ca technologies

CA Automation Services

Have you tapped the full potential of automation to keep up with fast-changing business demands? Are you confident your automation is designed to adapt as applications evolve and your IT portfolio expands?

For organizations in every industry and of all sizes and sophistication, the promise of automation is enormous: cost savings, new efficiencies, fewer errors, faster delivery of capabilities and increased value to internal and external customers.

CA Services can help you get the most out of your automation initiatives. Our automation experts can assist you at every level—from implementing a new solution or converting from third-party tools, to collaborating with your teams on specific automation designs, aligning IT solutions and business processes, adopting service orchestration and integrating additional systems.

Executive Summary

Challenge

The opportunities to automate within every organization are almost endless: SAP, Oracle, all phases of the software development and release lifecycle, financial processes, data management, service orchestration, security and more. And that list just scratches the surface.

In our software-driven age, manual processes can hinder agility—a key differentiator for organizations to enhance competitiveness, serve customers and deliver value more quickly. Approaches that worked well previously falter as the application landscape increases in size and complexity. Manual hand-offs increase the likelihood of delays and errors. Additionally, islands of automation scattered across an organization mean teams may lack of an end-to-end view of business processes making inefficiencies and problems difficult to resolve. In addition, with systems operating 24/7, finding ample maintenance windows to upgrade or service your infrastructure impacts your ability to innovate. Agility simply isn't possible.

Opportunity

A strong automation plan and smart automation design can help make your business "built to change." With large paradigm shifts reshaping business requirements and IT's role in addressing these requirements, poorly applied automation can cause your organization to fall behind. Alternatively, well-crafted automation can be a catalyst to help your organization leap forward.

CA Services can help you build scalable, adaptable and easy-to-use automation. We can help you create intelligent business automation and services that are flexible and reliable while leveraging your existing IT investments and skills.

Benefits

Market-leading automation solutions from CA Technologies support automation across IT platforms and environments from mobile-to-mainframe, on-premises to cloud. Working with automation experts from CA Services presents enormous opportunities to increase the contributions of automation to your business and improve alignment between business stakeholders and IT. We support you through all phases from initial planning, implementation and upgrades to process optimization and training. We also assist organizations with streamlining automation approaches by converting to the market-leading CA Automic One Automation Platform.

Gain improved agility, strong innovation, faster decision making, lower costs, better performance and reliable compliance. Trust the experts with decades of experience and leadership in automation.

Portfolio of Automation Services From CA Technologies

Like many organizations, yours has likely enabled IT and business processes with individual point-solutions and possibly limited deployments of automation suites. And, various teams have developed automation in isolation from other teams. With these disparate approaches, manual hand-offs increase, visibility across complex processes and far-reaching systems is a struggle and pursuit of additional high-value automation can stall.

Our automation experts can help you assess your current and anticipated needs, perform due diligence on your overall automation infrastructure, and provide guidance and solution roadmapping to set the stage for long-term success. While attempting to standardize on a single automation platform may be an elusive goal, there are genuine benefits to committing to a comprehensive automation platform and embarking on a multi-phase automation maturity plan.

Our team excels at designing and implementing smart automation for complex systems where multi-tenancy, firewall, connectivity and innumerable other considerations must be incorporated. We also bring experience in a broad range of use cases and efficient conversions from third-party tools, so we contribute to your success quickly, with proven best practices and less risk.

SECTION 1

Establishing a Strong Foundation

Implementation Services

Whether settings, ports, routes or database partitioning, every kind of software needs a different configuration. When implementing your automation solution, CA Services collaborates with your team to install and configure the solution and assists with corollary work such as standardizing or improving naming conventions, agent installation settings, automation objects, role-based user settings and maintenance procedures (e.g., deletion or database reorganization) and transitioning objects from development to QA in the production environment.

Defining and establishing the database connection (Microsoft SQL Server®, Oracle, IBM Db2® for z/OS®) and deploying operational services (Java®, REST) can also be addressed.

Initial scoping workshops help to clarify your organization's business drivers, functional requirements, governance initiatives, use cases, reliability and security concerns, and operating constraints. These interactive workshops improve business and IT communication while preparing your team for a smooth deployment. We can also assist with start-up and shut-down procedures, backup requirements, risk mitigation, security controls, tuning information and troubleshooting.

