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# Software-as-a-Service (SaaS) Solutions from CA Technologies

Frequently asked questions



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## Executive Summary

The shift by enterprises from on-premises software applications to SaaS delivered applications is a rapidly growing trend. In fact, CA Technologies is forecasting its SaaS opportunity to grow three to four times the on-premises market rate over the next several years.<sup>1</sup>

The benefits of SaaS applications seem to be obvious but are only fully realized if the application is solving the customers' business problem. SaaS solutions from CA Technologies enable customers to derive even more value from our applications by helping to increase agility and reduce operational cost and risk.

This FAQ addresses the most common questions we have received from customers and prospects, across all industry verticals and based on discussions with sales and technical specialists in the field. Note that this FAQ is not intended to address any one specific SaaS solution from CA Technologies, but to provide an overview of our general approach to the SaaS model.

This document is provided for informational purposes only and is current as of publication of the edition noted on the first page. In order to keep the FAQ current, we will update these questions from time to time based on changes that are observed in the SaaS marketplace and changes incorporated in to the delivery of our SaaS solutions. The information provided herein is general in nature; any performance, availability, or any other information specific to any SaaS solutions from CA Technologies, will be definitively set forth in the applicable contractual terms between CA Technologies and the customer including, without limitation, the applicable SaaS listing. Refer to the SaaS Solutions Product Strategy section of this document for more information about CA Technologies contractual architecture for SaaS solutions.

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## SaaS 101

### Q1: What is the definition of SaaS?

Gartner definition: Software as a Service (SaaS) is software that is owned, delivered and managed remotely by one or more providers. The provider delivers software based on one set of common code and data definitions that is consumed in a one-to-many model by all contracted customers, at any time, on a pay-for-use basis or as a subscription based on used metrics.<sup>2</sup>

While not all SaaS solutions from CA Technologies may fit this exact definition, the minimum criteria that all SaaS solutions from CA Technologies meet include:

- A. They are all owned, delivered and managed remotely by CA or a CA service delivery partner
- B. All offerings are subscription priced
- C. All offerings have a well-defined target SLA
- D. All upgrades are performed by CA and all customer settings are preserved through upgrades

## Q2: What is the difference between Cloud Computing and SaaS?

The term “cloud” generally refers to a collection of infrastructure technology and software that can be consumed over the Internet. At a fundamental level, it’s a collection of computers, servers and databases that are connected together in a way that users can lease access to share their combined power. The computing power is scalable so that buyers can dynamically increase, or decrease, the amount of computing power they consume. The “cloud” can be understood to refer to anything that’s hosted remotely and delivered to users via the Internet.

SaaS is a subset of cloud computing and refers specifically to software applications that are consumed as a service and paid for based on usage. The customer is agnostic to the environment (hardware, operating system, software, database and storage) on which it is installed. Given the widespread growth of cloud accessibility, it’s widely considered to be easier, faster and less expensive for customers to buy SaaS solutions-particularly from larger software vendors that provide a comprehensive set of solutions. Today, nearly every type of core business function – from human resources to enterprise resource planning – is available via SaaS.

## Q3: What are some of the key benefits of SaaS?

Organizations that have deployed SaaS find that one of its greatest benefits is the speed with which they can deploy and scale applications, while reducing operational cost and risk.

The specific benefits that customers most frequently cite include:

- Faster time-to-value with rapid deployment and lower upfront costs
- Opex instead of Capex spend
- Ease of use and accessible anywhere
- On-demand and highly scalable: scales up or down based on demand
- Automatic upgrades offering latest solution features with minimal customer involvement
- Reduced risk by using a secure and ready-to-use infrastructure
- Faster implementations
- High-solution adoption by end user leveraging best practice implementations
- Assured service levels provided by vendor
- Compliance with regulatory requirements made easier

## SaaS Economics

### Q4: Will SaaS actually cost me more than my on-premises software over the long-term future?

SaaS is a different pricing and consumption model compared to on-premises perpetual software licensing. Each approach has its own cost advantage specific to customer requirement-meaning different organizations may find different values for both TCO (total cost of ownership) and ROI (return on investment). In order to perform a fair comparison, you will need an accurate estimate of the internal cost for housing and managing the same service offered by SaaS, which may be difficult to establish. The more practical way to address this question is to highlight major considerations that may impact the TCO comparison between these two software consumption models.

