ca technologies

CA Fast Track Support

At A Glance

Your organization has worked with CA Technologies software for years, so when issues come up, your experienced staff knows what to do. Take advantage of your technical product expertise with the CA Fast Track Support program. After your team has performed basic triage and advanced troubleshooting, CA Fast Track Support allows certified members to go straight to a senior-level support engineer for help. To become certified, experienced team members complete product-specific support certification, and their support cases will be "fast tracked" to the most knowledgeable resources within CA Support. Better support experience, less wasted time, faster issue resolution—that's what you get with CA Fast Track Support.

KEY OUTCOMES

- **Enhanced technical expertise** from comprehensive training and certification
- **Increased productivity** by bringing basic triage and advanced troubleshooting in-house
- **Greater self-reliance** so your team gets more done, faster
- **Faster issue resolution** with your own technical experts and senior-level CA Support experts
- **Simpler support process** that automatically routes your certified experts' issues to the right place

KEY SERVICES FEATURES

- **Software training and education**. Gain valuable training on your specific CA solution, including features and functions, installation and configuration, and support troubleshooting.
- **CA Fast Track Support Certification**. Receive certification for staff that are recognized as technical product experts within your organization and within CA Support.
- **Resolve basic and advanced support issues**. Resolve basic and most advanced support issues faster and more independently.
- **Directly connect with senior CA Support engineers**. Bypass basic CA Support and initial triage process and connect directly with CA senior-level support experts.
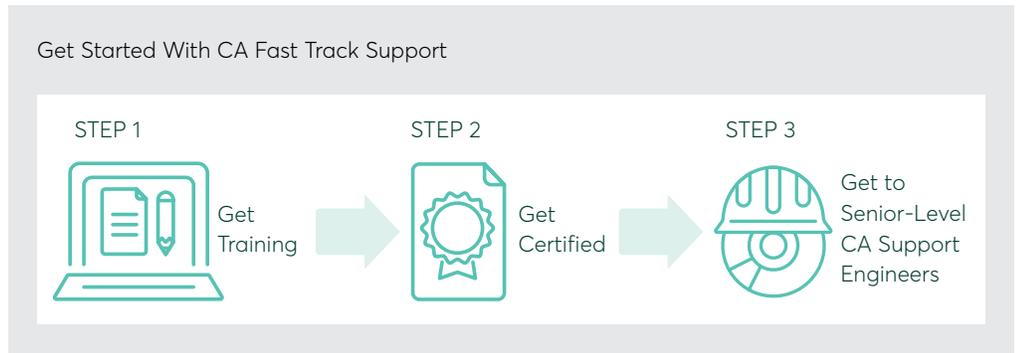
Business Challenges

Your organization depends on CA Technologies software solutions to keep business moving, and you rely on your in-house experts to manage your software solutions. But when difficult issues arise, are your experts able to engage CA Support resources at their same level of expertise? Or do they get slowed down by the basic triage and troubleshooting typically required for less experienced users? Does your organization know who your resident experts are, and are they being utilized effectively? Does CA recognize your experts for the experience and knowledge they have and does CA Support know they can trust your teams' capabilities?

Your certified experts will be able to convey previously executed triage and troubleshooting actions to allow CA Support experts to engage quickly. CA Support will drive faster issue resolution by knowing your certified experts have performed advanced troubleshooting and collected appropriate data to pinpoint issues.

Offering Overview

CA Fast Track Support recognizes and rewards the knowledge and experience of certified experts by providing direct access to senior-level CA Support engineers for your highest-priority support issues. By becoming CA Fast Track Support certified, your triage and advanced troubleshooting work is simply validated, and the support process quickly moves forward. CA Fast Track Support not only helps your business run more smoothly and independently, but it also saves you time and improves your overall experience.

Get Started With CA Fast Track Support

STEP 1	STEP 2	STEP 3
Get Training	Get Certified	Get to Senior-Level CA Support Engineers

Here's how it works:

1. **Training**. Your experienced staff take product-specific courses to learn about new product features and functions, installation and configuration, and support troubleshooting.

2. **Certification**. Individuals are required to demonstrate technical expertise by passing certification exams, hands-on labs (for select products) and interviews with CA Support senior-level experts. Important: Certification is a mandatory prerequisite for the CA Fast Track Support program.

3. **Enrollment**. After certification, and with CA Fast Track Support, your Certified Experts will be routed to senior-level CA Support engineers.

For more information, please visit ca.com/fasttrack

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.