CA On Demand

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Welcome to CA On Demand

Dear CA On Demand Customer,

CA On Demand solutions consist of a broad range of integrated applications from one of the industry's most comprehensive enterprise IT management portfolios. With CA's powerful Software as a Service (SaaS) model, your company is spared large up-front technology investments and on-premise software deployment time. CA customers implement On Demand solutions to achieve cost savings, free up scarce IT resources for other priorities, accelerate service deployment and gain flexibility to adapt to changing business needs. Delivered 100% over the Web, CA On Demand solutions help you:

- Get started quickly with simple-to-use, world-class IT capabilities
- Lower your IT costs and complexity with pay-as-you-go subscription pricing and reduced infrastructure requirements
- Focus on your business while CA operates and manages your IT applications
- What's Inside Your CA On Demand Customer Welcome Kit?

Resources

This Welcome Kit details the many resources, services and options available to you, as a CA On Demand customer. You'll learn about our world-class hosting infrastructure; how CA protects and secures your data; what to expect of your CA Customer Success manager; and how to access the CA On Demand Portal.

Implementation Services

You may also familiarize yourself with the CA Rapid Implementation Service Offering (RISO), the Solution Implementation Service Offering (SISO), and the CA Go LIVE! Program, all of which help provide a fast on-ramp to a fully-deployed CA solution.

Education

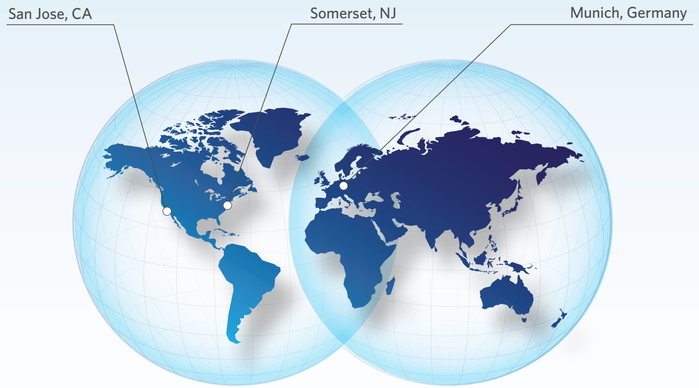
You will also want to be aware of your options for further learning, through CA Education, including a full range of courses available to you online, or in a classroom setting, either at a CA facility or on site at your location.

Support

In addition, this kit contains vital information about Service Level Agreements (SLAs), and the monthly Service Availability reports on your On Demand Service that you will receive. Please take note of the process for logging Support Tickets and for Customer Support Escalation.

Once again, from all of us at CA On Demand, many thanks and welcome aboard!

CA's Robust On Demand Infrastructure



Reliability

- Over 99.5% Availability
- Massively Redundant Architecture
- World-Class Facilities
- Replication Across Multiple Sites
- No Single Point of Failure
- Zero Action Recovery

Security

- 24/7 Onsite Staff
- 24/7 Monitoring
- CA Global Enterprise Security Standards
- Weekly Third-Party Security Audit
- Automatic Quarterly Upgrades
- SAS70 Type II Certification Underway

Performance

- Average Response Time: 0.40 Seconds
- Average Throughput: 167 MB/ second (10,000) Users)

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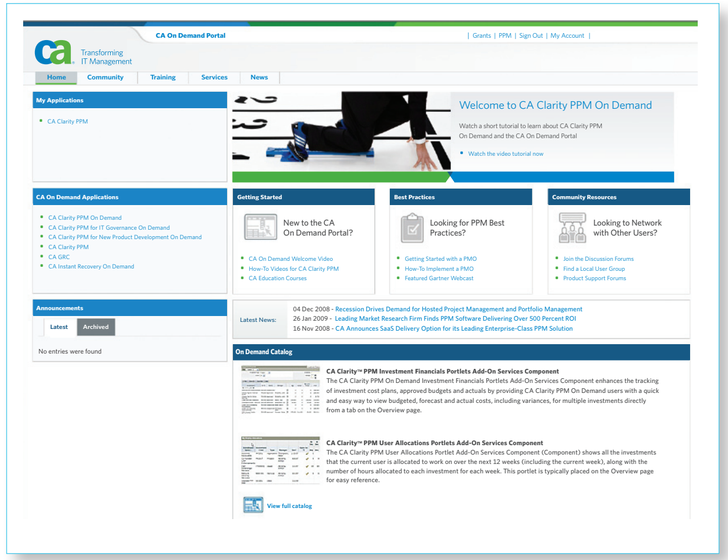
What to Expect from your On Demand Customer Success Manager

