

Global Customer Success:
What resources are available
to help me achieve maximum
value and performance with
my software solutions from
CA Technologies?

The Global Customer Success organization is dedicated to ensuring our customers and partners achieve their identified outcomes and expected business value.

Simply stated, our job is to make you successful and we won't quit until you are. We offer a flexible range of services that allow you to decide, how, when and where you receive award-winning support and services from CA Technologies.

Executive Summary

Challenge

Choosing CA Technologies software solutions to run your business is just the beginning. Next comes implementation, operational efficiencies and eventual upgrades. For that, you need easy access to technical product experts, as well as full documentation, product releases and fixes for those solutions.

Opportunity

Some technology companies operate separate support and customer success departments. Not CA Technologies. We believe that positive customer experience with support leads to overall customer success, and we're organized to make that happen. For your most technical ticket or your most strategic business challenge, the Global Customer Success team comprises over 1,200 support and customer experience experts with decades of experience to help you succeed.

Benefits

When you choose to partner with CA Technologies, you are choosing to be supported by a world-class support organization dedicated to making each one of our customers successful. The CA Support team offers proven methodologies and established diagnostic processes from experienced, highly trained professionals, supporting hundreds of products across multiple platforms globally. Dependable, accurate, consistent and straightforward guidance is what you can expect from our professionals. We bring deep technical knowledge and worldwide experience to assist with your technical support and customer care questions. We focus on:

- **Our people.** Technical expertise, consistent education and culture programs have led to an average 20-year tenure among our support engineers.
- **Foundational maintenance.** Our support technology and methodologies are in constant evolution and are the core of every maintenance agreement.
- **Optional support services.** Comprehensive offerings of optional support services are available to customers with critical business systems closely aligned with CA Technologies solutions.
- **Customer experience.** Our team is dedicated to helping create a positive customer experience with CA Technologies and for creating a history of customer satisfaction to win your repeat business.

Section 1:

Expertise and Experience You Can Rely On

Global Customer Success brings the best of both worlds to every account: technical expertise and a fanatical focus on customer experience. Team members include customer care representatives who are ready with answers to your basic account needs, support engineers with decades of support experience backed by industry-recognized continuing education and customer success managers dedicated to creating your positive customer experience.



“I’ve been a support engineer in various levels since 1997. Since then, the biggest change is the method of delivery. CA Technologies has really expanded the definition of technical support.”

– Scott Fowler, Principal Support and Designated Engineer

CA Technologies Customer Care Representatives

Customer care representatives are the first line of contact when you call CA Technologies. One central phone number per country is provided for access to simplified administrative issue handling as well as assistance with your licensing, contract, product, accounting, education, CA Support Online and directory assistance queries. From North America call 1-800-225-5224 or go to ca.com/phone for local phone numbers.

CA Technologies Support Engineers

Our support engineers handle over 250,000 cases per year, both online and over the phone, in 16 major languages (*English, French, Italian, German, Spanish, Portuguese, Dutch, Danish, Hebrew, Arabic, Norwegian, Swedish, Korean, Japanese, Simplified Chinese and Mandarin*) from over 24 locations worldwide. They are dedicated to specific CA Technologies products, work on many platforms and are focused on providing support as quickly as possible to resolve issues that impact your business. In addition, our support engineers must complete personal training plans to further develop their communication, technical and product knowledge skills.

Calling or opening a support case is not the only way to engage with our support engineers. This team is also tasked with creating searchable knowledge articles, participating in the customer communities and providing chat support to address operational issues that impact your business services and applications in the most efficient, effective way.

If you would like to have a support engineer designated to your account, optional services are available. Please see Enhanced Support Services for more information.

CA Technologies Customer Success Advocates

The Customer Success Advocate program provides you with one primary contact to serve as a concierge between your company and all things at CA Technologies. This is an optional program and is available to any company that heavily relies on software from CA Technologies to support its business. The Customer Success Advocates are tasked to proactively monitor your issues, analyze trends and provide regular reporting to improve your time to value with any product set. See Optional Support Services for more information on this program.



