

# CA Customer Success Manager Program

A dedicated resource focused on the product family of your choice

## At A Glance

Through the CA Customer Success Manager program, you get to work with a single point of contact for the product family of your choice. The success manager works with your team to help you maximize the value derived from your CA product investment. Your success manager gains detailed knowledge of your implementation, provides proactive tracking and analysis of usage and problems, and highlights opportunities that support your efforts to increase business value.

### KEY BENEFITS

- **Personalized onboarding.** Product expert works alongside your team during the entire onboarding process.
- **Priority queueing.** Get priority queueing and initial response to new support cases for a specified number products.
- **Differentiated service.** Receive proactive analysis and guidance.
- **Improved adoption.** Get streamlined access to the latest upgrades and training.
- **Enhanced planning.** Receive assistance with new release readiness and migrations.

### KEY FEATURES

- Proactive analysis of product usage to help identify opportunities for increased adoption and utilization.
- Product-focused planning to help you accelerate your time to value.
- Personal liaison for your CA-related requests, including support escalations, sales and service inquiries, educational resources and product updates.
- Routine meetings for optimal communication and collaboration.

## Business Challenges

Choosing cutting-edge technology is only step one in your journey to building a modern software factory. Product implementations are only as successful as the teams who manage them. For resource-stretched internal teams, it can be time consuming to navigate across support, sales, services and education in order to get the assistance and resources required. As a result, many technology teams never realize the full value of their solution. Adoption, usage, user experience and ROI can all suffer as a result.

## Offering Overview

The CA Customer Success Manager program can connect you with a product expert who can help you maximize the value of your implementation. Your success manager partners with your organization to understand your business needs and offer proactive guidance to help you make the most of your investments. Your success manager makes it easier to access and leverage CA resources, from the support library to the latest training and upgrades. Available in three tiers, the CA Customer Success Manager program makes it easier for you to get the level of support and engagement that's right for your business.

## Key Features

### Proactive product insights

Your success manager can help you stay on top of product changes, including new product features, upcoming releases and end-of-life announcements. They can also connect you with teams who can evaluate your environment for new releases and recommend optional upgrade services and support. Through these services, your success manager can help you with planning activities to facilitate your solution's alignment with your organization's requirements and objectives.

### Access to CA onboarding program

After you sign up for the program, expect an invitation to join a personalized welcome call. Your success manager will outline the resources you have available as a customer of CA. They work alongside your team during the entire installation process to see that your organization is set up for success from the very start.

## Tailored insights into training

Your success manager will serve as your team's personal liaison to CA Education, offering assistance with your training needs and suggestions for courseware based on knowledge gaps observed.

## Personal liaison

Your success manager will proactively monitor and analyze activity relating to your covered products as well as your team's interactions with education and support services. Customer success managers will provide insights on better strategies and resources to employ, helping support your efforts to realize maximum value from your covered products.

## Recurring engagements

Throughout the program, you'll have the opportunity to discuss questions and concerns with your success manager to facilitate optimal communication and collaboration.

## Priority initial response time objectives

Customers are entitled to the following priority initial response time objectives, according to the severity level of the

newly opened case for a specified number of designated products based on your offering tier:

- Severity Level 1: 30 minutes\*
- Severity Level 2: One hour\*\*

\* Calculated from the time a new case is opened with CA Support. Severity Level 1 cases must be opened by calling CA Support.

\*\* During business hours, as published on CA Support Online, calculated from the time a new case is opened with CA Support. Severity Level 2 cases can be opened online or via telephone.

## Priority queuing

When you submit new cases to CA Support, you will receive priority queuing of initial callbacks for a specified number of designated products based on your offering tier.

## Multiple offering tiers

The CA Customer Success Manager program is sold on a 12-month or multi-year basis, and is available in several utilization levels:

- **Ten percent utilization.** Provides up to 10 percent utilization of a customer success manager.

- **Fifty percent utilization.** Offers up to 50 percent utilization of a customer success manager, along with priority queuing and initial response for up to five designated CA software products.
- **One hundred percent utilization.** Entitles customer to full-time utilization of a customer success manager, as well as priority queuing and initial response for up to 10 designated CA software products.

## Related Programs

Are you interested in accelerating business value across your entire portfolio of CA solutions? Learn more about the CA Customer Technical Manager program, which provides you with a dedicated industry expert who covers your entire portfolio of CA solutions.

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