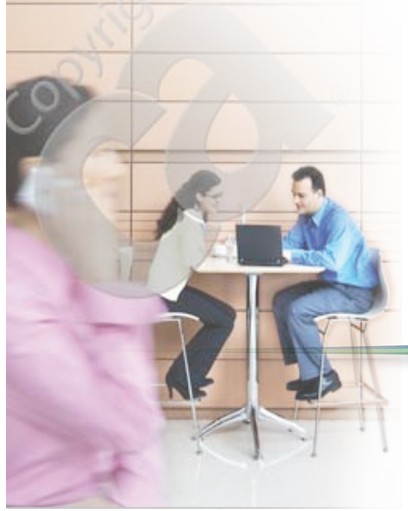
Your Customer Success Manager:

- Serves you as a CA On Demand Solutions expert and trusted advisor
- Consistently evaluates your adoption and offers recommendations to expand solution usage
- Communicates the CA On Demand product release roadmap
- Develops a joint **Customer Success Plan** (CSP) that serves as a roadmap to your organization's success
- Engages and facilitates working with CA On Demand Partners

Access the CA On Demand Portal

Contact your Customer Success Manager to schedule an orientation session to the CA On Demand Portal – your source for online tutorials, "best practices" information, Clarity Discussion and Product Support forums, the CA On Demand Catalog, and much more!





CA Standardized Services Offerings

RISO & SISO

CA offers two kinds of standardized services: both the **CA Rapid Implementation Service Offering (RISO)** and the **Solution Implementation Service Offering (SISO)** provide a fast on-ramp to a fully deployed CA solution. All services are built on standard components, deployment playbooks and best practices, installing CA software and Best Practice Accelerators.

BENEFITS

- Proven implementation best practices
- Lower deployment risk
- Fast implementation of your solution
- Increased satisfaction with defined outcomes
- Faster ROI for your software investment
- Increased end-user adoption with CA Education
- Smooth *Go LIVE!* transition from Services to SupportCA

CA RISO provides fixed-price implementations that include a solution's basic deliverables:

- Bounded in scope
- Pre-approved statements of work
- Aggressive price points
- Includes customer education, key to customer success
- Perfect for a Phase I or II implementation with one application in a single department or location.

CA SISO provides a faston-ramp to a fully deployed CA solution.

- Install CA software and the Best Practice Accelerators
- Matches customer needs to Services best practices
- Statements of work can be time and material or fixed-price
- Provide faster time to contract approval than custom implementations
- For customers requiring more flexible and scalable solutions beyond the scope of Rapid Implementations

CA Standardized Services Offerings

Go LIVE!

CA understands the critical impact that education and training can have on your business performance. Our experienced and certified professionals and education partners deliver a robust and flexible catalog of courses to align training to your CA technology investment. CA Education's number-one priority is to help maximize your CA investment – that's why we collaborate with you to ensure your goals are met.

The program is targeted at the pre-deployment to production stage and encompasses three distinct phases:

PRE-DEPLOYMENT

- Estimated MIP Date
- Critical Project Issue Review
- Technical Transition
- Pre-Deployment Readiness*

MOVE TO PRODUCTION

- Customer Transition Meeting
- Readiness – Implementer/Support
- Focused Issue Management*
- Weekend Checkpoint Calls*
- MIP Manager Coordination*

POST DEPLOYMENT

- MIP Date Confirmed
- Issue Monitoring – 90 Days
- Satisfaction Survey*

Benefits:

Increased solution deployment success/Decreased post deployment escalations
Reduced project cost overruns and schedule delays/Higher customer satisfaction
Ensure Customer transition into CA Support

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CA Customer Education Offerings

CA understands the critical impact that education and training can have on your business performance. Our experienced and certified professionals and education partners deliver a robust and flexible catalog of courses to align training to your CA technology investment. CA Education's number-one priority is to help maximize your CA investment – that's why we collaborate with you to ensure your goals are met.