"I think your technical support is a great asset. We don't open cases that often, but when we do we get quick and effective responses. Many times I find the information that I need in knowledge articles you have posted. It's really nice to see a company that does put focus on their support."

– Lead Infrastructure Engineer, Financial Services Company

Section 2:

CA Support is the Foundation of Your Maintenance Program

CA Support is the standard support and maintenance program from CA Technologies, offering multiple access methods and support services to meet operational and business needs. CA Support includes access to self-service content, online case management and more. Companies interested in expanded, customized support solutions have many choices. Please see the Table below for a side-by-side comparison of our support features and optional support services available.

CA Support Feature	No CA Support Maintenance	Standard CA Support Maintenance	EOL, EOS Extended Support	Optional Upgrade Support Services	Optional Enhanced Support Services	Optional Customer Success Advocate
Self Service Support	Self Service Support	Standard	Extended Support	USS	ESS	CSA
CA Community: Product membership with peer Q&A access	✓	✓	✓	✓	✓	✓
CA Community: Self Service Onboarding	✓	✓	✓	✓	✓	✓
Product Compatibility Search	✓	✓	✓	✓	✓	✓
Knowledge Base Article Search	✓	✓	✓	✓	✓	✓
Knowledge Base Extended Article Search		✓	✓	✓	✓	✓
Account Management	Self Service Support	Standard	Extended Support	USS	ESS	CSA
Customer Care Phone Access		✓	✓	✓	✓	✓
Customer Care Online Ticket Access		✓	✓	✓	✓	✓
Customer Satisfaction analysis and survey reporting						✓
Executive presentations to report overall wellness of key solutions within the account						✓
Weekly/Monthly account assessment meetings				✓	✓	✓
Quarterly in-person relationship surveys and reporting						✓
Customized account management and planning						✓

CA Support Feature	No CA Support Maintenance	Standard CA Support Maintenance	EOL, EOS Extended Support	Optional Upgrade Support Services	Optional Enhanced Support Services	Optional Customer Success Advocate
Support Case Management	Self Service Support	Standard	Extended Support	USS	ESS	CSA
Chat Support (select products)		✓	✓	✓	✓	✓
Technical Support – Open a case, manage a case online		✓	✓	✓	✓	✓
Technical Support – Open a case via phone		✓	✓	✓	✓	✓
Technical Support – Open a case, manage a case on my behalf				✓	✓	✓
Direct dial to named support engineer				✓	✓	
Direct dial to named support engineers after hours					✓	
Priority response to Sev 1 and Sev 2 technical issues				✓	✓	
Priority response to Sev 1 and Sev 2 issues related to upgrades				✓	✓	
Proactive support issue monitoring and trend analysis						✓
Technical guidance during upgrades and patches with optimization				✓	✓	
Comparative assessment of CA product deployment and usage					✓	
Single point of contact to manage escalations						✓
Escalation status and analysis						✓
Scheduled Onsite Visits					✓	✓
Response Level Objectives Standard		✓	✓			
Response Level Objectives Priority				✓	✓	✓
Remote problem analysis and assistance		✓		✓	✓	✓
Local Language Support						✓

