

Connect with CA Project & Portfolio Management



When you join the CA Project & Portfolio Management (CA PPM) community, you gain access to a wide range of valuable resources. These resources can help improve your overall solution experience and results throughout the solution lifecycle.

The value you derive from CA PPM can be greatly enhanced as you discover and use these resources which have helped CA customers with implementations and upgrades over many years.

CA Communities

Start here. Gain access to our Global PPM Community of over 5000 members.

- Share ideas and best practices with CA employees and other customers
- Access valuable product, process and support information

Product Teams

Get briefed. Share ideas. The CA PPM product team collaborates with customers to gather, discuss and prioritize product feedback.

- Quarterly roadmap webcasts
- End of sprint webcasts
- Community roundtables

Social Media	Customer Webcasts Roadmaps Success stories	CA PPM Global User Community	Tech Insider Newsletter
LinkedIn: 5,000+ CA PPM group members	BrightTalk channel: 10,000+ subscribers	6,000+ members 35% YOY Growth	6,800 CA PPM Subscribers
Product Advisory Council	CA PPM Tech Support	End-of-Sprint Product Demos	Account Teams
40+ key accounts	CA PPM Flipboard, CA PPM Answer Bar	90+ customers avg.	Advisory, Services, Success, Technical

Education

Benefit from our brain trust. Successfully maximize learning to accelerate adoption.

- Accelerate adoption with materials configured for your organization
- Ensure successful change management with an application coach
- Create an integrated education plan

Services

Plan. Implement. Run. CA Services supports customers with a flexible and collaborative Solution Delivery Methodology that focuses on solution adoption throughout the project engagement.

- Drive value and adoption with help from PPM experts and best practice guidance
- Go-live quickly and extend your solution with optional configurations over time
- Transition from other PPM technologies or home-grown solutions
- Engage with consultants to develop plans for on-premises, on-demand, SaaS and hosted platforms

Support

Protect. Solve.

- Work with our award-winning technical support team throughout your solution lifecycle for best-in-class assistance on CA Technologies products
- Gain access to information which helps customers to extend usage, streamline upgrades, improve service levels and address issues

Join CA Communities

- Access information on best practices, product news, upcoming events, and how-to tips and tricks while networking with peers via discussions
- Chat online in our monthly “Office Hours” with CA technical experts
- Get weekly technical tips via “Tuesday Tip” blogs offered by support engineers
- Submit and vote on solution enhancement suggestions through Ideas. Crowd-sourcing and voting help prioritize customer requested Ideas
- Join in community run quarterly webcasts and technical sessions hosted by CA experts

Learn & Adopt with CA Education

- Help streamline training and support, improve product usage and simplify upgrades by using the CA Productivity Accelerator (CA PA) to create content based on your configured system
- Receive first line of support within the CA PPM solution with the CA Productivity Accelerator context sensitive, role-based application coach
- Select the optimal combination of self-paced, virtual and classroom training based on your organization’s training needs and learning culture
- Align learning and adoption to your change management strategy to prepare, manage and reinforce adoption

Protect and Solve with Support

- Support your investment in CA Technologies solutions with standard support and value-add offerings such as Enhanced Support Services, Customer Service Advocates and Extended Support
- Get help with your upgrade transitions and new implementations by reporting issues through CA Support
- Access CA Support Online to obtain Tech Insider subscriptions, product documentation and to download published solutions

Collaborate with Product Teams

- Engage with other customers, the CA PPM product team and executive management to drive PPM success
- Learn which enhancements have been implemented by attending end-of-sprint webcasts with quarterly product managers
- Participate in roadmap webcasts
- Join community roundtables for real-time chats with product managers, developers and support resources
- Influence important strategic topics through the Product Advisory Council
- Subscribe to and share useful content published as flip boards for easy consumption - social media style

Deliver with CA Services

- Deploy your solution faster, with greater adoption and business value
- Implement, upgrade and optimize your solution with help from PPM thought leaders
- Improve your integrations, PPM information strategy, reports and portlets
- Develop a PPM maturity plan aligned to business objectives and solution capabilities for project, resource and portfolio management
- Benefit from a flexible and collaborative approach with resources such as CA architects, consultants and project managers delivered through the CA Solution Delivery Framework
- Enrich your experience with the Maximum Impact with CA Technologies program - which integrates the power of Services, Education, Support, Partners and CA Communities in a unified offering

For more information, please visit ca.com/services

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.