more than \$1 million annually in IT operations cost savings, through replacement of Compuware tools. The project was completed on-time and on-budget, in less than 90 days, within the recommended IT window prior to March 31, 2017.

Decision Phase

The customer was challenged by its executive leadership to optimize costs, so its IT team first assessed the Compuware application testing software that supported core operations tied to its retail systems, credit cards and business systems. Working with CA Technologies, the customer identified strong opportunities to utilize CA software to maximize volume pricing earned. Standardizing on CA and its broader portfolio of application development and delivery tools enabled the customer to realize simpler vendor management, simpler end-user training and of course, the opportunity to reinvest in high-growth initiatives.

Scoping Phase

Working with CA Technologies, the team identified an opportunity in application testing and quality tools. Compuware Xpediter, ABEND-Aid and related tools were targeted to be replaced by the testing tools suite from CA Technologies, which included CA InterTest™ solutions and CA SymDump® solutions.

Migration Phase

Success hinged on two key requirements: 1) Minimal rework to maintain runtime operations, specifically batch processing for merchandising, supply chain, payroll and credit. 2) Project completion within a 90-day window ending March 31st, 2017.

CA partnered with the customer to complete a full risk assessment by the first month and the entire migration in less than 90 days. The lead client engineer stated, "Almost no element or job changes were required in production. I would recommend CA Technologies for future projects."

Training Phase

Training, especially in a fast-paced environment for a large retailer, was also critical and very well received. Using a train-the-trainer model, a CA subject matter expert delivered a full-day, on-site session with seven key IT staff. These sessions were also recorded, so that they could be replayed with additional team members in other offices and down the road. In all, the team experienced only a small learning curve to move from Compuware to CA Technologies solutions.

Summary

In summary, CA Technologies partnered with the customer to:

- Save costs and simplify vendor management by standardizing on tools supporting application development, testing, quality and delivery
- Migrate to new software in less than 90 days, on time and on budget
- Maintain mission-critical run-time batch jobs that support key business systems and processes



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