	On-Premises	SaaS	SaaS Benefits
1. Software license and support	Customer buys license and annual support separately.	Bundled in the SaaS fees and paid as a subscription.	The costs can be about the same in both models. With software license, you may buy extra quantities and pay for software even while waiting to deploy all that was purchased. With SaaS, you don't own the software, but you pay in perpetuity for the use of the software that you need.
2. Installation and Implementation	One time cost to acquire infrastructure, install and implement the software. Cost and duration depends on the size of deployment and extent of customizations.	SaaS vendors have pre-installed hardware and software and they have templates for implementation. The service is designed to be configurable without code changes.	With SaaS, the software is already installed and running. You are just subscribing to the service. The service is designed to onboard a new customer and be configurable in a very streamlined fashion. The unit cost for customer onboarding is lower due to the scale of infrastructure and implementation templates. The cost benefit is counterbalanced by the limitation of choice.
3. Production	Additional ongoing cost in monitoring the application and making sure it is secure and available to the business by applying patches in a timely manner.	Fee includes continuous proactive monitoring, immediate security patches, compliance certification and necessary bug fixes.	SaaS price includes a variety of added services to promote the security and uptime of the service. With on-premises, you select only the one that is relevant for your situation.
4. Upgrades	Periodic retirement and update of infrastructure. Additional cost to upgrade. Significant cost if the customer has extensive customizations.	Included in the fee and is typically lower than on-premises because of economies of scale and configurability built into the architecture.	SaaS cost is lower because upgrades are performed repeatedly and at scale. Additionally, the upgrades are designed to not require rewriting any customizations.
5. Project Management	Cost of people to manage the project and coordinate with various internal teams and multiple, third-party vendors. Coordinate testing of patches and upgrades.	CA Technologies provides a single point of contact for SaaS solutions from CA Technologies. Customer has to provide an internal project manager to coordinate training and rollout to users.	With SaaS, project management costs should be lower than on-premises. However, if your internal processes require significant project management with every upgrade/change, you may see higher costs to keep up with the periodic upgrades.

These benefits of SaaS accrue only when the SaaS offering is used “as-is” without too many custom changes or extensions. By definition, SaaS vendors optimize their operations by making things repeatable and standardized. Also large scale organizations may find that they have internal economies of operation that compare well with SaaS providers. Refer to the section on Customization and Integration for more answers to questions on whether you should choose to deploy the solution yourself or subscribe to SaaS.

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## Security

### Q5: Who owns my data and how much control do I have over the data?

Using terms that have been formalized in the promulgation of privacy laws, SaaS solutions from CA Technologies are configured so that the customer assumes the role of the “data controller,” while SaaS solutions from CA Technologies acts as “data processor.” The data controller determines how the data is used, who has the right to access, amend and delete it and how the data is to be downloaded and stored locally any time they wish. At any point, the data controller can request to stop using the SaaS solution and the data can be extracted and returned in a secure manner.

SaaS solutions from CA Technologies acts as the data processor and does not retain customer data beyond the need to:

- Deliver the service or to comply with regulatory requirements
- Provide supporting financial data for billing inquiries
- Effectively implement backups and disaster recovery as outlined in the applicable SaaS Listing

During all periods while SaaS solutions from CA Technologies has or retains customer data, SaaS solutions from CA Technologies has a security policy governing such possession. We have policies and procedures in place designed to protect the security, integrity and confidentiality of our customers’ data and our adherence to these policies is validated through regular, third-party external audits.

