

# Expert Package Services



## At a Glance

Expert Package Services from CA Technologies leverage the knowledge of CA Services professionals as you architect, design or deploy your CA Technologies solution. Bring the expertise of a senior subject matter expert into your organization to advise you on architecture and design approaches or assist you in implementing and configuring your CA Technologies solutions.

### Key Outcomes

- **Mitigate risk** by applying industry best practices working through implementation and configuration issues in real time.
- **Reduce implementation complexity** with solution expertise.
- **Optimize deployed solutions** to protect and ensure the long term value of your CA Technologies investment.
- **Accelerate time-to-value** and speed staff learning curve with knowledge transfer.

### Key Services Features

- **Comprehensive knowledge** and assistance from CA Services professionals with your CA Technologies solution
- **High-Value Services** including addressing solution management tasks or implementation guidance
- **Complement your IT staff with specific knowledge** of CA Technologies solutions for a limited engagement

## Business Challenges

You have made significant investments in CA software to drive competitive advantage in the application economy. At times, even the most sophisticated IT team can face challenges while onboarding new solutions. You have made the right decision, but you realize you could use some short-term expertise to get through the crucial initial stages of your deployment to ensure adoption and peak performance. Turn to the CA Services experts to augment your staff in order to maximize your resources and address these issues:

- **Potentially complex IT projects** can require specific knowledge of specific products and solutions.
- **Business needs and IT environments may have changed** since your initial CA solutions implementation.
- **Short-term tactical needs can hinder the training needs** of staff to become competent users of your solution and ensure achievement of ROI.

## Offering Overview

Delivered in one-week increments, our Expert Packages do not provide a defined product implementation but instead deliver high-value services that address solution management tasks or implementation guidance.

Expert Packages are offered in two types to best suit your needs:

### Deployment Expert Package

CA product implementation assistance including:

- Review of your existing implementation or proposed implementation plan
- Assistance with installation tasks and troubleshooting of performance issues
- Review of your deployment with respect to industry best practices
- Knowledge transfer

### Solution Expert Package

Architecture and design assistance including:

- Review of IT approaches relative to a CA solution
- Validation of implementation architecture and identification of potential issues that may affect performance
- Assuring design adheres to best practices
- Knowledge transfer

**CA offers Expert Packages for our full portfolio:**

- Mainframe
- Cloud
- Enterprise Management
- Mobile
- Security
- Service Management
- Project and Portfolio Management
- Service Automation and Virtualization

Choose Expert Packages from CA Technologies to bring deep expertise and knowledge when you need it. CA Services seasoned and certified professionals can help you succeed with implementation architecture, planning and education across our portfolio. Trust our experts to deliver the help you need, when you need it.

For more information, please visit [ca.com/services](https://ca.com/services)

CA Services is committed to your success, from managing the technology solutions you have now to helping you manage the technology decisions for your future. We lead with experience from thousands of engagements to deliver business value quickly, help you navigate complex business and technology challenges, and provide exceptional support throughout the entire solution lifecycle. Our experience is your advantage, with best practices that enable organizations to plan, manage, develop and secure complex IT environments. CA Services provides the unsurpassed expertise you demand to select, implement and run your enterprise IT solutions with confidence.

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](https://ca.com).