CA Services Partner

Implementation Enablement

Eugene Banks

FY18

Without partners, CA Services and Education would be unable to scale to meet the growing demands of the business.
If our strategy is effective, we will build long-term, trust-based partnerships that will accelerate our partners', customers' and CA Technologies success.
Chris Nakovics
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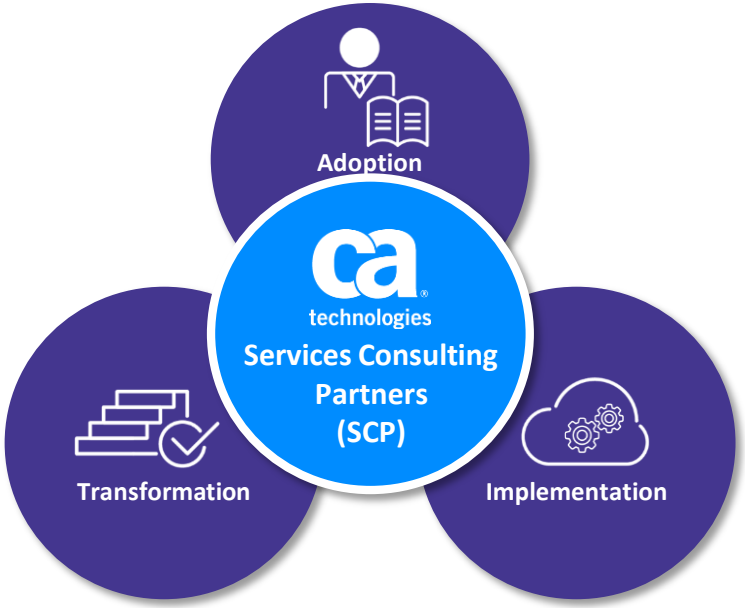
GTM Approach CA Services Consulting Partners

Services Types



Adoption Services
Enables the usage and optimization of products and solutions.

Transformation Services
Drives the realization of business outcomes through consulting (Agile & DevOps).

Implementation Services
Provides on-premise and remote product deployment.

Advanced Services

Industrialized

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GTM Approach CA Services Consulting Partners

Services Approach

Architecture

Implementation

- Design
- Installation/upgrades
- Monitoring & incident mgmt
- Remote delivery/hosting

Adoption

- Configuration & optimization
- Content development
- Education & training
- Architectural Assurance
- Business value assessment

Transformation

- Advisory
- Coaching
- Design
- Consulting

Project Management

Joint Services Offerings

On Premise Service Offerings

Remote Service Offerings

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What Partners Want and Need from Services

Enablement

Lab Validation

Self Paced hands-on lab/case study & evaluation

Partner Primed Shadow

CA Services Validation and Evaluation of partner engagements on CA Paper

Expert Packs

Leverage CA Services to architect, design, provide best practices or augment capacity

Express Install

Automation of many of the manual processes associated with installation

P2P

Partner leverage Services Partners for solution delivery

Architecture

Implementation

Adoption

Transformation

Project Management

Joint Services Offerings

On Premise Service Offerings

Remote Service Offerings

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Lab Validation

Accelerated Validation

Lab Validation is a self paced accreditation step that requires a small upfront investment by the partner.

Lab Validation

- Lab Validation is based on hands-on-lab/case study evaluation
- Candidates will be given 40 active virtual lab hours to complete a hands-on-lab/case study over a 3 week period, demonstrating their ability to install and configure CA Technologies solutions.
- Upon completion and documenting their virtual lab environment architecture diagram they coordinate with their assigned lab examiner to schedule their evaluation
- Candidates will be given a proctored exam to validate their work.
- To challenge candidate's ability to think and perform, break points will be introduced.

