

# Application Management Services for CA Agile Ops

Delivering positive customer experiences and operational efficiency depends on 360-degree visibility of systems and infrastructure performance. Application Management Services for CA Agile Ops helps you achieve operational excellence from your IT infrastructure so you can deliver the innovation and value your organization demands. We deliver differentiated day-to-day administration, monitoring and preemptive maintenance along with comprehensive adoption solutions to ensure maximum value from your CA software investment.

Let the CA Services professionals help you manage and enhance your CA IT operations management solutions to maximize the value of your investment and free up your team to focus on business-critical initiatives.

## KEY OUTCOMES

- **Continuous innovation** and improvement to drive solution maturity to meet the demands of the connected enterprise
- **Improved customer satisfaction** with robust and reliable operational management
- **Streamline development and velocity** with CA expert assistance
- **Reduce costs** and maintain a predictable OPEX spend
- **Comprehensive IT monitoring** to deliver exceptional customer experience and service quality

## KEY SERVICES FEATURES

- **Flexible engagement model** for customers to select the types of services required to focus on superior customer experience
- **Access to CA professionals across the organization** with unsurpassed knowledge of the CA portfolio of IT Operations Management products and their operation
- **24/7 support model** to address the needs of your dynamic IT environment
- **Proactive improvement of your CA Technologies solution** and enhancements to maximize your investment and help ensure proper support to optimize the user experience

## Business Challenges

In our increasingly connected world, organizations face challenges to maintain and properly staff their infrastructure management portfolio while achieving high levels of customer satisfaction and experience the business and your customers demand. Given the critical nature of modern IT infrastructures and the high levels of availability required to meet the objectives of the business, you may face challenges such as:

- **Misaligned or constrained resources** that are constantly busy with day-to-day administration of monitoring tools
- **Acquiring and retaining the right skills** and knowledge to ensure operational efficiency, continuity and performance
- **Maintaining a low and predictable OPEX** while keeping up with new innovations
- **Requirement to deliver a flawless customer experience** every time from mobile to mainframe