### Q6: How does SaaS solutions from CA Technologies safeguard my data?

CA Technologies has a dedicated SaaS Operations group that is responsible for running and monitoring the SaaS solution. Because we have customers that span multiple industries – banking, insurance, pharmaceutical, healthcare, energy and government – we adopt very stringent policies that often exceed the requirements for any one industry, allowing our other customers’ to benefit from such heightened requirements.

We also have detailed procedures in place to ensure the necessary levels of physical security, network security, application security, internal systems security, operating system security and third-party certifications. As a check on all these procedures, SaaS solutions from CA Technologies also has an independent compliance team that sets the policies and coordinates internal audits and third-party audits to ensure that the requirements are being met.

The policies and procedures that we follow are for SaaS solutions from CA Technologies as a whole and are not unique to any one customer. Therefore we are not in a position to accept requests to support specific procedures that are unique to a customer. However, we are always happy to receive input on how we can further improve on the security of our SaaS solutions and incorporate them, at the discretion of SaaS solutions from CA Technologies, during our periodic updates to the procedures.

We select the location for storing and accessing customer data in accordance to the security needs of the SaaS solution. Whether we use a co-location facility or an Infrastructure-as-a-Service (IaaS) vendor, we understand that we are responsible for the security of our customers' data. We select only best-in class vendors and require that all the services they provide to us be subject to similar reviews/audits. Likewise, we carefully select our personnel and require them to undergo background checks as standard process before taking up any activity on the SaaS infrastructure. These background checks are applicable to all CA employees, contractors and sub-contractors.

### **Q7: Where is our data physically located and how is it managed?**

All customer data, primary and backup, is stored in data centers in the region specified in the applicable SaaS Listing. Data is stored only on devices that are attached to the applicable server and not on devices such as flash drives, compact discs or tape. Data is backed up and retained per the data retention policies defined in the SaaS Listing for the specific offering. Access to data is limited to individuals whose role requires such access. There are procedures in place to ensure only authorized individuals gain access to the data. These procedures apply to all individuals whom CA Technologies employs to provide SaaS services; whether they are CA employees, or CA-hired contractors or sub contractors.

### **Q8: What happens to our data upon termination?**

Upon termination or expiration of subscription, customer data is subject to the following conditions:

[If requested by the customer, the data is exported to an industry standard format and shared with the customer](#)

A portion of the data or meta data that is required for billing and audit purposes is retained and all other data is securely deleted from the primary and backup locations

### **Q9: Our company needs to adhere to strict internal and external regulatory controls. Does that limit us to on-premises software?**

The regulatory controls generally apply to all infrastructure and software operations, irrespective of whether it is deployed on-premises or SaaS. Based on our experience, most enterprises are distributed and use dedicated hosting centers. Therefore in all likelihood, even with "on-premises," your servers are not located in your own building; nor are your operators sitting at the console when interfacing with the servers.

Very rarely do regulations expressly require that the software reside "in-house." They typically require a set of documented controls and demonstrable implementation of those controls. In that sense, SaaS may actually help you. Due to our size and diversity of customer base, we are able to invest much more in security, monitoring and automation than most large enterprises. Of course, it helps that we author a lot of the software used by the enterprises.

Furthermore, we undergo stringent security procedural audits that test the data centers' level of security and as we have seen from comparison to customers' processes, we have found that our standards exceed the formalism and rigor that an individual IT department requires of it.

## Q10: What types of certifications and/or third-party audits do SaaS solutions from CA Technologies undergo?

We undergo multiple audits. Not all SaaS solutions are audited against all standards, but the majority of our operational procedures are written to address the requirements of these standards. So while your specific SaaS solution may not require an explicit audit, we may still be holding the offering to the additional standard that is built into our policies and procedures.