Our commitment to effective training is demonstrated in how we develop and deliver our curriculum. Skilled professionals and top-ranked instructors work together to provide award-winning courses that speed up the learning process and deliver measurable results in productivity, service availability, software optimization and reduced costs. Our training methods and tools are designed to help work teams be more productive as quickly as possible.

Course Calendar:

View upcoming classes, then register online (URL), or contact us at +1-800-237-9273 or CAEducation@ca.com.

Training Methods and Options:

We provide flexible options to get your staff up to speed within your budget and schedule:

- CLASSROOM TRAINING
- CA LEARNING CENTERS ON-SITE
- VIRTUAL LEARNING
- VIRTUAL LABS
- VIRTUAL INSTRUCTOR LED TRAINING
- WEB-BASED TRAINING
- BLENDED LEARNING

Save time and money by accurately identifying required training areas.

Learning Paths:

Product-specific learning paths customized by common job functions.

Training Catalogs:

Education packages designed to address the majority of implementation types within an organization.

Learning Centers:

Locations, directions, and hotel and travel recommendations for CA Education learning centers.

DID YOU KNOW...

...why education is so critical to customer success?

According to industry analysts, the untrained or under-trained desktop user will cost five times more to support than a well-trained worker.

For CA On Demand, our Customers' Security is Priority Number 1

Managed from CA's world class data centers with multiple points of redundancy, 24x7 monitoring, and daily backups of your data, your CA On Demand system is secure, reliable and always available. CA provides a highly secure physical hosting environment that offers SAS-70 Type II compliance, expandable network bandwidth, firewall-protected system access, and SSL-encrypted connections to protect your system and valuable data. To help ensure that your system is always functioning at optimal levels, CA provides 24x7 technical support and maintenance, product updates and enhancements as well as technical services for product upgrades.

PHYSICAL SECURITY

All data centers have very limited access and are monitored via CCTV and 24/7 security staff. Visitor access is only allowed based on the prior screening and approval of the On Demand Infrastructure team with escort by CA security personnel.

LOGICAL SECURITY

Logical security is provided by eTrustAntivirus, as well as by statefulinspection firewalls which stop and analyze all incoming traffic, and prevent standard Internet attacks and denial of service attacks. Application servers are located in a demilitarized zone (DMZ), separated from CA's database servers by a firewall. Only the necessary ports are opened between the DMZ and the internal trust network. In addition, all web traffic is protected by 128-bit SSL encryption. SSL certificates are provided by Entrust.

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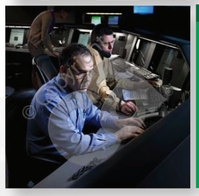
CA On Demand Data Centers

OVERVIEW

CA On Demand solutions are operated, maintained and managed by highly skilled IT staff multiple locations around the world – Somerset, New Jersey; San Jose, California; and Munich, Germany. To optimize performance, all data centers are located near core internet hubs to optimize performance with state-of-the-art HVAC and disaster prevention and recovery systems.

DATA BACKUP

Server backups occur daily and are replicated offsite. A full backup is performed on Friday, and differential backups are performed saturday through Thursday. Customers may request manual backups or may request a restore from any snapshot within the retention period by contacting Service and Support.



DISASTER RECOVERY

In case of a disaster, CA will recover from the most recent backup. Minimal or no action is required by the customer in most disaster recovery scenarios. The two North American datacenters serve as disaster recovery sites for each other, and for the EMEA.

Software Version and Release Management

NEW PRODUCT VERSIONS

CA will notify customers when new product versions are available, with maintenance upgrades typically released once per quarter.

MAINTENANCE SCHEDULE

When practical, CA will schedule updates during non-business hours, with a minimum of 5 days notice.

EMERGENCY UPDATES

For emergency updates, CA will provide a minimum twenty-four hours notice when practical.

SECURITY PATCHES

Approved security patches are applied quarterly. Critical security patches are applied earlier on a case-by-case basis.

