

Support Program

CA Maintenance

Key Benefits

- **The help you need, when you need it.** When issues arise, we respond fast.
- **Expert assistance and advice.** Benefit from our support engineers' expertise and years of experience.
- **Optimum performance and ROI.** Implement upgrades and patches and fixes easily and often so you always leverage the latest features and functionality.
- **Faster time-to-resolution.** Stop fighting fires and get back to work with premium self-service and assisted support options.
- **Streamlined communication.** Share feedback with engineering teams, talk to R&D, and request changes to your product.

Key Features

- **Cross-channel access to support resources.** Call or click to find the answers you need, fast.
- **Premium self-service options.** Browse exclusive knowledgebase content.
- **Immediate upgrades and fixes.** Access new upgrades, enhancements, patches, and bug fixes as they're published.
- **Remote problem analysis and assistance.** Get expert help from our team of support engineers.
- **24/7 coverage for Severity 1 issues.** When critical issues arise, get the support you need, no matter what time of day.

At a Glance

CA Technologies, A Broadcom Company, offers the CA Maintenance program. CA Maintenance gives you the resources you need to deploy CA Technologies products and succeed with them over the long term. Beyond just enabling you to submit technical support tickets, CA Maintenance helps ensure that you make the most of your investment in CA solutions, offering direct access to our expert engineering team, premium self-service resources, and streamlined upgrades. You get the answers you need, when you need them, so you can stop fighting fires and continue differentiating your business.

Business Challenges

You've chosen the best technology solution for your business. So now what? To achieve maximum benefit and ROI, your software needs to run at peak performance, from implementation and every day thereafter. That means ongoing maintenance and support of your product is just as important as the technology itself. But support is usually an afterthought, and maintenance programs often provide only that—the minimum level of assistance needed to maintain your investment. CA Technologies does it differently.

CA Maintenance gives you the resources you need to run your solution without issue, and optimize it to best meet the needs of your business. Through personal attention and expert advice, CA Maintenance puts the foundation in place for you to operate efficiently and effectively in today's application economy.

Solution Overview

Technical support and account management are the core of CA Maintenance. You get timely access to the most knowledgeable experts—including a team of support engineers that has 20 years of experience, on average. Call the team or submit a ticket online.

Our services are backed by strong service level objectives that help ensure a prompt, effective response. Resolve issues quickly, through your channel of choice, so you can get back to the important stuff. CA Maintenance also helps ensure that you're running the best possible product. Stay up to date with product release and lifecycle announcements, key feature updates and new releases. Upgrades are only available through CA Maintenance, so staying current with this service is critical to your solution's continued performance.

Solution Overview (con't)

Unlike traditional support offerings, CA Maintenance goes beyond enabling ticket submissions. Access exclusive, rich knowledgebase content to find answers fast. Request changes to the product, schedule meetings with our engineering teams, or simply give technical support a call to ask a question. No matter how straightforward or complex the topic, we're here to help you keep moving, so your business can too.

Related Offerings

Interested in additional levels of support from CA Technologies? We offer programs to meet every business need:

- **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.
- **CA Extended Support.** Offers you the ability to get support on solutions after they've reached End-of-Service (EOS) or End-of-Life (EOL).

Product Support Comparison

Product Information	Generally Available (GA) Versions	EOS Versions/EOL Products
Self-Service		
CA Community: Product Membership with Peer Q&A Access	✓	✓
Product Compatibility Search	✓	✓
Knowledgebase Article Search	✓	✓
Support Case Management		
Technical Support—Open a Case, Manage a Case Online, or by Telephone	✓	—
24/7/365 Support for Severity 1 Cases	✓	—
12/5 Telephone/Support Portal Support for Severity 2–4 Cases	✓	—
Product		
Access to Published Solutions and Upgrades	✓	✓
New Code Fixes	✓	—
Development of New Versions and Enhancements	✓	—
Replacement Product for End-of-Life Products (Where Applicable)	✓	✓

Industry and Customer Recognition



CA Technologies was recognized for its commitment to customer success through certification from the Technical Support Industry Alliance Association (TSIA).



For the sixth year in a row, we have received the North-Face Scoreboard award for best-in-class ratings in engineer ownership, product knowledge, and more.



We are proud of our five-year upward customer satisfaction trend resulting from long-term, ongoing investments in people, process, and technology capabilities.