

# Connect with CA Service Management



When you join one of the CA Technologies IT service management (ITSM) family of solutions, you gain access to a wide range of valuable resources. These resources help improve your overall solution experience and results throughout the solution lifecycle.

[CA Cloud Service Manager](#), [CA Service Desk Manager](#), [CA Business Service Insight](#), [CA IT Asset Manager](#), [CA Service Catalog](#)

## CA Communities

**Start here.** [Join our communities](#) with over 3,000 members for CA Service Management and CA Cloud Service Management.

- Exchange ideas and best practices with CA Technologies employees and other customers
- Access valuable product, process and support information
- Provide feedback and suggestions on all aspects of your customer experience

## Product Teams

**Get briefed. Share ideas.** Our [ITSM product](#) teams collaborate with customers to gather, discuss and prioritize product feedback.

- Roadmap webcasts
- End-of-sprint webcasts
- Community roundtables

Social Media Customer Webcasts and RSS Feeds	LinkedIn Groups	BrightTalk Channel	Product Advisory Council
<ul style="list-style-type: none"><li>▪ Roadmaps</li><li>▪ Success Stories</li><li>▪ CA Service Management and Cloud Service Management Global User Communities</li></ul>	3,000 group members in <a href="#">Service Desk Users</a> and <a href="#">CA Service Desk Professionals</a>	<a href="#">Service Management Insights – CA Technologies</a> : Nearly 6,000 subscribers	<ul style="list-style-type: none"><li>▪ Tech Support</li><li>▪ End-of-Sprint Product Demos</li></ul>

## Education

**87 percent** of IT organizations agreed with the following statement: [“CA Education increased the business value of the CA Solution purchased/in place.”](#) Source: TechValidate survey of 498 users of CA Technologies Education, May 2015. Take advantage of award-winning CA Education to help your organization.

- Lower the risk of project failure
- Improve user adoption and productivity
- Reduce reliance on external support
- Accelerate return on your CA investment

## Services

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

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

## Support

**One team. Your success. Every day.** Whether accessing self-service support documentation or engineer-assisted support, each channel is backed by a world class support organization of over 1,200 experts—with decades of experience—dedicated to making you successful.

## 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 community-run quarterly webcasts and technical sessions hosted by CA experts

## Learn and Adopt with [CA Education](#)

- Help streamline training and support, improve product usage and simplify upgrades by using the [CA Productivity Accelerator](#) (CA PA) and [free web-based training](#)
- Receive first line of support within the CA Service Management solution with the CA Productivity Accelerator context sensitive, role-based application coach
- Explore our [Learning Paths](#) to 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 Services](#) go beyond issue resolution. The team is ready to extend the usage of your investment, improve service levels and streamline the upgrade process
- Enhanced Support Services go beyond standard maintenance needs, providing you with a dedicated support engineer
- Customer Success Advocates are available to serve as your primary point of contact to connect your business with our product teams, services, support, education and more

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## Collaborate with Product Teams

- Engage with other customers, CA Services product teams and executive management to drive ITSM 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

- Benefit from an adaptable, collaborative approach tailored to your needs with help from CA Services architects, consultants and project managers
- Deploy your solution faster, with greater adoption and business value
- [Implement, upgrade and optimize](#) your solution with help from ITSM thought leaders
- Improve your ITSM automation, integrations, workflows and processes
- Develop an maturity plan aligned to business objectives and solution capabilities for comprehensive IT services management

For more information, please visit [ca.com](#)

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](#).