All our SaaS solutions undergo a SSAE-16 Type I audit. Additionally, we undergo (or will undergo in the near term) the following audits:

- Payment Card Industry (PCI) Data Security Standard (DSS): Applicable to credit/debit card oriented solutions
- Visa ACS: Applicable to SaaS solutions that hold card issuer specific cryptographic keys
- SSAE-16 Type II SOC 1: We added SOC 2 to some applications and will be extending this to other SaaS solutions over the near term
- FedRAMP: We are already in process for some SaaS solutions and expect to complete audits soon.  
For more information, please refer to [www.ca.com/saas](http://www.ca.com/saas) and click on the TRUST button.

## Q11: What is the Payment Card Industry (PCI) Data Security Standard (DSS)?

PCI refers to the Payment Card Industry (i.e., issuers of credit, debit, prepaid, “e-purse”, ATM and point-of-sale card), and in this context, specifically to the requirements issued by the PCI Security Standard Council (PCI SSC) to protect the security and confidentiality of credit card data. PCI SSE was founded by leading credit card issuers and payment processing networks including American Express, Discover Financial Services, JCB International, MasterCard and Visa. PCI DSS outlines 12 specific top-level controls that are further detailed into 300+ sub-controls.

Learn more about PCI DSS at: <https://www.pcisecuritystandards.org/securitystandards/index.php>

## Q12: What does it mean to have a SSAE 16 Type II SOC 1 and SSAE 16 Type II SOC 2?

A Service Organization Controls (SOC), previously known as SAS70 Type II, is a report against a well-recognized auditing standard (Statement of Standards for Attestation of Controls (SSAE)) developed by the American Institute of Certified Public Accountants (AICPA) and applicable to service providers like SaaS vendors. The Type II report, produced after an annual or twice a year audit, covers the activities of the SaaS provider over a period of time (audit period) and looks at the conformance to documented controls over that period of time. The range of controls is broad and covers everything from hiring, setting up and hardening of servers, granting and revoking access to secure systems, retention and review of logs, customer onboarding and change management. The SOC 2, in addition to confirming adherence to the set of controls covered in SOC 1, provides an attestation from the auditors on the effectiveness of the controls for meeting the Trust Services Principles: security, availability, processing integrity, confidentiality and privacy.

Learn more about SSAE 16 at [www.aicpa.org/InterestAreas/FRC/AssuranceAdvisoryServices/Pages/SORHome.aspx](http://www.aicpa.org/InterestAreas/FRC/AssuranceAdvisoryServices/Pages/SORHome.aspx)

## Q13: What is the FedRAMP program?

The Federal Risk and Authorization Management Program (FedRAMP) is a government-wide program that provides a standardized approach to security assessment, authorization and continuous monitoring for cloud products and services. This approach uses a “do once, use many times” framework that saves cost, time and staff required to conduct redundant agency security assessments.

Learn more about FedRAMP: [www.gsa.gov/portal/category/102371](http://www.gsa.gov/portal/category/102371)



**Q14: We have separate regulations for my country and my industry. How do you support regional and vertical specific requirements for Security and Data privacy?**

We self-certify and comply with the applicable European Union member states' implementation of the Directive 95/46/EC ("Directive") governing the processing of personal data as defined in the Directive. In addition, we have mapped our controls to match EU Security and Data Privacy regulations as a data processor. We are in the process of expanding our security frameworks to map onto other standards including ISO27001. While we do not directly undergo vertical specific certifications like HIPPA or CFR 21 Part 11, you can use our controls to map to these requirements. If you have additional requirements specific to your region or business, we will work with you to understand the requirements and find the right SaaS solutions from CA Technologies that fits your needs.

**Q15: Are all certifications available for all SaaS solutions from CA Technologies?**

No. Different SaaS solutions from CA Technologies require different certifications. For more information on a specific SaaS solution from CA Technologies, please refer to the applicable SaaS Listing.

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## Availability

**Q16: Where are SaaS solutions from CA Technologies hosted?**

SaaS solutions from CA Technologies are hosted in data centers across North America, Europe and Asia Pacific. All of our data centers meet or exceed Tier 3 standards as defined by the Uptime Institute. Our facilities and control processes have been designed to meet the requisite standards for availability and security.