Lab Validation

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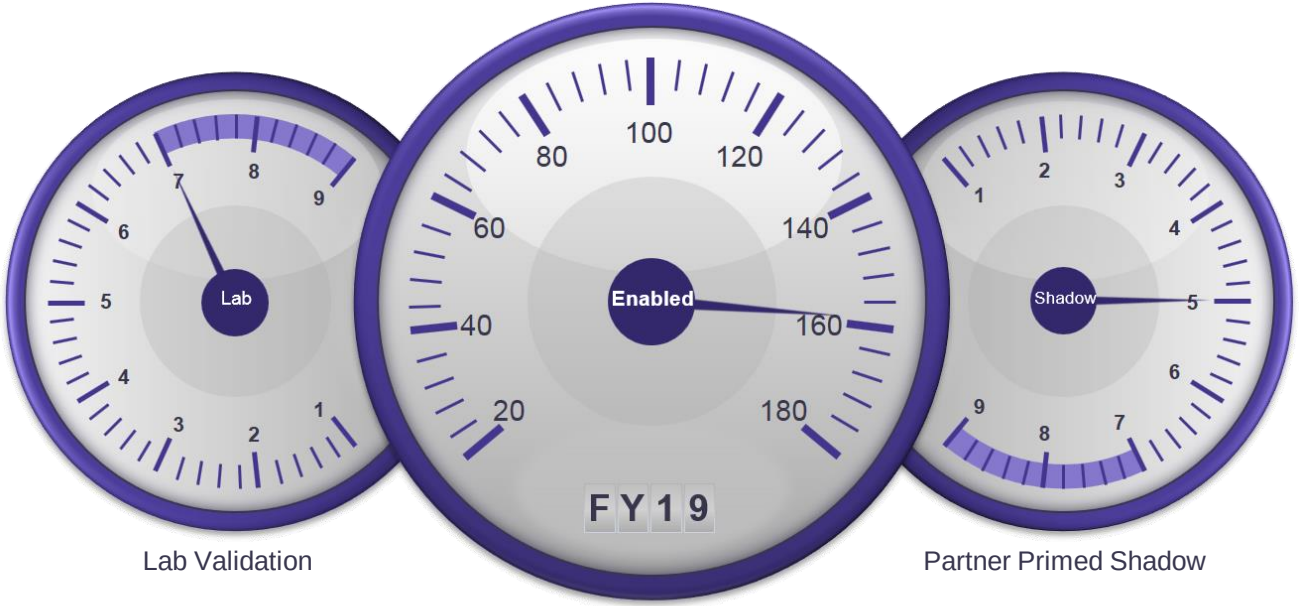
Shadowing vs. Lab Validation

Quickest Path to Value



Lab Validation

Partner Primed Shadow

Accelerated Implementation Enablement
Quickest Path to Value

Lab Validation is a self paced accreditation step that requires a small upfront investment by the partner. This will allow the partners to avoid taking their consultants & architects out of the field. Consultants are enabled in 40 hrs. with minimal loss of revenue.

