



SOLUTION BRIEF • MAINFRAME SERVICES FROM CA TECHNOLOGIES



# Can You Make Your Mainframe Platform the Strongest Player in a Team Computing Environment, Supporting Mobile, Big Data, Massive Transaction Processing and Business-Critical Applications?

Your mainframe can more directly support your top initiatives, run faster and remain secure while delivering greater value to your IT ecosystem with help from CA Services. Mainframe services from CA Technologies can help you employ more of the inherent strengths of this important platform as you and your mainframe move into the cloud connected, virtualized, business-focused application economy. CA Services will help architect, implement, optimize and run your portfolio of technologies on your mainframe, moving your business forward.

# Executive Summary

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## Challenge

With the continued longevity and importance of the mainframe as a critical platform, customers are faced with the dwindling number of skilled mainframe resources. In fact, many CIOs fear the retirement of skilled mainframers will hurt their business. Too much is riding on the mainframe as a strategic IT asset to ignore what is in store if you do not act decisively to maintain and protect your mainframe's operational integrity.

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## Opportunity

Whether your priority is to reduce the costs and risks associated with the daily maintenance of your mainframe, to achieve greater efficiencies by adopting new innovative approaches to mainframe management or to streamline your portfolio of mainframe technologies, CA Services can be a strategic partner in helping you derive maximum results from your mainframe investment.

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## Benefits

The IT executives that take the steps necessary to continue to innovate on the mainframe will be the executives that will set their enterprise apart to compete in the application economy. CA Services can provide a wide range of offerings with the full power of CA architects, project managers, services consultants and delivery managers to meet your needs across five major categories of services:

- Implementation and Conversion Services
- M3A Services and Staff Augmentation Services
- Assessment Services
- Optimization Services
- Software Rationalization and Core System Consulting Services

Our services capabilities can span mainframe technologies from CA Technologies and third-party vendors.\* Trust the experts with decades of experience and leadership in innovation on the mainframe.

\*CA Technologies can also assist with mainframe technologies of other software providers. Please contact your account team for more information.

## SECTION – 1

## Portfolio of Mainframe Offerings

### Implementation Services

When it is time to upgrade to the latest release or implement a new solution, you want to minimize operational risk, get your mainframe team productive quickly and demonstrate a strong ROI. Our experts on CA Chorus™ Software Manager, the CA mainframe solution stack and underlying mainframe technologies can deliver prescriptive approaches built from thousands of site engagements and decades of experience.

Whether you are primarily focused on schedule, the scope of work or cost, CA Services can assist to plan for, design, implement and verify a successful transition to the latest advances in mainframe management from CA Technologies.

CA Services for mainframe will work with you to select or create the optimal approach for your specific situation.

An important first step is to gain a detailed understanding of your organization's requirements. Deployment Playbooks from CA Services help expedite implementations with proven, pre-built content. They include comprehensive questionnaires—spanning business drivers, functional requirements, governance initiatives, use cases, reliability and security concerns, operating constraints and more.

Gathering this critical information at the outset of a project helps ensure that subsequent phases deliver results that align with your business needs. Solution Run Books from CA Services provides customized instructions covering all aspects of your installation, including start-up and shutdown procedures, backup requirements, risk mitigation, security controls, tuning information and troubleshooting guides.

### Conversion Services

CA Conversion Service is a full-suite, cloud-based service based on 30-plus years of CA best practices that cover the entire migration lifecycle, involving the replacement and migration of competitive tools to CA's industry leading capabilities. Available in three service tiers—full service, assisted and self-service—the offering spans beyond typical conversion to include five phases: requirements, data preparation, planning and design, conversion and build, test and validation, and finally, rollout.

Often, the biggest factor in undertaking a full migration isn't money; it's time. With the cloud-based CA Conversion Service, organizations can not only reduce the upfront migration costs, but also more seamlessly and quickly realize the annual cost savings of the replacement solution. Plus, there are additional intangible benefits—such as working with a single, focused vendor like CA to eliminate the effort and administrative burden of working with multiple providers. CA Conversion Service delivers a consistent migration experience across departments, geographies and applications to help you realize fast time to value, reduced risk and increased rate of success.

