

# CA Application Management Services

## At A Glance

CA Application Management Services from (CA AMS) help you deliver the innovation and value your users demand from CA Technologies solutions. We work with you to deliver differentiated day-to-day application administration, monitoring and preemptive maintenance, and comprehensive adoption solutions to optimize value from your software investments.

CA provides an SLA-based service to meet your business needs with a maturity model approach and support levels focused on the business outcomes you expect. CA Services professionals maintain, enhance and manage your CA solutions so your teams are free 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**, plus 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 operations
- **24/7, 24/5 or variable support** 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** for the 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 the organization to maximize ROI
- **Aligning and avoiding constrained resources** while 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

CA Application Management Services 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 your 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

Customers also gain access to CA insiders from across the organization—from services, education, support, product management, engineering, executive management and more.

## Foundation Services

CA AMS lets you pursue innovation by focusing on your business and outcomes while CA professionals focus on managing your CA solutions. Adjust to changing business levels while reducing the risks and barriers to decisions you make when using CA products and solutions.

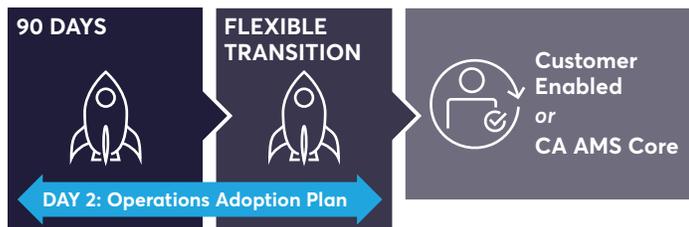
### CA AMS Day Two

Day one—operational go-live—is an exciting milestone for solution implementation. What happens on day two? The first 90 days after operational go-live is crucial for adoption and gaining confidence with your CA solution. Some organizations may still be deciding whether the solution will be managed in-house at all.

CA AMS Day Two is the flexible transition period you need, whether you decide to manage your CA solution or whether you'd like us to do it for you.

CA AMS Day Two includes a 90-day plan for transition, adoption and enablement, and metrics, plus a migration plan for your teams or for converting to a longer-term CA AMS option. It reduces some risk by providing proactive governance, administration and maintenance after go-live while your teams continue refining skills and confidence. An interim incident management service is included for the rare occasion when your new solution may not respond as expected.

CA AMS Day Two service starts with an initial 90-day term, which can be extended for up to an additional 90 days. At the end of the term, you can choose whether to transition solution management to your teams or to a longer-term CA AMS option.



### CA AMS Core

This popular full-service application management service gives you the reassurance of accountability with expert management. While it is based on industry standards, it is also flexible enough to accommodate your business challenges and unique requirements.

CA AMS Core service content is based on specific solutions and the architecture for those solutions. The service is built around the KPIs that matter to you, and it is right-sized for your organization's anticipated monthly needs for incident, problem, knowledge and service requests.



### CA AMS +Options

Enhance and extend your application management service. Select from solution-enhancing, technology-specific or organization-specific options for additional value from your CA AMS Core service.



### About CA Services

Include CA Services as part of your strategy for better business outcomes. Leveraging our expertise and best practices, we'll work with you to align project goals to the outcomes of greatest value and priority to your organization, and help you accelerate your business transformation through:

**Organizational enablement**, enabling users and accelerating solution adoption to speed value realization.

**Technology services**, implementing a flexible solution that delivers incremental value and that will grow and adapt to evolving business needs.

**Success management**, assisting you with development and execution of a clear plan for long-term success.

See how CA Services can help: [CA Services](#)

The latest CA training, when and where you need it: [CA Education](#)

For more information, please visit [www.ca.com/ams](http://www.ca.com/ams)

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](http://ca.com).