Upgrade Services

Upgrade services help organizations transition from a prior release of an automation solution to the current release. CA Services can provide an initial upgrade assessment and assist with the actual technical upgrade.

The assessment identifies risks and benefits that impact technical and business stakeholders and develops a tailored upgrade strategy for your organization. Working with your staff, the team also evaluates opportunities to improve processes and solution performance.

Delivering Additional Value

Consulting Services

Often, the tasks and processes that organizations seek to automate are the most complex. Since these use cases may span multiple stakeholder groups, technologies and data sets, developing an integrated approach to automate these processes can be especially challenging.

For example, the complexity of automating a financial process such as period close grows geometrically for organizations that operate in multiple currencies, in countries that adhere to different accounting standards and those that operate in multiple time zones. Add to this the possibility that various business units or subsidiaries may use different technologies.

Our experts add value by optimizing and automating processes and interfaces up to complete service automation. We bring to our consulting engagements experience from thousands of deployments, where we have designed automation for use cases in enterprise resource planning, human resources, finance, sales, inventory management and customer engagement. We can provide guidance on day-to-day business tasks, control and monitoring, as well as technical challenges such as creating jobs and workflows, error analysis and resolution, database migration, or system upgrades up to performance tuning and automation best practices. We will advise you individually and recommend solutions to fit your demands, for example with the powerful scripting capabilities of CA Automic One Automation Platform, our intelligent automation with the event engine and process analytics.

Complementing the work of CA Services, our partner network provides a wide range of skilled resources.

Healthchecks

Healthcheck services are available for our entire portfolio of automation solutions. CA Services professionals review the technical structure of your deployed CA automation solution(s) and the functionality provided, performance, and stability, as well as review operational strategy and procedures.

Working collaboratively with your team, CA Services captures data about your solution architecture and configuration, critical components, usage and environment. We then conduct a validation for the configuration of the solution environments to determine how the current state compares to the original implementation goals, current expectations and anticipated future needs. The team will present recommended actions in a detailed report that prioritizes options to improve your implementation.

Streamlining Your Automation Platform: Conversion Services

For organizations with automation tools from third parties or multiple vendors, our services team can assist with a detailed assessment to convert to the CA Automic One Automation Platform.

By converting jobs and tasks managed in third-party tools to the CA Automic Workload Automation platform, organizations can improve efficiencies and reduce complexity for your staff and automation architecture.

The conversion assessment captures detailed data to help organizations assess risks and opportunities prior to committing to the conversion. The due diligence also helps organizations leverage existing job definitions, process flows and work plans when upgrading to a scalable, agile automation solution that supports current and future scheduling demands.

To proceed with the technical conversion, CA Services utilizes proven conversion utilities designed for specific third-party technologies to automatically migrate a large portion of jobs and tasks. Jobs and tasks that are not converted by these automated utilities are adapted by our automation specialists working collaboratively with your team.

With this approach, our automation services team has transitioned more than two million jobs—from simple to the most complex.

Extending Automation Capabilities: Preconfigured Solutions

Working with product development and our customers, CA Services has created a wide selection of preconfigured toolkits and integration solutions. These solutions address needs of organizations for specific use cases (such as in retail and transportation industries), for technology areas (such as SAP and Oracle), and for functional use cases (such as disaster recovery, IBM Cognos® reporting and mail integration). Our consultants, solution architects and project managers assist organizations to assess their specific needs and configure, implement and train your organization to address your needs. For more information, please contact your CA Sales team.

Preparing Your Team for Automation Success: CA Education

Your employees know every step of your business processes by heart. To bring this knowledge into their work with automation solutions from CA Technologies, we provide training that can be delivered to your organization virtually, on-site or in public classes. The global training schedule is available here.

In-house training options include:

- Standard training sessions according to CA Education learning paths. Please find our courses and the learning path at ca.com/learning-paths

- Individual training tailored to your requirements

- Hands on training using your systems or our virtual machines

Drawing on many years of business and technical experience, we can offer you unrivaled depth of training expertise, skills and insight—all tailored to your unique needs.

To train new staff or cross-train existing IT personnel, CA offers standard classroom courses led by experienced instructors as well as self-paced eLearning options. With three different certification levels for CA Automation solutions, we provide participants specialized training suitable for individual roles.

Content is regularly updated and new courses are added to our portfolio as required.

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/services

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.