

CA Customer Technical Manager Program

Coverage of your entire CA solution portfolio

At A Glance

Through the CA Customer Technical Manager program, you can collaborate with a designated customer technical manager for your portfolio of CA solutions. The technical manager acts as your single point of contact across CA, helping you get personalized services and prioritized support responses. Your technical manager brings their detailed knowledge of your CA portfolio to help you accelerate your return on investment.

KEY BENEFITS

- **Industry insights.** Assessment of your adoption maturity against industry standards.
- **Improved adoption.** Analysis of current usage and suggestions for increasing business value.
- **Stronger ROI.** Account-specific insights fuel a more positive user experience and help you accelerate your return on investment.
- **Enhanced business alignment.** Business insight and technical expertise to facilitate goal attainment.

KEY FEATURES

- Personal liaison for your CA-related requests, including sales, services, education, support and product management.
- Proactive analysis of product usage to identify opportunities for increased adoption and utilization.
- Periodic reviews for optimal communication and collaboration.
- Review of your strategic roadmaps and participation in your planning sessions.
- Priority queueing and initial response to new support cases for a specified number products.

Business Challenges

In the application economy, optimized software implementations are integral to business success. Successful implementations require more than cutting-edge technology, however. You need experienced professionals to help you assess and adapt your implementations, high-quality education designed to teach your users how to optimize your solutions and a highly skilled support team to provide assistance when problems arise. For resource-stretched internal teams, navigating across support, sales, services and education is only part of the challenge. Your teams need technical expertise and industry smarts to analyze your portfolio and help you optimize your mission-critical implementations.

Offering Overview

The CA Customer Technical Manager program offers the expert assistance you need to help you maximize the value of your portfolio of CA solutions. The program provides your team with a personal concierge for your CA-related needs. You get a designated point of contact that can provide assistance with escalations, guidance on product releases, pointers to the latest training resources or any other CA-related assistance.

Your technical manager has the industry and technical expertise to partner with your organization, understand your CA solution landscape and offer proactive guidance to help you make the most of your investments. Your technical manager is focused on your success and will make it easier to access and leverage CA resources, from the support library to the latest training and upgrades. That means you can spend less time on administration and more time on innovation. Available in three tiers, the CA Customer Technical Manager program makes it easier for you to get the level of support and engagement that's right for your business.

Key Features

Customized planning

Your technical manager will work with your team to document the business outcomes you're looking to achieve. They will collaborate with your team to build an adoption plan, from establishing onboarding approaches to defining milestones.

Proactive tracking and guidance

Your technical manager will proactively monitor and analyze activity relating to your CA implementation as well as your team's interactions with education and support services. Based on this ongoing analysis, they will look to identify opportunities for enhancements. This will allow technical managers to provide optimal insights on better strategies and resources to employ in support of your efforts to realize maximum value across your infrastructure.

Expert product insights

Your technical manager can help you stay on top of product changes, including new product features, upcoming releases and end-of-life announcements for your CA solutions. 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 technical manager can help you with planning activities to facilitate your solution's alignment with your organization's requirements and objectives.

Recurring reviews and collaboration

Your technical manager goes beyond regular check-ins. If you sign up for the 50 percent or 100 percent utilization tier, you'll be entitled to periodic reviews. Through these reviews, your technical manager will provide a mapping of your existing CA solutions and discuss plans for how you may increase adoption, accelerate business value and capitalize on opportunities for upgrades or maintenance of existing environments. Technical managers will discuss your concerns, challenges and priorities.

These reviews will also include analysis of product usage, service implementations, education courses and support resources. Your technical manager will also provide a detailed review of your support cases.

Technical managers utilized at 100 percent will provide an annual review to confirm and document any updates to your business objectives. They will also use these reviews to better understand the objectives of different business units. The technical manager will discuss adoption plans for your CA portfolio and assist you with mapping out your future plans for your CA portfolio.

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 Technical Manager program is sold via 12-month terms, and customers can choose from several utilization levels:

- **Twenty-five percent utilization.** This tier allows for up to 25 percent utilization of your technical manager, as well as priority queuing and initial response for up to three designated CA software products. You can also schedule on-site visits once a year.
- **Fifty percent utilization.** This tier provides up to 50 percent utilization of your technical manager, along with priority queuing and initial response for up to five designated CA software products. You can also schedule on-site visits twice a year.
- **One hundred percent utilization.** This tier entitles you to 100 percent utilization of your technical manager, as well as priority queuing and initial response for up to 10 designated CA software products. You can also schedule on-site visits up to four times a year.

Note: On-site meetings are optional and customers are responsible for the technical manager's travel and out-of-pocket expenses.

Related programs

Are you only looking for these types of services for a single product family? Learn more about the CA Customer Success Manager program.

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate—across mobile, private and public cloud, distributed and mainframe environments. Learn more at ca.com.

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