Learn more about the Uptime Institute at: <http://uptimeinstitute.com>

**Q17: What steps do you take to protect a SaaS application instance against infrastructure failures?**

All of our data centers meet or exceed Tier-3 standards, which ensure that both the infrastructure and application layers are protected from events such as power failures and network outages through redundant Internet connectivity and power supply, including UPS and generators.

In addition, the components we use typically have built in redundancy, including, dual power connectors, multiple CPUs and RAID storage guarding against single points of failure. We have a 24x7 fully staffed Network Operations Center (NOC) that is constantly watching for any issues reported by our monitoring software and is trained to respond to any critical issue immediately.

**Q18: How is my instance of the SaaS application protected against access by another customer or failures caused by another tenant customers' actions?**

SaaS solutions from CA Technologies use different architectures. In some cases, each customer runs on a separate instance so the credentials and URL to access one customers' instance is different from that of other customers. In cases where we have multi-tenant, single-instance architecture, we have an access control layer that allows each customer to only access their own configurations and data. All configurations and data are tagged to each customer so the access control layers can check to block potential compromise points.

Customers are protected from failures caused by another customer in one of two ways. In single-tenant instances, each customer is deployed with their own stack of the solution and thus isolated from other customer solution stacks. In multi-tenant solutions, the application addresses customer separation, which prevents one tenant from affecting the solution stack while the deployment is redundant to ensure application is highly availability.

**Q19: We are a 24x7 operation. Can we expect around-the-clock support if we move to a SaaS model?**

Not all SaaS providers are created equal and not every SaaS vendor can provide 24x7 support, so it is important to evaluate your SaaS vendor carefully. For SaaS solutions from CA Technologies, outstanding a round-the-clock software support is part of our DNA. We have been providing software support to enterprises of all sizes including most of the Global 100 for over 30 years. In addition to software-based proactive monitoring, we have a staffed 24x7 Network Operations Center (NOC) where we continuously monitor the SaaS solutions and take immediate corrective action as soon as we detect any issue.

All SaaS solutions from CA Technologies support includes multiple access methods and support services to meet your operational and business needs including:

- Online support for self-service and case management
- 24x7x365 telephone support for Severity 1 cases
- Direct telephone support for Severity 2 to 4 cases during local business hours

Additionally, our SaaS solutions from CA Technologies support team has deep technical knowledge and worldwide experience with both the underlying product technology, as well as third-party technologies with which our SaaS solutions interact. These professional teams are held to the highest standards when it comes to providing dependable, accurate, consistent and straightforward guidance and support.

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## Backup and Recovery

**Q20: How do you manage data backups?**

At present, data backups are managed separately for each SaaS solutions from CA Technologies; however, as a general rule, local backups are completed (typically multiple versions) at least every 24 hours and stored locally in the event that data needs to be recovered/restored due to a server or storage failure.

Offsite backups are taken at regular daily or weekly intervals (depending on the SaaS offering) and stored at either one of SaaS solutions from CA Technologies alternate hosting sites or at an industry standard backup/escrow provider. The offsite backups will be used to recover/restore data at a secondary hot or cold site (depending on the SaaS solution) in the event the primary site is down.

Please refer to the applicable SaaS Listing for details on availability of data backups and location of data.

## Business Continuity and Disaster Recovery

### **Q21: Does CA Technologies have a Business Continuity and Disaster Recovery Program?**

Yes. The CA Technologies Business Continuity Management (BCM) program consists of crisis management, business continuity planning and disaster recovery. BCM ensures that the organization is prepared to respond to unplanned business interruptions that affect the availability of critical business processes and the IT services that support those processes.

