

CA Cloud Service Management



At a Glance

IT services are all about people, and the people's most precious resource is time. They want to be more productive, but service management tools haven't always helped. CA Cloud Service Management is a leap forward, a powerful but flexible solution that is built for speed—rapidly accelerating time-to-value where other SaaS solutions fall short. With CA Cloud Service Management, you can implement in days, configure without programmers, and automate end-user requests. A true SaaS solution means you get the latest capabilities the minute they are available and simplified pricing gives you predictable costs—no nickel and diming or haggling over complex pricing charges.

Key Benefits/Results

- **Improve time-to-value** – Rapidly implement in days not months.
- **Personal and intuitive** – The easy-to-use design and cool user experience drives user adoption.
- **Improve productivity** – Automate manual and repetitive processes to drive cost and time savings.
- **Reduce upgrade time and costs** – True SaaS gets you the latest capabilities the minute they are available.

Key Features

- **Mobility** – Boost customer satisfaction with easy management of incidents, requests and approvals on your mobile device.
- **SaaS-based delivery** – Eliminate on-premise infrastructure acquisition, deployment, maintenance and upgrade costs.
- **Configuration-based setup** – Configure to your specific business requirements—without any coding.
- **Action-driven workflows** – Business people modify business processes to address business requirements without coding
- **Sidekick** – Drive usage and reduce start-up time with in-application setup and administration guidance.
- **Click and go automation** – Connect, integrate and automate workflows
- **Asset Management** – Reduce time to discover and manage hardware, software and mobile assets.

Business Challenges

Service Management solutions are literally the face of IT, but in many organizations, they do not live up to expectations—delivering far too much complexity and cost, with far too little business value. Companies need value from their investments quickly: in weeks not months. Unfortunately, they often fall short, delivering a poor experience at a high cost. This proves true even in organizations that have migrated to new, cloud-based solutions that still require coding to adapt to the specific needs of the business.

This complex, development-intensive model typically leads to lengthy deployment cycles, with initiatives spanning quarters or more—even with “new” SaaS-based solutions. Once deployed, upgrades can then prove laborious, costly and take too long to roll out because of customizations. Ultimately, this complexity can cost the support team, and the business, dearly in terms of inflexibility, high staffing costs, compromised service levels and more.

Solution Overview

CA Cloud Service Management is designed for the people who use it—delivering a flexible, personal experience that helps users resolve issues—fast! CA Cloud Service Management is a breakthrough in Service Management, a powerful solution that is built for speed—rapidly accelerating time-to-value where other SaaS solutions fall short. Implement in days, adopt with minimal training, configure without programmers, automate end-user requests, and get automatic upgrades. Simplified pricing gives you predictable costs—no nickel and diming or complex pricing charges. A true SaaS solution means you're always getting what you pay for—the latest capabilities the minute they are available. CA Cloud Service Management is Service Management with a breakthrough in time.

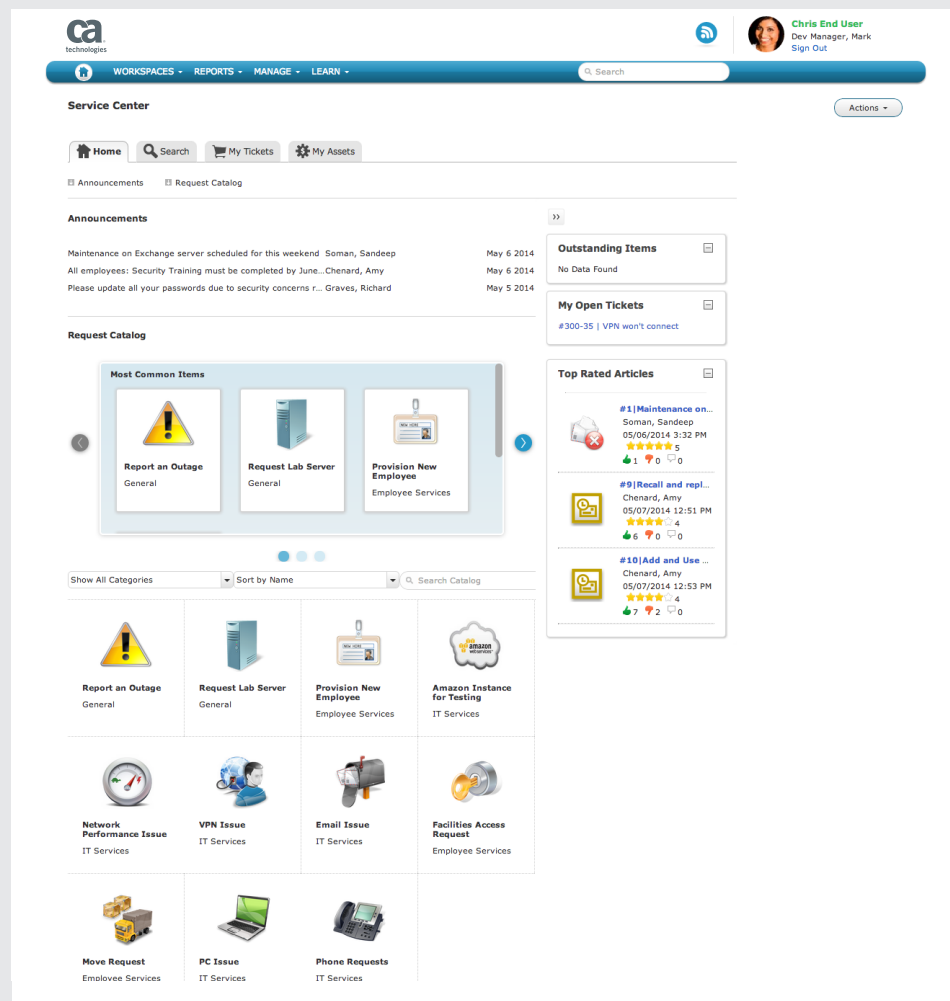
Critical Differentiators

CA Cloud Service Management differentiates in the rapid value it delivers to power users, decision makers and business users.

CA Cloud Service Management is:

- **Personal:** our intuitive, easy to use design and modern user experience drive user adoption and empower employees to resolve and solve problems quickly without calling the help desk.
- **Fast:** rapidly reduce the time needed to implement, maintain, upgrade and start using. With business focused administration and automatic upgrades, 72% of our customers use one person or less to support the solution.*
- **Flexible:** “Point-and-click” configuration and powerful automation accelerate delivery while making it highly adaptable to fit your business’ needs without the need for programming resources, thus reducing cost and saving time. In fact, workflows can be created by business users in minutes!
- **Powerful:** everything you need to provide service and support to your organization, unified within a single solution to deliver value faster.

CA Cloud Service Management delivers a modern user experience that meets business user demands.



For more information, please visit www.ca.com/CloudITSM

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.

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