## At a Glance

CA Enhanced Support Services elevate your product support with personalized service. In addition to standard maintenance, you get a designated CA Support Engineer who knows you, understands your environment and is available via direct line.

Your designated CA Support Engineer will help you from installation and deployment to monitoring and analytics, allowing you to get the most from your investment. Available at three service levels, CA Enhanced Support Services let you skip the phone tree and go straight to your designated expert.

### Key Outcomes

- **Faster issue resolution.** Contact your support engineer directly.
- **Increased productivity.** Do more in less time with an on-call expert.
- **Improved ROI.** Make the most of your investment with your personal subject matter expert.
- **Proactive planning.** Avoid issues during upgrades and maintenance applications.
- **Greater satisfaction.** Partner with a designated support engineer for an optimal customer experience.

### Business Challenges

Your business depends on robust technology to meet objectives, exceed expectations and drive competitive advantage. But sophisticated deployments can be challenging to install and support, especially when the solutions are integrated with other technologies or are inherent to complex business services. To be successful, you need specific, diverse skill sets at every point in the product lifecycle. How can you efficiently and effectively deploy, upgrade, operate and extend your systems when resources are already limited?

CA Enhanced Support Services meet this need by pairing experienced CA Support engineers with your internal teams. Your Enhanced Support Engineer (ESE) provides the technical and strategic expertise to deliver accurate, timely and fitting resolutions to any and all issues—major and minor. As a designated resource, your ESE is one phone call away, reducing wait times and streamlining the support process. No one-size-fits-all answers, no gaps in your software development lifecycle (SDLC) support just personal service that helps you optimize and align your CA product.

### Key Services Features

- Designated Support Engineer familiar with your business and IT environment
- Personal, prioritized response to technical issues
- Product-specific guidance during upgrades and patch implementations
- On-site meetings to review business needs and IT results
- Expert insight on how configure, operate and troubleshoot your system

### Offering Overview

CA Enhanced Support Services give you direct-line access to our most experienced Support Engineers. Pick up the phone or press “send” in your inbox, and your designated expert will spearhead issue resolutions, provide guidance through upgrades and work with you on mapping product usage to your business requirements.

As a virtual extension of your IT team, your ESE understands the complexities of your specific implementation. That knowledge goes beyond standard maintenance and translates to faster issue resolution, improved usage and better overall ROI.

This offering is available for SaaS products, and available at Silver, Gold and Platinum levels for on-premise solutions. Depending on the level of service you choose, CA Enhanced Support services may include:

- A designated CA Enhanced Support Engineer for named software licensed from CA Technologies. Engineers collaborate with your IT and business organizations to improve alignment between IT solutions and desired business outcomes.
- Personal, prioritized response to technical issues, including assistance to expedite and prioritize response time to incidents.
CA Enhanced Support Services Levels
Features and entitlements

<table>
<thead>
<tr>
<th>Features</th>
<th>SaaS*</th>
<th>Silver</th>
<th>Gold</th>
<th>Platinum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designated Support Engineer</td>
<td>Shared 10%</td>
<td>Shared 20%</td>
<td>Shared 50%</td>
<td>Dedicated 100%</td>
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<tr>
<td>Direct support phone number</td>
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</tr>
<tr>
<td>Enhanced initial SLO Sev 1—30 minutes</td>
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<td>Enhanced initial SLO Sev 2—1 hour</td>
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<td>Technical support consulting and knowledge sharing</td>
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<td>Guidance during upgrades and path implementations</td>
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<tr>
<td>Product-related assistance with CA Services implementations**</td>
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<tr>
<td>Joint planning and strategy session**</td>
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<td>X</td>
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<tr>
<td>Proactive/comparative assessment</td>
<td>—</td>
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<tr>
<td>Additional on-site days**</td>
<td>—</td>
<td>4 days</td>
<td>20 days</td>
<td>40 days</td>
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</table>

* SaaS coverage is available for Payment Security products only.

** Travel and Expense billed to customer. Certain limits and requirements apply—refer to SOW for specific terms and conditions.

Mission-critical technology requires next-level support. Make sure you get the information and assistance you need, when you need it, with a designated Support Engineer through the CA Enhanced Support Services program.

For more information, please visit ca.com/support