CA Technologies establishes and maintains policies and procedures relevant to contingency planning, recovery planning and proper risk controls to help ensure SaaS solutions from CA Technologies continued performance in the event of any business disruption worldwide. These plans provide for off-site backup of critical data files, program information, software, documentation, forms and supplies, as well as alternative means of transmitting and processing program information at an alternate site and resource support.

The recovery strategy provides for recuperation after both short-term and long-term disruptions in facilities, environmental support and data processing equipment. Testing is performed on a routine basis following industry standard best practices. Please refer to the SaaS solutions from CA Technologies Listings for disaster recovery objectives for specific solutions.

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## Application Performance

### **Q22: Since the data centers are geographically dispersed and far from my office, how do I make sure there is no delay in the response times?**

There are three contributors to application response times:

**Latency** – This reflects the time it takes for data to travel between the end users' system and the server that is processing the data. We have setup our services in locations that are very well connected (e.g. Santa Clara, CA; Munich, Germany; and Sydney, Australia) to minimize the number of hops that data has to travel.

**Bandwidth** – This reflects the size of the connection to the servers. We run our services from data centers that are Tier-3 or better and subscribe to plans that allow us to increase the bandwidth we need based on demand. This allows for minimal delay in returning the data that is requested by the end user system. Of course, the response seen at the end-user system will depend on other factors such as the available last mile bandwidth to the customer infrastructure.

**Application Performance** – The processing time of the transaction – from request to response or at the server itself – without being impacted by latency or bandwidth. Our applications are tested for high performance under load. We continue to monitor the performance so that we can take corrective action in the event of any degradation.

To achieve consistent and predictable operations, SaaS solutions from CA Technologies starts with clear design principles and targets to ensure performance. For each product, specific objectives for network latency, response time and availability are proactively monitored and reported upon to ensure service levels are met and action is taken in a situation that indicates a problem could occur. We monitor synthetic connectivity and response times from various locations to make sure there is minimal latency. Please refer to the product documentation for further information on performance.

## Customization and Integration

### **Q23: Do I need an on-premises solution if I want to customize my applications?**

That really depends on the level of customization that you require. Many of the organizations we work with have experienced the consequences of highly customized, “off-the-shelf” software only to be stuck later with an implementation that no longer resembles the original product and can’t be upgraded without a significant investment in time and money.

SaaS solutions from CA Technologies are designed and built upon a principle of “Configure, Don’t Code” to help protect our customers from customizing themselves into a corner. SaaS solutions from CA Technologies allow our service resources, customer application resources, or other third-party consultants to sensibly mold the application to support the identified business requirements through configuration parameters rather than creating custom code. This method ensures the application is easily updated as software releases become available without any significant cost or time investment.

Remember that the reduced cost of operations in a SaaS model is predicated upon the fact that each customer does not have a separate, customized codebase. The common architecture and code enables us to automate our operations and reduce the total cost of ownership.

### **Q24: SaaS makes sense for smaller companies but does it make sense for a larger enterprise like mine?**

In the past, smaller business departments within large enterprises and even some vertical industries were early adopters of SaaS solutions. But today, enterprise SaaS is mainstream offering a variety of solutions to a wide spectrum of medium to large to very large customers whose employee base ranges from hundreds to tens of thousands of potential SaaS solution users.

While enterprises will choose the appropriate solutions to address their business requirements, for a great number of enterprises, SaaS solutions offer the best means of cutting costs, meeting project timelines, and increasing solution adoption. The speed and ease of deployment, limited capital expense and lower TCO are the most critical factors driving SaaS growth from all segments of businesses today.

In fact, many of our SaaS customers today are large enterprises that are leveraging the benefits of the SaaS solutions from CA Technologies delivery model without compromising functionality and the capabilities often associated with on-premises software solutions. Our infrastructure and software are architected such that we can quickly scale the service up or down depending on your level of usage. We accomplish this with virtualization and a number of CA Technologies proprietary and patented technologies.