CA will notify you promptly of all these actions

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For More Information:

Finding Technical and Support Documents

Technical documents containing more details about CA's On Demand environment, as well as technical information for specific products, are available through:

- The CA On Demand Customer Portal at www.
- The CA Download Center at ca.com/support
- CA's On Demand Solutions Website ca.com/ondemand
- Your On Demand Customer Service Manager

Feedback or questions about any CA products documentation can be submitted to techpubs@ca.com.

Service Level Agreements (SLAs)

Each month – no later than the last day of the month following the month to be reported – your Customer Success Manager will provide an electronic report to verify CA's performance against your SLAs. Any failures to meet SLAs will be investigated and corrected by CA.

TARGET SERVICE LEVEL	MINOR DEFAULT	MAJOR DEFAULT
Production Uptime is greater than or equal to 99.5%	Production Uptime is less than 99.0% but greater than or equal to 98% Default credit of two (2) days of the Production Service Fees	Production Uptime is less than 98% Default credit of five (5) days of the Production Service Fees

SLA TERMS	DEFINITIONS
Target Service Level	The expected performance range, within which no Service Level Default is assessed, and no Service Level Credit is granted.
Scheduled Downtime	The planned downtime of which CA has notified Customer at least 72 hours in advance.
Service Level Default	Means that CA's performance fell below the established SLA during a measurement period.
Service Level Credit	The amount the Customer will be credited for the applicable Service Level Default during the measurement period.
Minor Default	When CA's performance against an SLA falls in the range of performance in which a minimum SLA credit is granted to the Customer.
Major Default	When CA's performance against an SLA falls in range of performance in which a maximum SLA default credit is granted to the Customer.

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Monthly Service Availability Reports

On a monthly basis, CA On Demand will provide a **Service Availability Up-Time**.

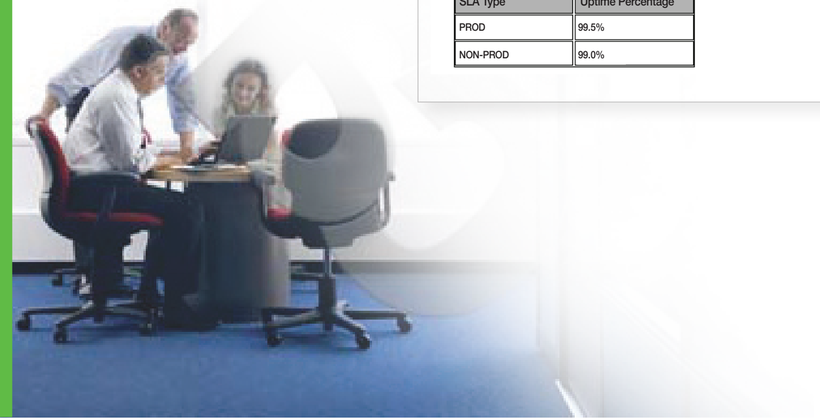
Monthly reports are distributed by your Customer Success Manager during the second week of the following month.

Service Availability Report

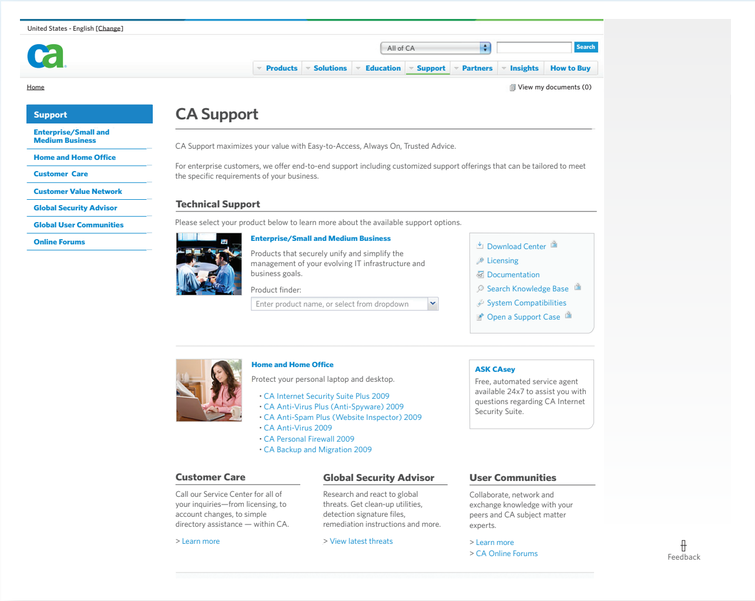
Host_PROD_V
Duration: 31d 0h 0m 0s

State	Type / Reason	Time	Monthly
OK Uptime availability	Service Normal	31d 0h 0m 0s	100.000%
	Scheduled Maintenance	0d 0h 0m 0s	0.000%
	Total	31d 0h 0m 0s	100.000%
Unscheduled Downtime	Service Down	0d 0h 0m 0s	0.000%
	Total	0d 0h 0m 0s	0.000%

