

CA Service Management

Designed for humans, built for service

At A Glance

Delivering quality service and attaining service management maturity does not equate to a costly-to-operate software solution with a complex user experience. CA Service Management delivers a modern, social media-based user experience to access knowledge, collaborate, resolve issues, request services and manage IT assets to help make sure your business consumers don't skip a beat. The xFlow user experience provides analysts with tools and context to embrace the team and make every moment count. Robust hardware and software asset management, and innovative change and configuration management, reduce business risk and IT costs. And for decision makers, business value reporting and self-service business intelligence provide effective management insights. CA Service Management is designed for humans and built for service, so you can provide incredible service.

KEY BENEFITS

- **User satisfaction.** Consumer-like, self-service, collaborative experience
- **Productivity.** Automated processes, single stop self-service, mobility and teamwork
- **Costs.** Less service disruptions, better allocated assets, reduced software audit penalties
- **Business risk.** Automated change, software license compliance
- **Fact-based decisions.** Business value reporting, dashboards, self-service BI

KEY FEATURES

- **Complete solution.** Drive ITSM maturity across 12 ITIL™ processes.
- **Unified self-service.** Access knowledge, ask questions, collaborate, resolve issues, request services and view assets from one screen—even on mobile devices.
- **xFlow Analyst Experience.** Teamwork; workload and issue context; power-assisted triage and resolution.
- **Asset management.** Vendor, contract and license management; improve software license compliance; reallocate underutilized assets.
- **Change management.** Root cause analysis, CMDB, automated change verification, rule-based unauthorized change prevention.
- **Quick value content.** Predefined services, instructional guidance, suggested workflows.
- **Management insights.** Productivity and cost reports, self-service ad-hoc dashboards and reporting, business metrics and trends library.

Business Challenges

Demanding user expectations. Business consumers, power users and decision makers expect a simple social media-like self-service experience similar to the consumer apps they use outside the workplace. They expect immediate action and results using whatever device they have in their hands at the moment—and they don't want to skip a beat.

Over-committed IT. Resolving issues, providing services and managing IT assets often involves expensive people resources. Few business consumers attempt to take action on their own and most do not use readily available knowledge. It is difficult to know who to go to for answers. Power users have difficulty working as a team and are frustrated they can't make every moment count. The result: IT is over-committed and blamed for being slow and unresponsive to business consumer needs.

Overspending on hardware and software. It is difficult to track assets throughout their lifecycles and know which are actually being used. IT cannot efficiently allocate existing assets, leading to over-purchasing. Often more software is used than is covered by licenses, raising legal and financial risks resulting from license compliance audits.

Proving IT business value. IT cannot prove its value to the business unless critical management insights are made easily available in context, consumption is monitored and chargeback implemented.

Solution Overview

CA Service Management is a robust enterprise service management software solution that puts people and service quality at the center of its strategy. Unified and collaborative self-service and the xFlow analyst user interface meet the high expectations of a modern service experience for resolving issues, making requests and managing assets. The result is a level of excitement that helps accelerate workplace adoption and greater value for the organization as a whole, while driving IT's engagement with the business.

Behind this innovative user experience is a powerful and proven service management solution that enables and manages the entire service life-cycle, helping you to increase service management maturity at your own pace. Robust issue, asset, change, and request management automation helps increase business consumer, power user and decision maker productivity, drive down IT costs and reduce business risk. A comprehensive mobile application makes the services you provide accessible anywhere, anytime.

Critical Differentiators

CA Service Management helps you manage the entire service life cycle consistently across request, issue, change, asset, and service level management.

Unified Self-Service and automation shield users from the complexities of mature service management processes. Users can access knowledge, ask questions, collaborate, resolve issues, request services and view their assets in one place.

The xFlow user experience enables analysts to accurately prioritize workload, immediately understand the state of the IT environment, get context of issues and the day ahead, launch apps, quickly triage and resolve issues and better leverage teamwork and others' skills.

Robust service catalog capabilities enable you to define services in value-oriented language with clearly published SLAs and costs. Approval and fulfillment of requests can be automated and consumption reported.

Extensive change management with a robust CMDB can automatically verify changes are authorized and invoke corrective policy if they're not.

Market leading IT asset lifecycle management delivers financial, contract, and license management, enabling data-driven negotiations and decision making.

In-depth software asset management provides vendor and license model support to help avoid audit penalties and overspending on licenses.

Manage the entire service life-cycle across request, issue, change, asset, and service level management.



Related Products/Solutions

CA Service Management solutions:

- **Service desk.** Incident, problem, change, knowledge management.
- **Service catalog.** Request management, chargeback, pricing, delivery automation.
- **IT asset management.** Asset lifecycle, software asset management.
- **Advanced reporting and dashboards.** Self-service dashboards.

For more information, please visit ca.com/itsm

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