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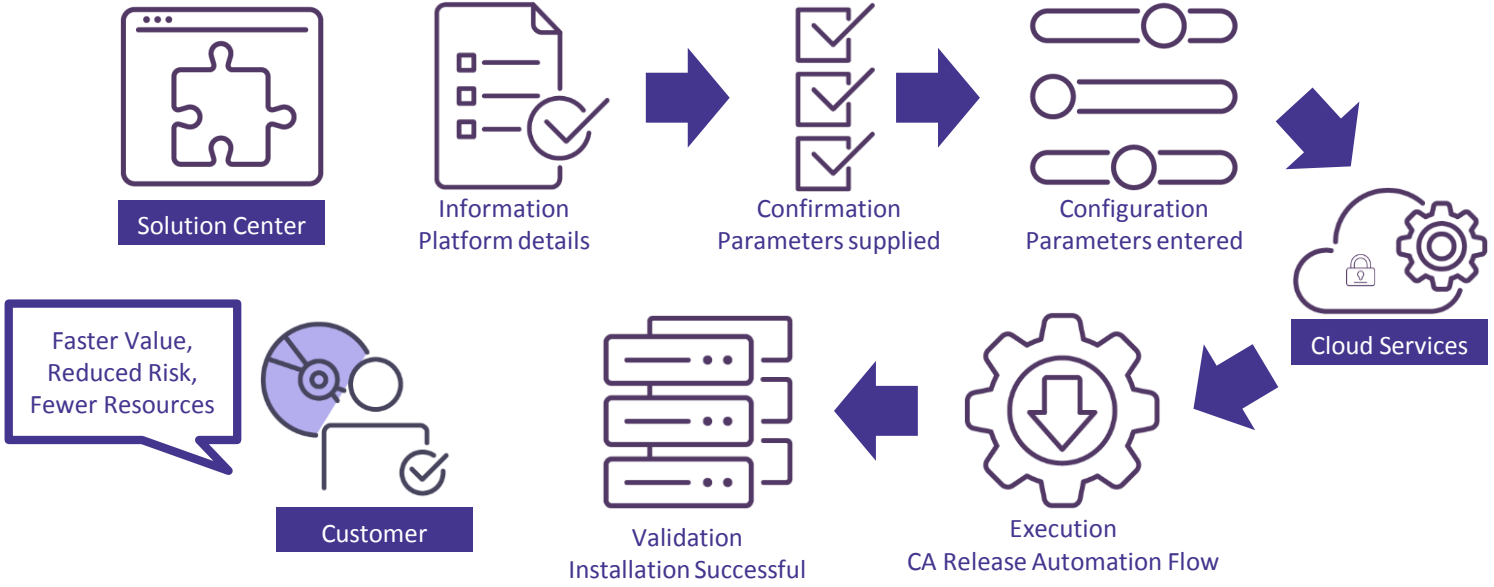
CA Express Install

Enablement & Offerings

CA Express Install delivers a future-ready framework that reduces manual processes as it brings streamlined factory efficiency and consistency to your deployment. This prescriptive approach can reduce required time and resources while offering better protection that can mean a faster path to value.



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CA Expert Packs

Enablement & Offerings

CA Expert Packages leverage the knowledge of CA Services professionals as you architect, design, or deploy your CA Technologies solution.

CA Deployment Expert Package

CA Deployment Expert Package – CA Technologies product implementation assistance including:

- Review of your existing implementation or proposed implementation plan
- Assistance with installation tasks and troubleshooting of performance issues
- Review of your deployment with respect to best practices
- Knowledge transfer

CA Solution Expert Package

CA Solution Expert Package – architecture and design assistance including:

- Review of IT approaches relative to a CA Technologies solution
- Validation of implementation architecture and identification of potential issues that may affect performance
- Assuring the solution design adheres to best practices
- Knowledge transfer

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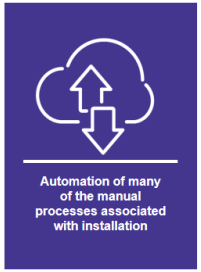
CA Expert Packs

Model Example – Privileged Access Manager

Objective	Engagement of a CA Services SME to provide mentoring and coaching on a partner primed services engagement. Services SME will not perform architect or consultant (billable role) on partner's engagement.
Route to Market	North America Focus Reseller Partners (no SI's)
Requirement	Partner resources on project must have taken PAM training path and passed Proven Professional Certification
Technology	Privileged Access Manager (PAM)
Type	Remote or Onsite (cost below + expenses)
Consumption Options	1 or 3 day Expert Pack; not to exceed 5 Days
Cost Per Day	TBD

