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Application Quality and Testing Tools Help Reduce Costs, Reduce Risks, Simplify Management, Improve Service Quality

Average cost of down time **Is Rising**[1]

70 Percent of customer-facing applications touch the mainframe[2]

US$1 for code-fix during testing
US$10 for code-fix during QA
US$100 for code-fix during production[3]

Business Trends

- Today's applications are complex, running across your network and a variety of hardware and software technologies. This complexity makes it more difficult to pinpoint the root cause of problems and increases mean-time-to-repair (MTTR), affecting your bottom line.

- Enterprise Management Associates' research found that, of the world's largest companies that have more than 20,000 employees, 70 percent are running mainframe applications and 64 percent have deployed Service Oriented Architecture (SOA), Web applications and/or Web services. In terms of "distributed applications," more span both distributed and mainframe platforms (73 percent) than traditional "distributed" platforms alone (54 percent).[1]

- Customers struggle with having a complete end-to-end view of application performance and a real view of end-user experience, especially when the application traverses multiple platforms.

- Overall, a poor-performing application leads to loss of staff productivity, customer dissatisfaction, brand damage and lost revenue.

Figure 1:

Sample average cost of down-time by industry

Business Type	Cost Per Hour of Downtime*
Broken Operation	$US 6,450,000
Credit Card Authorizations	$US 2,600,000
ATM Fees	$US 14,500
Home Catalog Sales	$US 90,000
Airline Reservations	$US 89,500
Media Event Ticket Sales	$US 69,000

*Based on study published by Dataquest, Inc. and reported by the Disaster Recovery Instisute International (DRII)

Source: https://www.saic.com/infosec/pdf/contingencyplanning.pdf

What will it cost your customers?

A simplified equation for lost revenue due to a system outage can be calculated as follows:

$$\text{Lost Revenue} = \text{Annual Revenue} \times \text{Outage Minutes} \times \text{Impact Percent}$$

Customer Challenges

CIO, VP of Procurement	VP or Director of Mainframe OPs	VP or Director of App Dev
Challenge		
• Reduce IT costs • Reduce number of vendors	• Reduce IT costs • Speed time-to-market	• App dev staff is overloaded • Need to produce high-quality apps
CA Value		
• Lower costs • Simplified vendor management	• Lower costs • Faster delivery of quality apps	• Improves staff productivity • Apps perform well in production

Our Solution

For Executives and Procurement:

• **Lower costs** are the most important reason for IT execs and Procurement to swap out their testing tools for the CA Application Quality and Testing Tools. Software rationalization helps them meet their budgets.

• **Simplified vendor management** helps IT execs and Procurement because they have fewer contracts to manage. Also, they can achieve greater savings and better service by partnering with a few strategic vendors like CA Technologies.

For Mainframe VPs and Directors:

• **Lower costs** are vitally important to these mainframe VPs and directors who are faced with staff cuts if they cannot lower their operational costs. Software rationalization helps them meet their budgets and save jobs.

• **Faster delivery of quality apps** to meet the needs of the business is critical to the success of these managers. Automated, integrated testing tools can help them achieve this goal.

For Application Managers:

• **Improved staff productivity** is important to application managers who try to do so much with limited staff, and whose mainframe developers are retiring. Integrated tools with modern graphical interfaces will help their current staff work more quickly and effectively and enable developers who are new to the mainframe to maintain those critical applications.

• **Apps performing well in production** mean less work and lower costs for the AppDev teams. A comprehensive set of testing tools, integrated with change management processes, can help them deliver applications that perform as expected.

Comparative Data Study

Comparative Results for CA Application Quality and Testing Tools: Replacement of Compuware

CSCP provides key benefits. The Core Systems Consulting Program (CSCP) has performed dozens of Compuware replacements across multiple industries: government, finance, insurance, retail, service providers, including small, medium and large mainframe organizations.

Customers realize significant savings while benefitting from equal or superior technical functionality. Typically, the conversion is straight-forward and the training requirements are easily accommodated. Users already know how to perform the testing and APM functions; they simply need to become familiar with the new interfaces. And graphical user interfaces help new users quickly adjust. Organizations tell us their users are rapidly just as productive with the CA Application Quality & Testing Tools, including Strobe, as they were with the Compuware tools.

Data Study Results	Industry	Number of MIPS	Percentage Cost Savings
Customer A	Shipping	39000	44%
Customer B	Insurance	4500	20%
Customer C	Retail	550	55%
Customer D	Insurance	4300	48%
Customer E	Service Provider	N/A	75%
Customer F	Government	6000	40%
Customer G	Government	900	50%
Customer H	Government	1040	34%
Customer I	Government	1140	40%
Average		**7179**	**45%**

The impact ranges shown above are estimations derived from the analysis of benchmark data which is a composite of data derived from industry analyst published information, interviews with subject matter experts and experiential data from prior projective analyses with CA Technologies customers. These values are not a guarantee of achievable results and will vary depending upon your current infrastructure, people and processes, as well as the appropriate, effective implementation, adoption and use of the CA Technologies solution.

