

Application Management Services from CA Technologies

At A Glance

Application Management Services from CA Technologies help you drive operational excellence from your CA solutions so you can deliver the innovation and value your users demand. We work with you to deliver differentiated day-to-day app administration, monitoring and preemptive maintenance, along with comprehensive adoption solutions to ensure maximum value from your software investments.

CA provides an SLA-based service to meet your business needs with a maturity model approach and support levels that focus on the business outcomes you expect. Let the CA Services professionals maintain, enhance and manage your CA 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 for greater business value from your CA software investments
- **Reduced costs** and financial predictability with a flexible engagement model
- **Improved solution adoption** for faster return on your IT spend
- **Greater productivity and resource effectiveness** and the ability to adapt to changing business conditions

KEY SERVICES FEATURES

- **Flexible engagement model** so you can select the types of services required to focus on superior customer experience
- **Access to CA professionals across the organization** with unsurpassed knowledge of CA solutions and operation
- **24/7 support model** to address the needs of your dynamic IT environment
- **Proactive improvement of your CA Technologies solutions** and enhancements to maximize your investment and help ensure broad solution adoption
- **Delivery from a secure facility** ensuring safety of your critical data and IT assets

Business Challenges

In the fast-paced application economy, organizations may face challenges to onboard new technologies and keep IT aligned with business outcomes. Expectations and demands are high, and the pressure to deliver innovation doesn't go away. To deliver value to the business, you need to address daily challenges, such as:

- **Ensuring high levels of solution adoption** across an organization to maximize ROI
- **Misaligned or constrained resources** that are constantly busy with day-to-day administration of vital applications
- **Acquiring and retaining the right skills** and knowledge to ensure operational efficiency and continuity
- **Maintaining a low and predictable OPEX** while keeping up with the pace of innovation and solution adoption

Offering Overview

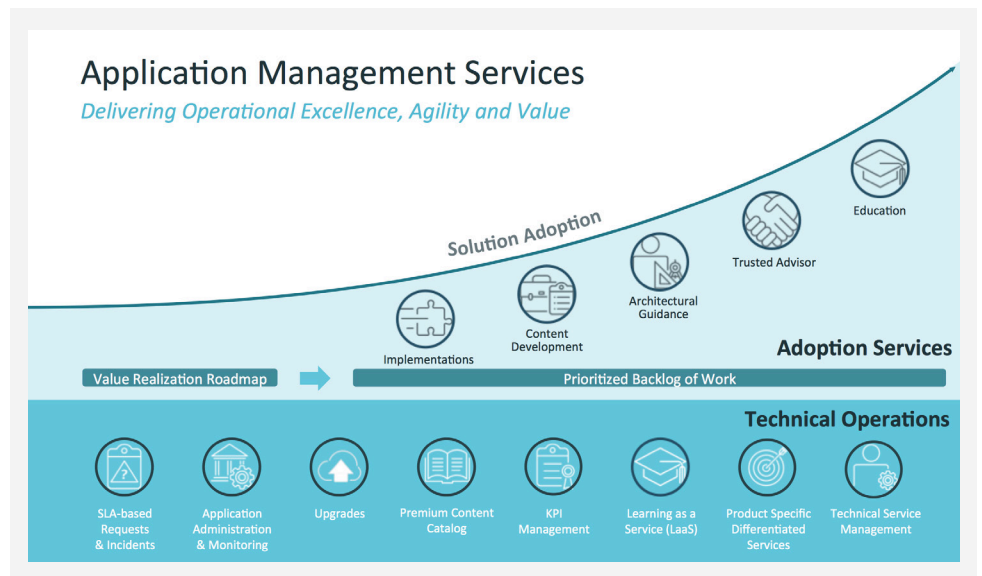
Application Management Services from CA Technologies provide a flexible engagement model that allows you to focus on what's most important to your business. Supporting CA solutions both in the cloud and on premises, CA professionals can deliver a wide range of services, from exceptional production support to adoption services, guided by an organization's need to maximize business value.

CA separates itself from the competition by providing a differentiated service that far exceeds what other vendors can provide, including:

- KPI monitoring
- Architectural guidance
- Upgrades and version currency
- Premium content library
- Learning as a service
- Custom content development

Additionally, customers gain access to CA insiders from across the organization—from 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 CA solutions and accelerate business value with Application Management Services from CA Technologies.



For more information, please visit www.ca.com/app-management-services

CA Services has an unwavering commitment to your success. Our best practices and experience from thousands of engagements help you accelerate business value and achieve your desired business outcomes. CA Services helps you achieve those outcomes through enabling your organization, accelerating your technology services and managing your long-term success for full value realization.

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.