SLA Type	Uptime Percentage
PROD	99.5%
NON-PROD	99.0%



CA Customer Support at ca.com/support



On Demand Customer Support

Step 1
Logging Support Ticket

- Log onto **http/support.ca.com**
- First time users select **Create an Account** to obtain ID and password

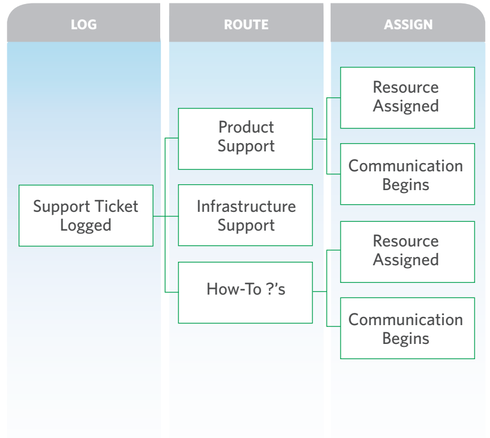
Step 2
Logging Support Ticket

- Select **Open a Case** from left hand navigation
- Have your information ready to populate ticket

Step 3
Logging Support Ticket

- Fill out all required fields
- Company Name, Site ID
- Verify Severity Level
- Product Name and Release Level
- Operating System, Database Release
- Technical Description

How to Log Support Tickets
Process - http//support.ca.com



Q: What happens when I log a support issue?

A: When you log a support issue, immediate routing based on the ticket criteria occur

On Demand Customer Support Escalation

Support Defined: Service Availability
Service Level Objectives

CA will use reasonable efforts to meet the Service Level Objectives stated in the following table.

Service Level Objectives				
Incident Severity	1	2	3	4
Initial Response Time	1 hour**	2 business hours**	3 business hours**	4 business hours**
* During normal business hours as stated on CA Suppport Online ** Applies only to issues submitted by telephone				

Service Level Descriptions	
Severity 1	• Unavailability of service • Mission critical function not available • System crashes • System hangs indefinitely causing unacceptable or indefinite delays for resources or response In the event that Customer notifies CA that the service is unavailable, CA will begin to work on a system fix within (1) hour of notification. In the event that Customer notifies CA that a Non-Production Instance Service is unavailable, CA will begin to work on a system fix within 4 hours of notification.
Severity 2	Severe loss of service (operations may continue but are severly restricted).
Severity 3	Minor loss of service, minor error or behavior (service is available but may require a workaround to restore full fuctionality).
Severity 4	Minor problem or question that does not affect delivery of service.

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Headline

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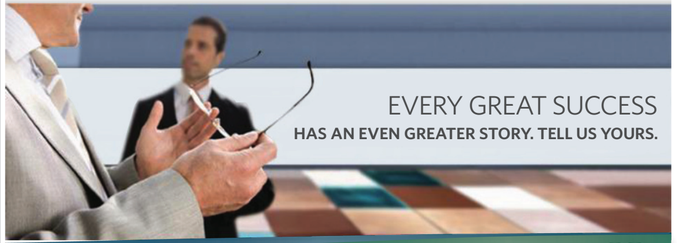

CA CustomerSuccessProgram

Welcome.

Choosing CA products was your latest smart decision; Participating in CA's Customer Success Program (CSP) could be your next.

CSP, our premier reference program, helps you look good both within your company and to the IT industry – with significant rewards to you and your organization.

We'll be in touch soon with more details on how you can make the most of your success through CSP.

For more information contact your CA rep or visit ca.com/csp.

ca.com/csp

For more information, email csp@ca.com or contact your CA rep to fully leverage the Customer Success Program.

References - Testimonials - Videos - Speaking Engagements - More

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