Express Install



Raw Data

Advanced Analytics

Behavior Modeling & Risk Scoring

Automated Mitigation

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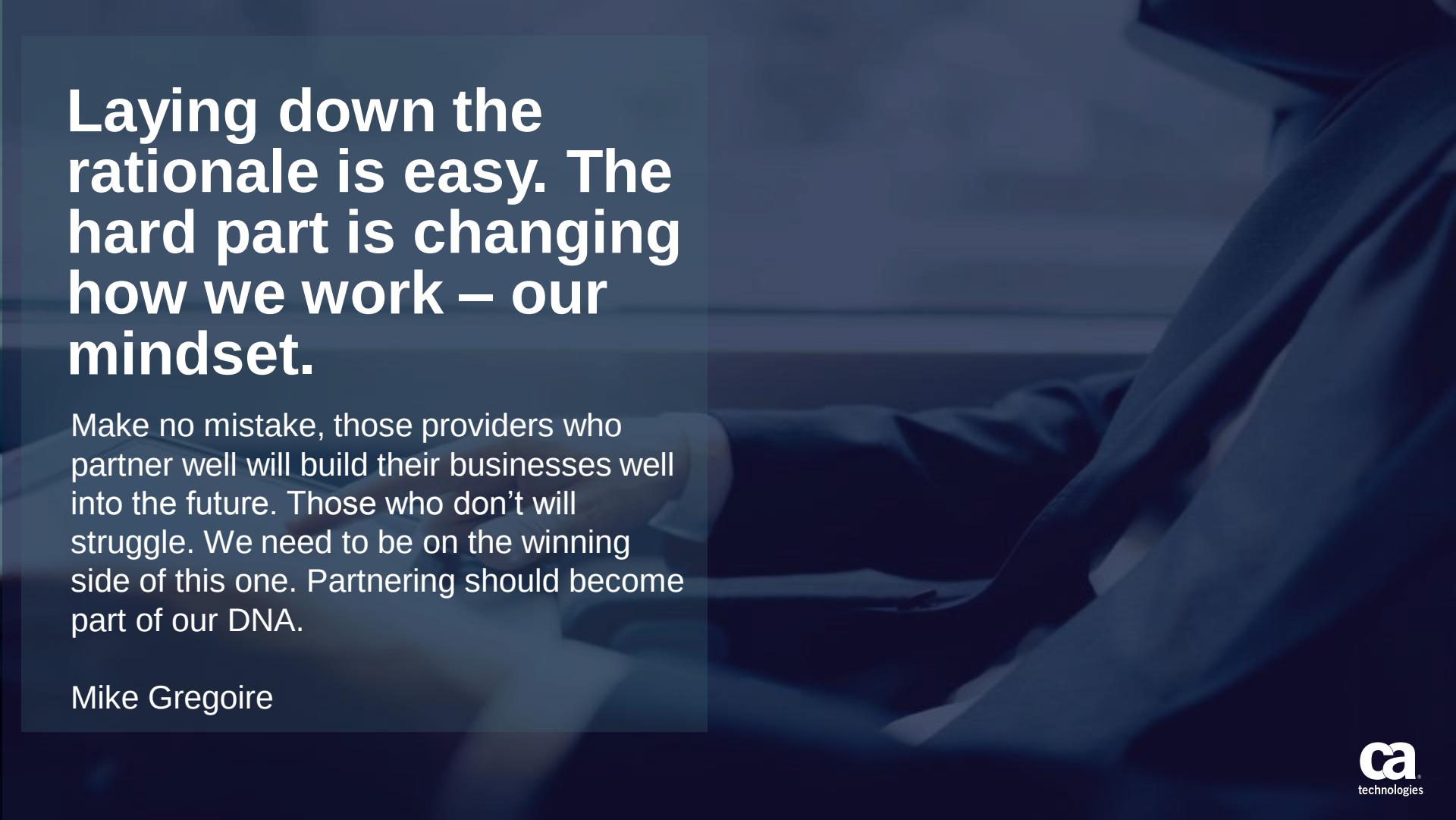

Laying down the rationale is easy. The hard part is changing how we work – our mindset.

Make no mistake, those providers who partner well will build their businesses well into the future. Those who don't will struggle. We need to be on the winning side of this one. Partnering should become part of our DNA.

