Cross-Enterprise Workload Automation Helps Reduce Cost and Complexity, Improve Service Delivery

CA Technologies Receives Overall Positive Vendor Rating

82% of customers chose CA Workload Automation because it demonstrated better overall ROI

Used by 33 of the Fortune 50 Companies
## Business Trends

- The consumerization of IT challenges IT resources, staff and budgets. Eighty percent of executives say consumerization is increasing workloads. With the right strategy and tools, you can reduce IT costs and boost productivity—re-allocating resources to drive innovation.

- The role of the data center is rapidly evolving from simply supporting established business processes to continuously driving innovation through the optimal alignment of IT resources. The most effective organizations will progress to a fully integrated, dynamic data center where information systems are highly automated, applications execute across heterogeneous architectures and workloads are assigned to the best-suited servers.

- When SLAs are missed, there mostly is a direct cost to the organization, as well as an opportunity cost. The direct cost can usually be translated into a dollar value, while the opportunity cost is often expressed in terms of customer dissatisfaction.

- As most IT organizations are required to provide 24x7 access to real-time data-driven enterprise applications, batch windows are constantly decreasing. It is no longer acceptable to restrict access to entire business applications during off-peak hours, while the necessary background processing happens.

- Over the years we have seen enterprise workload automation evolve from the mainframe to distributed servers like Unix and Windows, then to include ERP platforms as well as other operating systems. Newer application delivery models such as Cloud and IT-as-a-Service are further disrupting the space and adding complexity to the underlying infrastructure. Moving from job scheduling methodologies to advanced workload automation, IT must closely examine the exact requirements of the complete workload automation solution as depicted in the figure below:

### Dynamic Service Delivery
Integrated and predictive
- Business service orchestration
- Cross-enterprise management
- Role-oriented experience
- Integrated lifecycle management
- Proactive service level management and advanced analytics

### Workload Automation
Dynamic resources and workloads
- Event-driven
- Dynamic infrastructure
- Integrated with web and cloud
- Service-oriented
- Application workloads
- Multi-platform systems

### Job Management
Consolidated and pooled resources
- Business-oriented
- Business event driven
- Cross-platform integrations
- Dynamic workload placement
- Exception-based monitoring
- IT system integration

### Job Scheduling
Defined processes and IT-centric
- Inflexible batch schedules
- Centralized job management
- Static workload placement
- Single-platform systems
- IT-centric
- React to problems

### Business Value
Customer Challenges

For Executives:
- Business driven approach to managing your enterprise helps you to better visualize, control and optimize cross-enterprise workloads, which can be triggered by virtually any business event.
- Advanced built-in automation capabilities are designed to reduce manual tasks and human errors which frees operation staff for higher profile, value-add projects.
- Ease of deployment & management helps accelerate return on investment and reduce operational costs.

For Workload Teams:
- Multi-platform scheduling allows you to manage and visualize a business process end-to-end across platforms from a central point of control.
- Advanced analysis, simulation & visualization makes it easier to understand the business impact of critical errors and facilitates improved communication and coordination to prioritize and respond to potential problems.
- Seamless application integration allows major business applications to be managed with greater reliability and flexibility and to be executed in sync with workflows running in the rest of the enterprise.

For Application Teams:
- Self service gives end-users the ability to request and execute workload processing controlled by workload policy and governance processes. This helps provide higher levels of efficiency and control, while giving the business more control over their own services.
- Advanced viewing and reporting capabilities help improve decision-making accuracy and timeliness by leveraging comprehensive, current and critical workload content.
- Forecasting and simulation help improve workload application availability across the enterprise by simulating “what-if” scenarios using forecast analysis.
At HDFC Bank: IT is fundamental to the customer experience across all their banking channels and underpins the majority of financial transactions. With the bank’s strategic advantage, customer services, so closely interlinked with its IT capabilities, HDFC Bank wanted to ensure the availability and performance of its IT infrastructure. This, however, was becoming more and more difficult for the bank. Implementing CA Workload Automation helped in eliminating operational errors and reducing operational delays, thereby providing for timely release of systems and availability to HDFC Bank customers. CA Workload Automation was implemented across 82 applications, saving 40 operational hours daily through automation.

CA Technologies examined the total economic impact and potential ROI enterprises may realize by consolidating separate mainframe and distributed workload management solutions into a single, unified workload automation solution. Key results that companies can achieve include:

- IRR of 141%, ROI of 222% and a payback of 11 months
- 40% to 50% reduction in effort to manage workloads
- 32% to 37% improvement in IT administrative staff productivity

Source: “2014 CA Technologies Workload Automation ROI Business Case Study”

<table>
<thead>
<tr>
<th>Area of Savings</th>
<th>Impact Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incremental Revenue Gain from Increased Revenue Generating Applications Availability</td>
<td>17.5% - 22.5 %</td>
</tr>
<tr>
<td>Improved IT Staff Productivity Improvements (Defining, Monitoring and Administration)</td>
<td>40% - 50%</td>
</tr>
<tr>
<td>Improved Productivity for Business End Users per Workload Automation</td>
<td>0.4% - 0.6%</td>
</tr>
<tr>
<td>Reduced Application Development Costs for Custom Workload Requirements</td>
<td>4.5% - 5.5%</td>
</tr>
<tr>
<td>Reduction in Cost of Replaced Software Maintenance Renewals</td>
<td>92.5% - 97.5%</td>
</tr>
<tr>
<td>Reduced Compliance Costs Enabled by More Complete Audit Trail Information</td>
<td>22.5% - 27.5%</td>
</tr>
<tr>
<td>Increased Availability of Processing MIPS as a Result of Better Use of CPU Resources (Mainframe Environments)</td>
<td>7.5% - 12.5%</td>
</tr>
<tr>
<td>Reduction in New Server Purchases (Distributed Environments)</td>
<td>60% - 70%</td>
</tr>
</tbody>
</table>

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.
How CA Technologies Can Help

- Comprehensive solution spanning mainframe, distributed and cloud environments
- Proven scalability, reliability and performance. It is being used at 33 of the Fortune 50 companies.
- Single point of control from which users in either Application Development or Data Center Operations can define, monitor, control, manage and integrate workloads regardless of the processing platform, which helps simplify management and reduce operational costs.
- Unique event driven architectures dynamically initiate workload processes using passive event sensor technology to execute workload immediately and quickly, thus helping you meet your service level agreements (SLAs).
- Reduce the need for custom application development thereby reducing expensive internal workload requirements. The breadth of workload capabilities can provide direct integration capabilities without the need for dummy jobs and needless file transfers.

What The Analysts Say

“CA Workload Automation solutions have been critical enablers of mission critical online business strategies and have helped improve business performance in a number of ways, such as improving mission-critical investment “readiness to trade” completion rates from 82% to 99.5% at a major financial services firm.”

Mary Johnston Turner
Vice President at IDC Research


CA Technologies Receives Overall Positive Vendor Rating

Gartner,
Gartner–Vendor Rating: CA Technologies, Cameron Haight, 26 March 2014

Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings. Gartner research publications consist of the opinions of Gartner’s research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

Learn more: ca.com/wla
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.