

CA Service Catalog®

Key Benefits

- Change IT to a proactive, strategic business partner to help improve customer satisfaction.
- Increase business user satisfaction with IT.
- Reduce the cost of delivering services.
- Deliver services faster with less manual effort.
- Increase service cost visibility and gain insight into consumption in financial terms.

Key Features

- Expose service offerings in any HTML source to provide seamless access to services.
- Enable users to act anywhere, anytime from mobile apps for iOS and Android.
- Automate routine, time-consuming, manual, or scripted tasks.
- Maximize operational efficiencies with enterprise-class workflows and out-of-the-box services.
- Define service offerings with complete cost transparency and associated service level agreements.
- Calculate service consumption in financial terms.
- Report service cost by service, customer, or consumption and provide automatic chargeback or “showback” capability.

Overview

Reduce the cost of service delivery, increase business consumer satisfaction, and improve productivity with CA Service Catalog. CA Service Catalog is an integral part of the CA Service Management solution, enabling a one-stop storefront for all business and IT services. Business consumers access the service catalog from a unified self-service experience or an optimized mobile app. The catalog contributes to managing and automating the entire request life-cycle, including the request, approval, and fulfillment of services.

Quick-value content, forms, workflow definitions, and event and report templates, help accelerate time-to-value and get you up to speed faster. Service offerings are communicated in rich, descriptive business terms in a range of supported languages. This helps elevate the service experience for all consumers, which can lead to increased satisfaction.

Business Challenges

IT is under great pressure to reduce operational costs, but still deliver and prove business value through the services it offers. This is often complicated by a disconnect between what IT provides and what business consumers really need. Users expect a simple social media-like self-service experience similar to the apps they use outside the workplace. Furthermore, they expect immediate action and results using whatever device they have in their hands at that moment.

Request fulfillment is costly, labor intensive, and error prone. Multiple entry points for request fulfillment (including phone calls and emails) are difficult to manage and to make repeatable and consistent. There is no visibility into service costs, consumption, and performance. IT is always looking to reduce costs; but that can be difficult when you do not know where money is spent or what the demand is for existing and planned services.

Solutions Overview

CA Service Catalog provides an enterprise-class solution to define and publish business and IT service offerings, increasing productivity and user satisfaction. It enables your organization to define service offerings in business terms with graphic and text descriptions. More important, it clearly shows the complete association of all the elements involved in the delivery and management of those services.

Solutions Overview (cont.)

Service offerings are defined in a portfolio that can be published as a catalog of available services to the entire enterprise, or to individual business units or tenants. You can expose specific service offerings where, when, and how your customers need them in any HTML page or portal, and in iOS and Android mobile apps. Providing high value self-services like “password reset,” reduces your time-to-value and increases customer satisfaction.

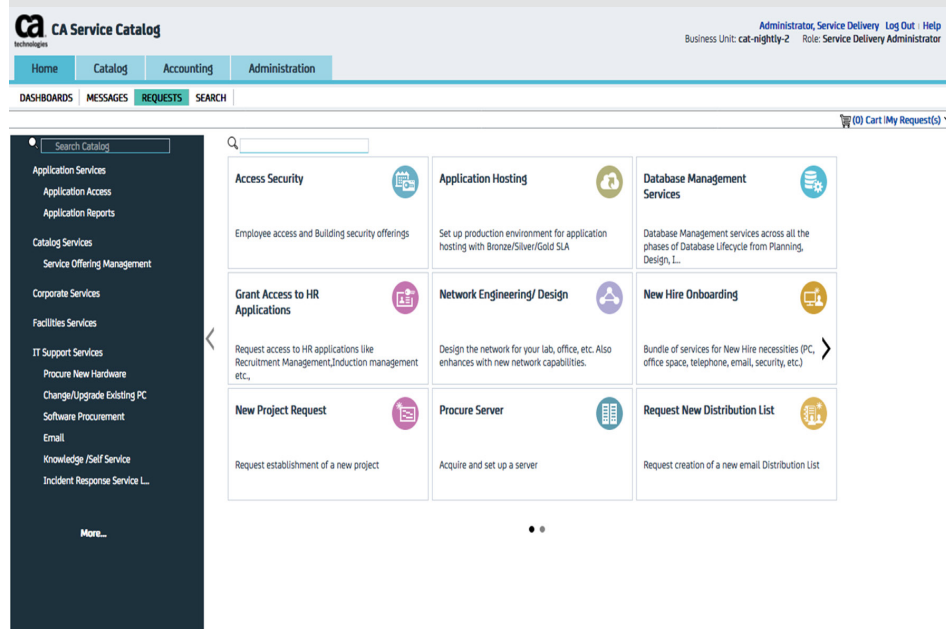
An embedded workflow orchestration engine automates the delivery of services across fulfillment architectures, including physical, virtual, and cloud environments.

You can add fixed or usage-based cost models to the service definition to provide financial transparency. And to support operational excellence, you can associate services to configuration items in the configure management database (CMDB) and can incorporate service level agreements (SLAs).

Critical Differentiators

CA Service Catalog enables you to define your services in value-oriented language with clearly published SLAs and costs, to automate the approval and fulfillment of requests, and to associate service usage in financial terms. The service catalog is an integral part of CA Service Management, a broad and powerful service management solution that enables and manages the entire service life-cycle across twelve certified ITIL processes.

CA Service Catalog enables you to provide services where, when, and how users need them with the unified self-service app.



CA Service Catalog includes a unified and collaborative self-service interface that is favored by all types of users. A comprehensive mobile application helps make IT services accessible anywhere, anytime, and anyhow. This modern, user-friendly experience can broaden adoption of services and elevate the perception of the IT organization to the business and IT consumers.

Related Products and Solutions

CA Service Catalog is part of CA Service Management from CA Technologies, which includes the following products:

- CA IT Asset Manager®**
 Holistically manage IT assets and associate a service request to a specific asset.

- Xtraction for CA Service Management®**
 Quickly create and share interactive dashboards and reports no matter what your level of technical expertise.
- CA Service Desk Manager®**
 Automatically open tickets and change orders based on service requests.