**Mainframe Operational**

**Support** – providing administration of CA and other mainframe ISV solutions. With the introduction of IBM® z14, this offering will optionally provide assistance with the OS upgrade, allowing clients to take advantage of the z14's features, including pervasive encryption.

**M3A Services**

Maintaining and operating the mainframe platform while developing talent and resources within your team is a requirement, not a luxury—you need to be planning for the changing workforce. M3A Services can help fill that skills gap and strengthen your knowledge base with confidence and predictability.

CA mainframe experts deliver operational, administrative, development and implementation expertise to keep your mission-critical mainframe tools up and running. With a customer engagement framework that simplifies budgeting, reduces risk and drives innovation and improvement, our skilled resources can deliver a wide range of services beyond typical incident management and administration. Our experts also provide education and training for your staff to help develop and mentor the next generation of mainframers. M3A Services for implemented CA products provide:

**Measure** – Establish a performance baseline that is used to measure and track production environments

**Monitor** – Deliver daily monitoring activities within the production environment of your CA Mainframe solution

**Manage** – Provide day-to-day administration and operational tasks and system functions of your CA Mainframe solution to ensure expected performance levels are maintained

**Alert** – Deliver assistance with events requiring immediate technical attention that provides integration of CA Support and Services

**M3A Services are available for most mainframe products including:**

- CA IDMS™
- CA Datacom®
- CA Top Secret®
- CA ACF2™
- CA Endeavor® Software Change Manager
- CA Workload Automation
- CA SYSVIEW® Performance Management
- CA View®/CA Deliver™
- CA OPS/MVS® Event Management and Automation
- -IBM Core products; z/OS®, CICS®, Db2®, RACF®, IMS™ and others

**Product and Solution Healthchecks**

CA Services professionals review your current product and solution configurations and interview IT staff to assess targets versus actual results for implementations, product usage, roll-out procedures, use cases and configuration options. Healthchecks provide documented technical findings and a prioritized plan for improving your current CA Technologies product and solution implementations.

Product and solution healthchecks include green-, yellow-, and red-level actionable analysis and is delivered to address identified execution or performance gaps.

**Core System Consulting Program for IBM z Systems®**

Your mainframe infrastructure is an integral part of your overall IT ecosystem. For large, complex enterprises, the mainframe can act as a fulcrum where mainframe management efficiencies and cost savings ripple through everything downstream in IT that is directly—or even loosely—coupled to your mainframe platform.

At the same time, accumulated layers of software from scores of vendors, redundant functionality, unnecessarily high licensing costs and missed opportunities for integration and automation can undermine the value of your mainframe infrastructure.

Core System Consulting Program Services from CA Technologies helps address these challenges so the value of your mainframe infrastructure can benefit your broader IT infrastructure as you compete and grow in the application economy.

These services help you leverage your existing mainframe investments, assess ways to improve efficiencies and uncover opportunities for additional integration and automation within your mainframe portfolio and with other computing platforms.

What sets CA Technologies apart from other mainframe vendors is our breadth of mainframe expertise, proven solutions that span IT silos and computing platforms, from mainframe to mobile, and our commitment to your mainframe management success through better utilization of software.

CA Services offers a proven, collaborative methodology to evaluate the current state of your full mainframe software portfolio, consider scenarios of a preferred future state and then assess the associated financial, operational and strategic benefits to achieving your desired results.

These services offer a comprehensive program that, with sponsorship from client executives and best practices from CA Services, delivers measurable, long-term results.

### **Staff Augmentation Services**

Staff augmentation services extend the staffing levels of your mainframe team with experienced resources from CA Services. Staff augmentation engagements may be of any duration and be used for clearly defined, fixed-scope projects or for more open-ended contracts that span multiple years or multiple CA solutions. With staff augmentation from CA Technologies, organizations facing reductions in mainframe staff and expertise—or anticipating needs for dedicated mainframe skills on scheduled projects—can offset internal risks and direct labor costs by working with a trusted mainframe partner.

