

Support Offering

CA Extended Support

Key Benefits

- **Flexibility.** CA Extended Support gives you an extra period of support when you need more time to upgrade to the latest release, transition to a new CA Technologies product, or when business requirements limit changes to your environment.
- **Proven experience.** With uninterrupted access to our experienced technical staff and online knowledge base, you maintain your connection to trusted advice.
- **Compliance support.** CA Extended Support addresses your compliance requirements by providing continued support for your key business systems.

Key Features

- Direct access to technical support personnel, both online and by telephone.
- Telephone support for Severity 1 issues, 24 hours a day, seven days a week.
- Workarounds, if possible, for issues without a published fix.

At a Glance

CA Technologies, A Broadcom Company, offers the CA Extended Support program. For any number of reasons, your organization may need to stay on versions of CA Technologies products that ultimately reach End-of-Service (EOS) or End-of-Life (EOL). CA Extended Support gives your organization the flexibility to continue to use these products, and still receive the support you need. As a result, CA Extended Support enables you to upgrade to newer versions on a timetable that makes the most sense for your business.

Support That Serves Your Business Needs

CA Extended Support is often available once a CA Technologies product reaches the EOS or EOL stages of the software lifecycle.

A product *release* is *EOS* when no future development or maintenance is provided for a specific release of a product. The product continues to be supported at a more current release level.

A *product* is *EOL* when no future development or maintenance is provided for any release of a product.

CA Maintenance

When you partner with us, you gain the benefits of being backed by a world-class support organization that's dedicated to making each one of our customers successful.

CA Maintenance gives you the resources you need to deploy CA Technologies products and succeed with them over the long term. Beyond just enabling you to submit tickets, CA Maintenance helps ensure that you make the most of your investment in CA solutions, offering direct access to our expert engineering team, premium self-service resources, and streamlined upgrades.

Should your organization be running software that reaches EOS or EOL, your organization would only be entitled to self-service support mechanisms (provided your organization maintains an active CA Maintenance license). For EOS or EOL products, we provide you with two options:

- First, as long as you keep your CA Maintenance license current, you can continue to access our extensive self-service support resources, including knowledge-base articles, published solutions, and upgrades.
- Second, should CA Technologies make it available, you can purchase the CA Extended Support program, which enables you to continue to receive assisted support.

Related Offerings

Interested in additional levels of support from CA Technologies? We also offer the following program:

- **CA Designated Support Engineer program.** Enhances your product support with personalized service. You get a designated support engineer who knows you, understands your environment, and is directly accessible.

Industry and Customer Recognition



CA Technologies was recognized for its commitment to customer success through certification from the Technical Support Industry Alliance Association (TSIA).



For the seventh year in a row, we have received the North-Face Scoreboard award for best-in-class ratings in engineer ownership, product knowledge, and more.



We are proud of our five-year upward customer satisfaction trend resulting from long-term, ongoing investments in people, process, and technology capabilities.

To purchase or obtain more information about CA Extended Support, contact technical support or your account team.