

Security SaaS Infrastructure from CA Technologies

At a Glance

Security SaaS infrastructure from CA Technologies enables IT solutions to be delivered as fully operationalized SaaS offerings, cost-effectively and with quick time-to-market. To deliver these benefits, the CA Technologies SaaS infrastructure leverages virtualization and cloud computing techniques to offer a turnkey delivery engine. It provides the technical foundation for Security SaaS offerings from CA Technologies and it helps organizations efficiently deploy, manage, replicate and migrate complex distributed applications, as single manageable entities.

Key benefits/results

Rapid ROI. Deploy services quickly and reduce the time/money spent on IT infrastructure.

Security. Data traffic is secured and SSL-encrypted. Vulnerability scans are done regularly.

Certifications. Data centers are SAS 70 Type II and SSAE 16. PCI DSS available where necessary.

Safety-backup and disaster recovery. Daily backup and offsite replication is provided.

Key features

Global hosting infrastructure. Offers points of presence around the world.

24/7 Network operations center. Monitored round-the-clock by dedicated teams of network experts to enable ongoing availability and performance. These teams possess extensive skills around application management, database replication, application recovery and audit processes.

Proven reliability. We have a track record of delivering above and beyond our Service Level Agreement (SLA) commitments. Redundancy is built-in to every stage of our operation from internet connectivity to storage and network interface.

Application deployment, upgrade, patching, monitoring and troubleshooting. Operating practices follow standard software development lifecycle and change management processes using the ITIL® framework.

Business challenges

Many IT organizations are struggling to meet the rapidly changing demands of the business and at the same time they are being asked to do more with less, as their budgets remain flat or decline. These market dynamics are driving the need to find alternative delivery models that not only reduce the initial cost of deployment but are less expensive to support and expand. With the advent of Software-as-a-Service (SaaS), IT organizations expect to use solutions that ease administrators' burden through turnkey and elastic methods, and offer uncompromised security and reliability. They want to reduce costs, accommodate evolving business requirements, and have the flexibility to expand easily while knowing that their data and applications are secure. It is critical for these environments to support the appropriate compliance regulations so customer organizations can maintain compliance in a hybrid environment where some activities and data are provided as a service.

Solution overview

From global infrastructure to secure application delivery to tenant management, the SaaS infrastructure from CA Technologies addresses all key aspects of delivering cost efficient and reliable environments for service delivery. Our solutions provide business-critical cloud offerings to organizations around the world from a highly scalable and flexible infrastructure which enables greater business agility for our customers. We offer strong Service Level Agreements (SLAs) and have a proven history of meeting and exceeding these requirements.

Capacity management. Predicting future capacity needs and handling peak traffic are part of the delivery services offered to our customers. Combining cloud computing and elasticity, the SaaS infrastructure is built to adjust the network and computing resources based on load variations.

Tenant management. The SaaS infrastructure offers a central tenancy model capable of assigning computing resources to applications delivered as a service. This model is hierarchical to match customers' organization structure. It is flexible and works well with Managed Service Providers' servicing models.

Fulfillment. The SaaS infrastructure exposes a fulfillment service that maps customers' purchased features and capacity with grid resources. This module allows service managers to provision tenants and manage account features.

Metering. The SaaS infrastructure generates metering data that allows organizations to better understand how services are utilized.

Identity management, authentication and SSO. The SaaS infrastructure can offer seamless access to multiple services with one set of credentials if the onboarded applications are capable of leveraging single sign-on (SSO) services.

Critical differentiators

CA Technologies SaaS infrastructure provides delivery services for business-critical cloud offerings to organizations around the world. The CA Technologies cloud data centers used for SaaS infrastructure services are highly scalable, designed for redundant operations and support extensible capacity as traffic grows. These data centers deliver consistent throughput, performance and resiliency by employing multi-tenancy in the inherent product architecture, implementing best practice management and security processes, and using leading edge technology, systems and software. All of our data centers are managed by CA Technologies employees who are experts in our products and data center management and have undergone extensive security vetting.

Related products/solutions

CA CloudMinder™ Advanced Authentication delivers authentication management, unique two-factor with credentials plus real-time risk-based authentication.

CA CloudMinder™ Identity Management provides user management including access requests plus provisioning and identity synchronization.

CA CloudMinder™ Single Sign-On provides SSO for internal and external users to enterprise and cloud applications plus cross-domain identity federation.

For more information, please visit ca.com/cloudsecurity

Agility Made Possible: the CA Technologies advantage

A world class SaaS infrastructure that offers proven reliability and scalability is another way that CA Technologies makes customers more agile. The inherent flexibility and benefits of SaaS can only be realized if the underlying platform provides the security and reliability required to support the services provided. CA Technologies has a rich history in this space with over ten years of experience providing cloud-based security services and we currently support over 13,000 organizations and over 60 million end users.