

CA Designated Support Engineer Program

At A Glance

The CA Designated Support Engineer program enhances your product support with personalized service. You get a designated support engineer who knows you, understands your environment and is directly accessible—so you can skip the phone tree and go straight to your designated expert. Your designated support engineer will help you when issues arise, which allows you to resolve issues faster and get more from your investment. Available in three tiers, the CA Designated Support Engineer program helps you get the level of support that's right for your business.

KEY BENEFITS

- **Faster issue resolution.** Contact your designated support engineer directly.
- **Increased productivity.** Work with a designated expert that can help you get more done, faster.
- **Improved ROI.** Make the most of your investment with your personal subject matter expert.
- **Proactive planning.** Reduce the likelihood of issues during upgrades and patch applications.
- **Greater satisfaction.** Partner with a designated support engineer for an optimal customer experience.

KEY FEATURES

- Designated support engineer familiar with your business and IT environment
- Personalized, prioritized response to technical issues
- Product-specific guidance during upgrades and patches
- Optional on-site meetings to review business needs and IT results
- Practical guidance on how to configure, operate and troubleshoot your systems

Business Challenges

In the digital economy, your business depends on technology to meet objectives, exceed expectations and establish competitive advantage. But sophisticated deployments can be challenging to install and support, especially given the complex, interrelated nature of today's business services. To be successful, you need specific skill sets at every point in the product lifecycle. When internal staff members are stretched, how can you help ensure resources are available to efficiently and effectively upgrade, operate and troubleshoot your systems?

Offering Overview

The CA Designated Support Engineer program provides you with a designated support engineer for specified software licensed from CA. The program is designed to help you get the resources you need to optimally support your systems. This program pairs experienced support engineers with your internal teams. Your designated support engineer provides the technical and strategic expertise to facilitate timely and fitting resolutions to product support issues—major and minor. Your designated support engineer is one phone call or email away.

The CA Designated Support Engineer program gives you direct-line access to our most experienced support engineers. Pick up the phone or send an email, and your designated expert will spearhead issue resolutions, provide advice through upgrades and work with you on mapping product usage to your business requirements.

As a virtual extension of your IT team, your designated support engineer works with you to understand the complexities of your specific implementation. These experts can provide technical consulting and knowledge sharing, including advice on how to configure, troubleshoot and operate your solution. Your designated support engineer can participate in on-site meetings to review solution usage, performance and support trends, and options for improvement. With their expertise, these support engineers can go well beyond standard maintenance and help promote faster issue resolution, increased usage and enhanced ROI.

Mission-critical technology requires next-level support. Make sure you get the information and assistance you need, when you need it, with the CA Designated Support Engineer program.

Dedicated product support

Your designated support engineer provides thorough product-related technical support, helping with problem analysis, debugging and incident resolution. The designated support engineer will prioritize and manage support incidents until resolved. The designated support engineer can also meet regularly with your team to review incident status and resolution targets.

Business and IT collaboration

Your designated support engineer can collaborate with your IT and business teams and your CA account team, helping you to improve organizational alignment and effectively advance desired business outcomes.

Planning and upgrade assistance

Your designated support engineer can participate in planning and strategy sessions to review your case history, your current and anticipated business needs and the functional and technical capabilities provided by the software. The designated support engineer can also review upgrade plans to assess software supportability and compatibility. Throughout the upgrade or patch application process, the engineer can offer advice and help manage support-related issues.

Maintenance review

The designated support engineer can review all fix and release levels for your software, and provide notifications of applicable new releases, maintenance and service packs, fixes and more.

Product image for support

Within CA, your designated support engineer can establish a software image that closely replicates your organization's environment, including the applicable operating systems, CA products, releases and so on, which may significantly speed issue resolution and enhance insights.

Multiple offering tiers

The CA Designated Support Engineer program is sold on a 12-month or multi-year basis, and customers can choose from several utilization levels:

- **Twenty percent utilization**, which includes the option of having the designated support engineer on-site for up to four days per year.
- **Fifty percent utilization**, which also enables the customer to have the designated support engineer on-site for up to 20 days per year.
- **One hundred percent utilization**, which also entitles customers to have the designated support engineer on-site for up to 40 days per year.

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

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:

- 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 can only 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.

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