### **Q25: Do I need an on-premises solution if I need to integrate several applications?**

Most of CA Technologies products leverage integration with on-premises or other cloud applications. We have designed our products with ease of integration in mind. These applications have web-services based APIs that allow them to be easily integrated. Complex customer specific integrations are implemented with ease and speed because of CA Technologies extensive experience with application integrations.

### **Q26: What are your guidelines for customizations and who can perform the customizations?**

As discussed above, most of our products follow the “Configure, Don’t Code” framework. However, there are a few solutions that do allow you to write and deploy custom code. You can engage a developer of your choice or utilize CA Services to develop the customizations. However, we have coding guidelines that specify how the customizations should be developed with a very controlled mechanism of testing and deploying the custom code in production.

We have three separate environments for solutions that require extensive configurations and customizations: the development environment to develop the code, a staging environment to test the code in conditions that are very similar to production and the production environment. Once the custom code is rigorously tested in the development and staging environments, it is migrated to the production environment. This change management process ensures tight control on custom code and minimizes errors and performance issues in the production environment.

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## Maintenance and Upgrades

### Q27: How will you make sure my applications are up-to-date?

One of the key benefits of SaaS is that all updates and upgrades of the product are managed by the SaaS provider and the customer does not worry about installing software patches or updates, or keeping up with changing compliance requirements for that product's usage. Although security patches are deployed immediately, for non-urgent patches and upgrades, we will have a periodic schedule to apply the patches.

Maintenance falls into three categories:

**Scheduled Periodic Maintenance** – These maintenance windows are scheduled typically for the whole year and at least 3 months in advance and are scheduled typically during local, non-business hours. There is limited customer input over these scheduled windows as infrastructure maintenance performed during these windows may impact multiple or all clients. Security patches and other operating system updates are applied during these windows. A reminder notification will be sent at least five days prior to these maintenance windows.

**Critical Planned** – Periodically, critical maintenance involving security or system stability may be required and putting it off till the next available scheduled maintenance window may not be feasible. A 72-hour notice will be provided to customers for these activities. Customers may request small adjustments to this maintenance plans and SaaS solutions from CA Technologies will provide reasonable accommodations to these requests when possible.

**Unplanned** – Unplanned downtime is defined as any loss of production system availability without at least 72 hours of advanced notice to customers. These downtimes are generally system fault type issues but can also be proactive, emergency maintenance performed to prevent a system failure from occurring. These unplanned events will typically be charged against the SLA target.

Occasionally, our software development team, our software and hardware vendors or the security authorities provide emergency patches that we must apply to your environment to prevent attacks or outages. This emergency patching may result in an unplanned service interruption. Notices of service interruption will be sent as soon as the maintenance is scheduled or monitoring has determined a customers' system is unavailable; a minimum of 72 hours of advanced notice is provided when practical.

In all cases, we will make all efforts to minimize, and even zero out, the system outage during maintenance and customers must provide contacts that can be notified before and during the maintenance window. We recommend that customers set up email aliases so that they can be sure that they receive notifications and that something does not get missed because an individual is on vacation or traveling. The exact patch schedule may vary by product and the customer should refer to the service documentation for applicable maintenance windows and notification methods.

**Q28: How will the upgrade process impact my configurations?**

The software is designed in a way that customer configurations can be preserved through patches or upgrades. The configurations are stored in the database or as files in a specific location. Once we apply the patch or upgrade, the data is migrated to the newer version and the configurations are migrated automatically. This is a major benefit of the SaaS model.

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## SaaS Solutions Strategy

**Q29: Is the on-premises software option still available to CA Technologies customers?**

That will depend on the specific software. In some cases, the on-premises software option will be available to CA Technologies customers: however, there will be cases where the specific software application will only be available as a SaaS option as described below.

For products that have almost exact on-premises and SaaS versions, the customers can purchase any option and the options are interchangeable. The customer can move from a SaaS version to an on-premises version without any significant loss of functionality. However, if a customer has implemented an on-premises version, they may have to remove all customizations and pay for a migration to the SaaS model.