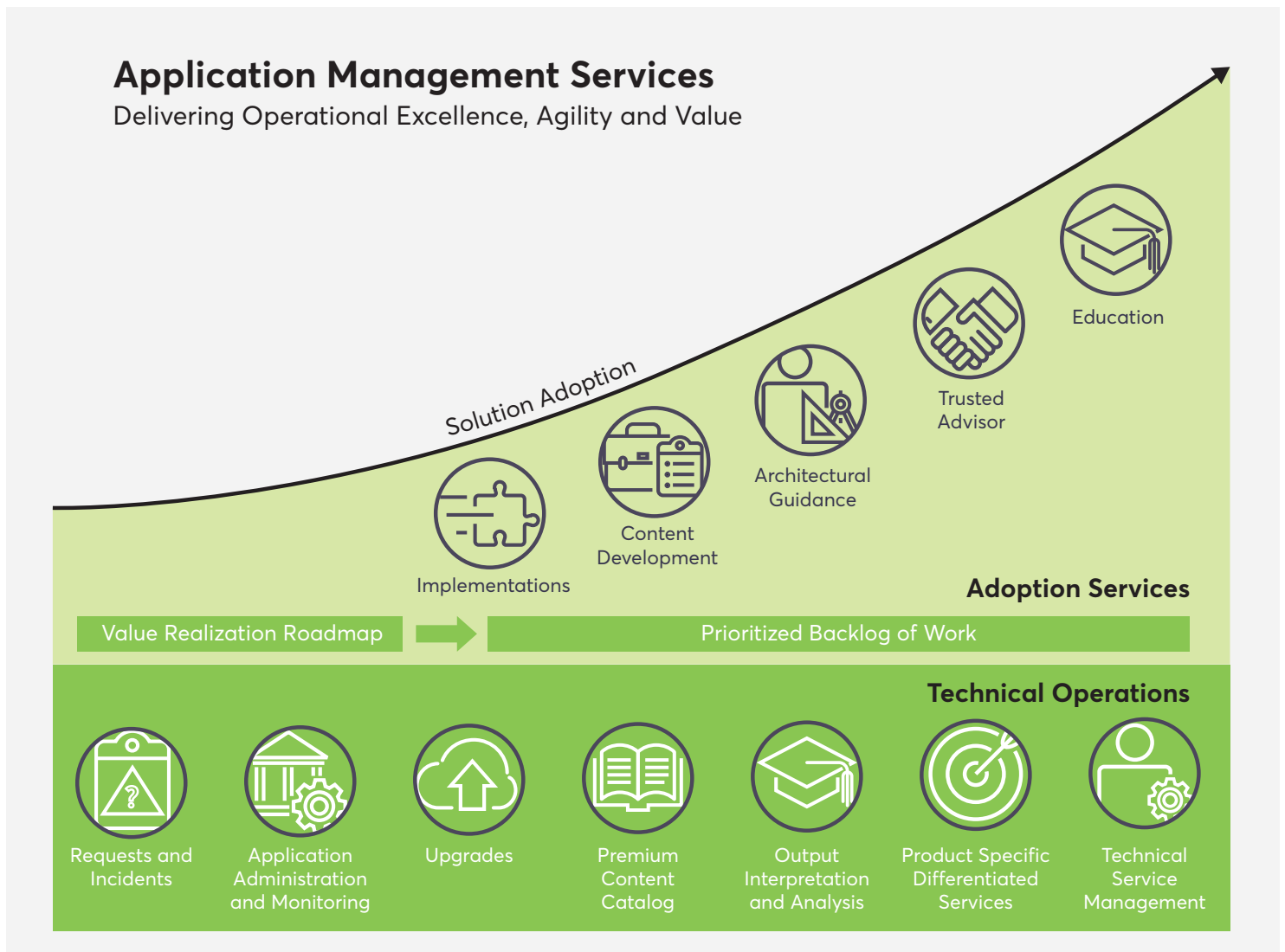
## Offering Overview

Application Management Services for CA Agile Ops delivers a flexible solution to drive demonstrable business value from your Agile Ops product stack by providing a comprehensive set of services that manage, maintain and enhance your solutions to achieve exceptional user experience. Solutions include:

- CA Application Delivery Analysis
- CA Application Performance Management
- CA Performance Management
- CA Spectrum® Infrastructure Manager
- CA App Experience Analytics
- CA Network Flow Analysis
- CA Service Operations Insight
- CA Unified Infrastructure Management

Additionally, customers gain access to CA insiders from across the organization: services, education, support, product management, engineering, executive management and more.

CA provides the level of attention our customers require, all backed up by ITIL®-compliant processes, service level agreements, 24/7 follow-the-sun support and a dedicated technical service manager for a single point of accountability. Unleash the true potential of your IT infrastructure monitoring and accelerate business value with application management services from CA Technologies.



For more information, please visit [ca.com/app-management-services](https://ca.com/app-management-services)

CA Services has an unwavering commitment to your success, from managing the technology solutions you have now to helping you manage the technology decisions for your future.

We lead with our experience from thousands of engagements to deliver business value quickly, work beside you to navigate complex business and technology challenges, and stand behind you with exceptional support throughout the entire solution lifecycle—from strategy, consulting and solution design to implementation and management.

Our experience is your advantage, with best practices that enable organizations to plan, manage, develop and secure complex IT environments. CA Services provides the unsurpassed expertise you demand to select, implement and run your enterprise IT solutions with confidence.

CA Technologies (NASDAQ: CA) provides IT management solutions that help customers manage and secure complex IT environments to support agile business services. Organizations leverage CA Technologies software and SaaS solutions to accelerate innovation, transform infrastructure and secure data and identities, from the data center to the cloud. CA Technologies is committed to ensuring our customers achieve their desired outcomes and expected business value through the use of our technology. To learn more about our customer success programs, visit [ca.com/customer-success](https://ca.com/customer-success). For more information about CA Technologies go to [ca.com](https://ca.com).