CA Support Feature	No CA Support Maintenance	Standard CA Support Maintenance	EOL, EOS Extended Support	Optional Upgrade Support Services	Optional Enhanced Support Services	Optional Customer Success Advocate
Extended Value Programs	Self-Service Support	Standard	Extended Support	USS	ESS	CSA
Transition assistance from project to production environment				✓	✓	✓
Value Acceleration Programs					✓	✓
Technical Updates and Roadmap Insights Program						✓
Customized Product Workshops for your CA footprint						✓
Support case metrics and trend analysis						✓
Analysis and reporting of existing and underutilized features and functionality in CA Products						✓
Privileged access to key CA in-house resources including CA Product Teams				✓	✓	✓
Hardware and software reconciliation and analysis to ensure accurate version levels and maintenance agreements						✓
Education	Self-Service Support	Standard	Extended Support	USS	ESS	CSA
Subscription based self-service onboarding program	✓	✓	✓	✓	✓	✓
Concierge onboarding program						✓
Free Instructor lead web-based training (selected products)	✓	✓	✓	✓	✓	✓
Fee-based product learning courses, online and in person	✓	✓	✓	✓	✓	✓
Recommended courseware based on observed knowledge gaps						✓
CA Certification Planning						✓

CA Support Feature	No CA Support Maintenance	Standard CA Support Maintenance	EOL, EOS Extended Support	Optional Upgrade Support Services	Optional Enhanced Support Services	Optional Customer Success Advocate
Product Information	Self Service Support	Standard	Extended Support	USS	ESS	CSA
Subscription based product release announcements, product lifecycle announcements, and key features updates		✓	✓	✓	✓	✓
Priority notification of product release announcements, product lifecycle announcements, and key features updates with analysis of potential impact		✓	✓	✓	✓	✓
Portfolio management of all licensed products						✓
Analysis and reporting provided related to End of Support and End of Life profile for over 300 licensed solutions						✓

Answers You Need, Any Time and Anywhere



Communities



Knowledge Base Articles



Video Tutorials



Wiki Product Demonstration



Flipboard Support Blogs



Social Media Q&A

Self-service support resources to help you find the answers you need, fast. Built and run by our engineers, our knowledge base, communities, product documentation and download center offer information at your fingertips. No tickets, no phone calls and no delays. Just what you need, when you need it.

“CA customer support is a strength. We had a very complex and difficult implementation and CA not only worked with us to make it successful, they continue to provide outstanding support.”

**Senior
Technology
Specialist**

Global Research
Facility

Section 3:

Optional Support Services

You can better address your unique support and business needs with our optional support services. Each service has a tiered offering and is available for purchase in addition to your standard CA Support contract.

Enhanced Support Services

Our Enhanced Support Services go beyond your standard maintenance needs and provide your organization with a designated support engineer to assist you with more specialized support and technical services.

With our Enhanced Support Services, you can be confident that your designated Enhanced Support Engineer understands your business and IT infrastructure to help you handle situations that may arise. Tiered pricing is available.

Customer Success Advocate Program

Our Customer Success Advocate Program provides our customers resources who serve as a primary point of contact to enhance your experience with solutions from CA Technologies.

Working closely with you, our product teams, CA Services, CA Support and CA Education, these resources can help you receive increasing value from your solution. Pricing structure and options are based on time allocations.

Upgrade Support Services

If you choose to engage with CA Services for your next upgrade, you will have the option of working with a named CA Support Advisor on your solution upgrade. With a CA Support Advisor, you can feel confident that you have a valued engineer on your upgrade team to help aid the transition. Your CA Support Advisor will be involved in every step, from providing pre-upgrade recommendations and attending status calls, to troubleshooting all issues during your upgrade project—whether upgrading from an End of Service or GA release. Your CA Support Advisor will also remain active for 30 days after your upgrade is complete to help ensure your upgrade is successful.

Extended Support

Extended Support enables you to continue to benefit from CA Support after a product support version has been marked as End of Service or a product has been marked End of Life. This service helps to alleviate risks and allows you to maintain your timetable for upgrades or product transitions.

Section 4:

Customer Experience Focus

"CA has great products, and the customer support is the best I have seen. Our support team is amazing, and always go the extra mile."