CA Technologies can create custom ROI Business Cases upon request to assist our customers in identifying the potential quantifiable value CA solutions can bring to their businesses.

Customer ROI
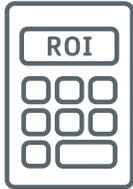
A large financial organization, "Customer One," wanted to reduce the cost of supporting multiple vendors, simplify routine maintenance tasks and leverage product integrations wherever possible. They had completed an earlier competitive replacement with CA and, based on that success, they decided to replace their existing testing tools with the CA Application Quality and Testing Tools.

A summary of their savings is below:

Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total
CA Solution Software License & Maint.	$99,000	$198,000	$198,000	$198,000	$198,000	$891,000
CA Professional Services and Education	$460,000					$460,000
Total Cost of Ownership	$559,000	$198,000	$198,000	$198,000	$198,000	$1,351,000
Estimated Other Vendor Costs	$985,000	$985,000	$985,000	$985,000	$985,000	$4,925,000
Total Savings	$426,000	$787,000	$787,000	$787,000	$787,000	**$3,574,000**

Additional Customer Value

- A large financial institution that replaced a competing product recognized better functionality for mainframe application performance management with CA Mainframe Application Tuner and is benefitting from tight integration among the testing tools and easier installation and maintenance with CA Chorus™ Software Manager.
- A large retailer is benefitting from reduced costs, simplified vendor management and better integration among the testing tools.
- A major global ISP replaced testing tools from another vendor with CA Application Quality and Testing Tools and is benefitting from decreased operational costs and improved ability to transition new staff.
- A North American railway that replaced its testing tools with CA Application Quality and Testing Tools is benefitting from the tight integration between the CA tools and CA Endevor® Software Change Manager.
- An outsourcer rationalized its software portfolio and standardized on CA solutions, including the CA Application Quality and Testing Tools, to be more competitive in acquiring new clients.
- A French bank consolidated on the CA Application Quality and Testing Tools to leverage their tight integration with CA Endevor® Software Change Manager.
- A large U.S. outsourcer rationalized its software portfolio and standardized on the CA Application Quality and Testing Tools to reduce its mainframe costs and simplify management of its customer base.

How CA Technologies Can Help

- **Comprehensive, integrated portfolio of Application Quality and Testing Tools** for mainframe debugging, fault analysis, file and data manipulation, test data generation, regression testing and application performance management.

- **Tight integration with CA Endevor® Software Change Manager** helps make sure that all changes are tested and helps avoid manual errors.

- **Eclipse-based graphical user interfaces** help current staff be more productive and enable newer developers to more confidently and effectively test mainframe applications.

- **Standardized acquisition, installation, configuration, deployment and maintenance** procedures with CA Chorus™ Software Manager across CA z/OS solutions, including the Application Quality and Testing Tools, help save time and prevent manual errors.

- **The CA Core Systems Consulting Program (CSCP)** provides a proven set of methodologies and tools designed to help customers seamlessly replace competitors' products with comparable products from CA Technologies. CSCP automated tools and proven methodology are designed to reduce the risk of conversion and streamline the conversion process.

What The Analysts Say

CA Technologies Receives Strong Positive Rating for Mainframe Modernization

Gartner,
Vendor Rating: CA Technologies, David J. Cappuccio, et al, August 31, 2015

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What The Analysts Say

"CA Technologies is also extending the scope of "end-to-end application management" to encompass both pre- and post-production performance assessments. CA Cross-Enterprise APM and CA Mainframe Application Tuner solutions support pre-production software and Quality Assurance (QA) testing, identifying performance problems before software goes into production—when they're cheaper to fix. These solutions extend the reach of APM to include drill-down detail for both pre- and post-production monitoring as well as identification of tuning opportunities related to critical mainframe processes."

CA Technologies Bridges Development, Distributed, and Mainframe Silos with Cross-Enterprise Application Performance Management (APM), Enterprise Management Associates, December 3, 2012

Learn more: ca.com/mainframe-testing

Connect with CA Technologies at 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**.

1 Aberdeen Group, February 18, 2012 http://blogs.aberdeen.com/it-infrastructure/the-cost-of-downtime-is-rising

2 CA Technologies Annual Mainframe Survey, 2012

3 Meeting the Challenges of Change Management, Ovum, February 20, 2012

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