### **Assessment Services**

With budgets, time and staff resources in short supply and with execution so critical, strong execution and prioritization is more necessary than ever. Assessment services from CA Technologies will help you accurately evaluate your current state and discover trade-offs, document considerations and prioritize opportunities for achieving a desired future state.

CA Services offers assessments for a wide range of situations. A few examples include:

- Best practices and product-usage assessments
- Configuration/optimization assessments
- Migration planning (across product versions or from one vendor to CA)
- Performance assessments
- Security, compliance and auditing assessments
- Software rationalization and consolidation assessments

### **Mainframe Value Program**

On-site service engagements provide product usage reviews of your deployed mainframe technologies from CA Technologies. In-depth assessments evaluate results in areas such as alignment to business goals, performance, reliability and maintainability. CA Services delivers a comprehensive report with recommendations to do more with your mainframe solutions from CA Technologies.

## Optimization Services

Given the volume of work conducted by your mainframe, even incremental gains to optimize performance, reduce CPU consumption and streamline processes can pay enormous dividends. The challenge is that the large volume of work combined with the complex systems, databases, applications and networks involved means that your staff may lack the time and/or expertise needed to reach and maintain a more optimal state.

With over 40 years of heritage and experience, CA knows the mainframe. Optimization services from CA Technologies can help you:

- Discover low-effort, incremental changes that deliver huge gains in performance
- Objectively evaluate your product usage and alignment to best practices
- Correct erroneous or outdated configuration settings
- Implement cross-solution integration and automation that has not been fully deployed or has been overlooked
- Perform periodic top-to-bottom healthchecks that deliver meaningful results.

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### SECTION – 2

## Delivering Business Value

Your mainframe delivers great business value for every record it stores, transaction it processes and customer it helps to support. No other platform offers the security, reliability, efficiency and cost-effective results available on the mainframe.

With the pervasive use of cloud computing, the drive for greater adoption of virtualization, and pressure to achieve a complete digital transformation, there is no better time to extend the inherent strengths of the mainframe by enlisting CA Services.

CA Services for Mainframe can help you:

- Identify the best opportunities for improving mainframe efficiencies and extending integration and automation
- Align mainframe management software to better achieve or exceed service level agreements
- Increase ROI by applying the strengths of your mainframe portfolio to the application economy
- Reduce maintenance costs and speed new implementations of mainframe solutions
- Improve management processes to reduce the burden on limited staff

We consistently deliver a superior experience by putting your organization at the center of all that we do. The ultimate measure of our success is through your success and earning your trust as a strategic partner. We work with the largest, most powerful companies in the world that are going to dominate the application economy. They do not want to buy technology, they want to have trusted advisors and trusted relationships with their core vendors. Our promises to you:

- We invest to build long-term relationships
- We deliver innovative business outcomes—not just pieces of outcomes
- We are committed to each customer's success.



## SECTION – 3

## CA Education: Mainframe Academy

To train new staff or cross-train existing IT personnel, CA offers Mainframe Academy. It is a curriculum of core mainframe programming skills designed to accelerate learning and technical achievement via real world scenarios and specialized courses, all within a single class cohort. Mainframe Academy includes over 220 hours of training, 26 mastery tests and three certification exams focused on a targeted spectrum of mainframe processing, programming concepts and applications. The content is delivered with a unique, flexible blend of instructor-led, web-based and self-paced learning.

## CA Education: Mainframe eLearning Library

The CA Technologies Mainframe eLearning Library is an effective and cost-efficient way mainframe computing organizations can maximize their human capital. This comprehensive online mainframe training resource is an expertly designed blend of interactive self-paced eLearning courses, skills assessments and CA mainframe product videos. It delivers over 1,000 hours of web-based training and gives mainframers over 350 IBM z Systems and CA Technologies mainframe courses, assessments and videos—wherever and whenever you need it.

## SECTION – 4

## Why CA 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.

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

Connect with CA Technologies



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](http://ca.com).