Senior IT Engineer

Financial Services Company

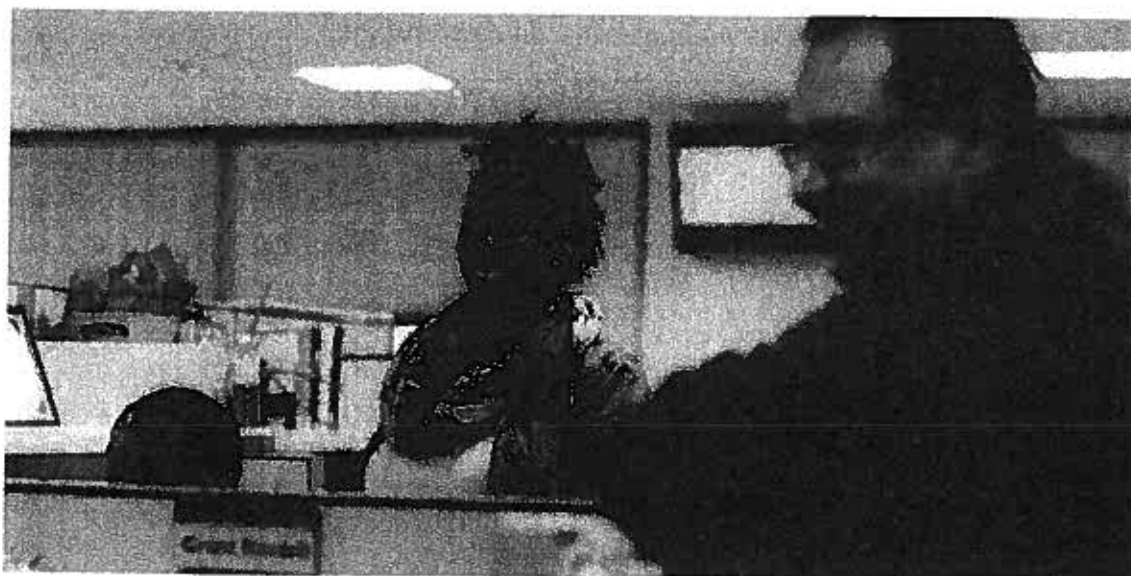
The Global Customer Success organization is one of many dedicated to helping create a positive experience for CA Technologies customers. We proactively connect with sales, product management, education, services and others to take a team approach to meeting customer needs.

CA Education

CA Education provides flexible learning options based on your budget, travel requirements and role. Our training methods and tools are designed to help work teams be more productive in less time. Offerings include classroom and virtual instructor-led training and a web-based training option where students can learn at their own pace. Including education along with product implementation speeds ramp-up time, resulting in accelerated time-to-value from your CA Technologies software.



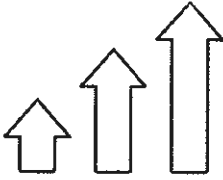
CA Services

CA Services has an unwavering commitment to your success, from managing the technology solutions you have now to helping you manage the technology decisions for your future. We lead with our experience from thousands of engagements to deliver business value quickly, work beside you to navigate complex business and technology challenges, and stand behind you with exceptional support throughout the entire solution lifecycle—from strategy, consulting and solution design to implementation and management. 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.



Customer survey

The best way to meet the demands of your business and improve your experience doing business with CA Technologies is to partner with you. Your feedback will help us do just that. We have infrastructure in place, based on the industry-standard Net Promoter System methodology, to listen to and act on your feedback. As part of this process, we send out surveys, including at the close of support cases. We look forward to learning from you what we can do to strengthen our relationship.

	<p>TSIA certification recognizing CA Technologies for Excellence in Global Service Operations in global support, from agent-based and electronic self-service.</p>
	<p>NorthFace Scoreboard Award for best-in-class ratings in engineer ownership, professionalism, product knowledge and understanding of customers' problems—three years in a row.</p>
	<p>Year over year upward customer satisfaction trend resulting from long-term, ongoing investments in our organization's critical people, process and technology capabilities.</p>

For more information, please visit ca.com/support



Connect with CA Technologies at 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.