Certain products have different packaging for on-premises and SaaS. In that case, the customer will have to make a decision to select a delivery model. Moving from one model to another may still be possible, but there may be significant difference in functionality between the two models.

Some products are only available in the SaaS model and there is no on-premises option. Please refer to the product documentation for the available options.

**Q30: Do you provide a proof of concept of your product including new features?**

We can provide a proof of concept for our SaaS products. However, for many SaaS solutions from CA Technologies, a proof of concept (POC) is useful only when it is integrated with your other on-premises or third-party systems. That means the cost and effort of a proof of concept is similar to an implementation of a production system. Therefore, we recommend that customers, who are new to the product/service, purchase the SaaS solution for a small user population for a short subscription period with an option to extend usage at a later date.

This approach is typically more effective for our customers and generally provides better results than a POC. Customers are able to integrate onsite and SaaS components and use the service in a serious setting (with a pilot team) and draw conclusions from the experience. Customers are also able to iteratively customize and extend the application based on initial experience before deciding on a larger rollout.

### Q31: What is CA Technologies contractual approach for SaaS offerings?

CA Technologies approach to contracting is flexible and intended to allow our customers to choose the best contractual vehicle for their anticipated relationship with us.

CA Technologies has taken a modular approach to contracting, which allows the parties to focus on only those terms necessary for the CA Technologies offering type that the customer is interested in, while allowing for additional solution types to be added later, if so desired. The base terms and conditions, which are common to all solutions, are in the Foundation Agreement, which is a brief (just over four pages), easy to read, balanced approach rather than one that is stacked in a vendors' favor.

The Foundation Agreement is complimented by modules that contain the specific terms and conditions necessary for the type of offering a customer desires (e.g., Software Module, SaaS Module, etc.). CA Technologies refers to the Foundation Agreement and the various modules as the MAP or the Modular Agreement Pack. In the SaaS setting the module itself is further refined to reflect the particulars of the exact solution being procured by utilizing a SaaS Listing that allows the customer to quickly ascertain the offerings' service levels, billing metrics, auditing standards against which compliance with security and other operational policies and procedures are examined, as well as all other particulars that form a basis of the solution.

In addition to allowing a customer to quickly understand the critical elements of the offering, by referring to them in the actual paperwork, they memorialize CA Technologies obligations and make them binding contractual commitments. Because the SaaS Listings do just that, define the essential operating characteristics and constitute contractual commitments by CA Technologies to every customer who desires such SaaS solution, they are not subject to negotiation – similar in nature to the implausibility of one passenger on a transatlantic flight negotiating an arrival time different than his fellow passengers.

In addition to the MAP, for SaaS, CA Technologies also offers its customers a very simple Master Subscription Agreement, ideal for new CA Technologies customers who are interested in a particular SaaS solution and are unlikely to license on-premises software, but available to any customer who may desire to use such vehicle. The Master Subscription Agreement is similar to the SaaS module but also contains the “generic” terms and conditions necessary to form the overall contractual relationship in a single document. The Master Subscription Agreement is written in a more business friendly way and is less formal than the MAP documents and designed for easy readability by potential self – provisioning users. Similar to the SaaS module, the Master Subscription Agreement also makes use of the same SaaS Listings that define each offering.

Finally, for CA Technologies current customers who have a mutually agreed upon master agreement in place, CA Technologies contracts and legal team can tailor the SaaS Module so that it can be placed under such agreement and used as if the current master was in fact a Foundation Agreement – avoiding unnecessary time reviewing and discussion of terms and conditions that have already been agreed to by the parties.

For more information, contact your CA Technologies representative or send an email to: [SaaS@ca.com](mailto:SaaS@ca.com)



Connect with CA Technologies at [ca.com](http://ca.com)



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](http://ca.com).

1 Source: CA: Service Available Market Analysis, Published: July 2013

2 Source: Gartner, Hype Cycle for Software as a Service, Published: 31 July 2013.