Mike Gregoire

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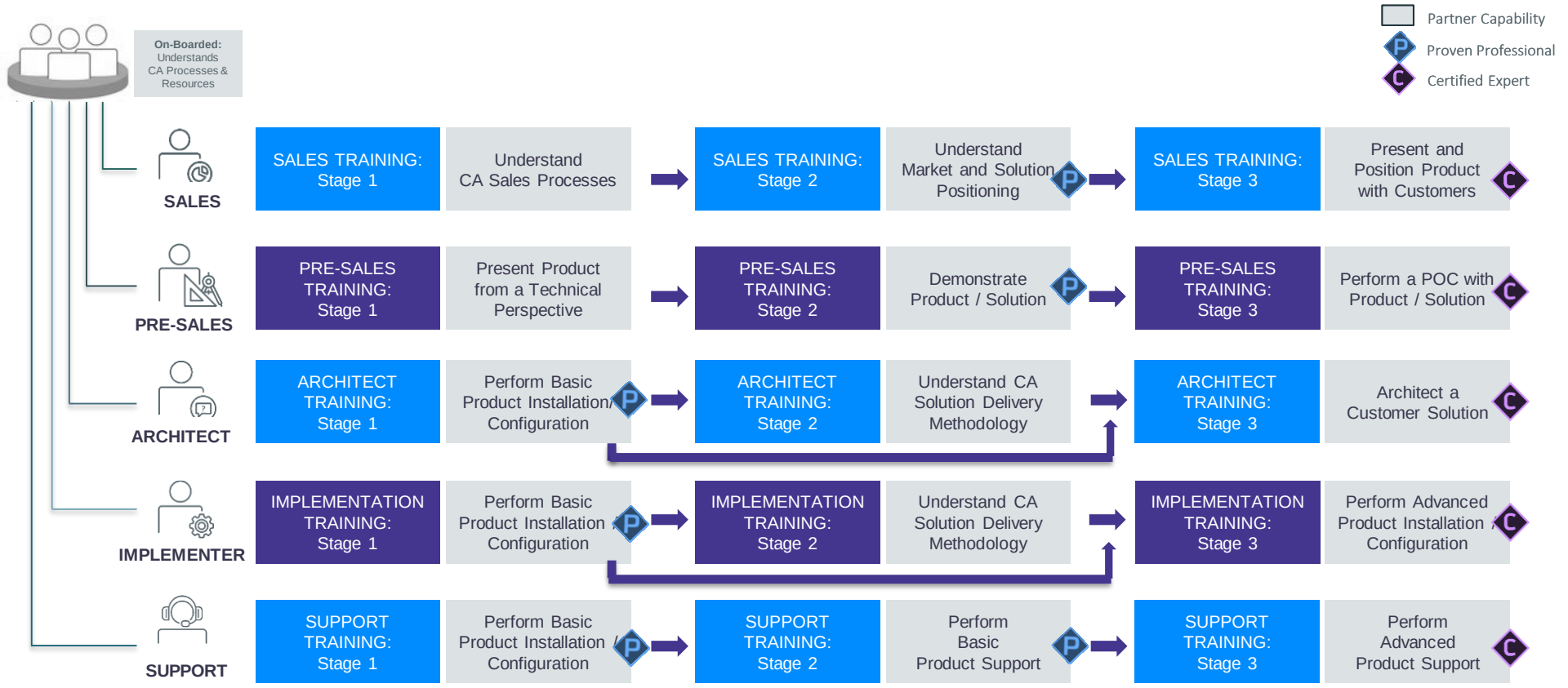
CA Partner Role-Based Capability Model



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CA Certification & Accreditation

Accreditation is recognition and validation for those who have demonstrated superior levels of business, sales and technical expertise that address customer solution needs in areas of operation, administration, design, implementation and troubleshooting.

Proven Professional

The Proven Professional credential validates knowledge of the application infrastructure and typical use cases that influence how CA Technologies solutions are installed, configured and optimized for use by administrators, business analysts and end users

Certified Expert

The Certified Expert credentials are designed for CA Partners and employees and are awarded by a panel of CA subject matter experts who validate the time spent completing actual work and your ability to perform work in the future.

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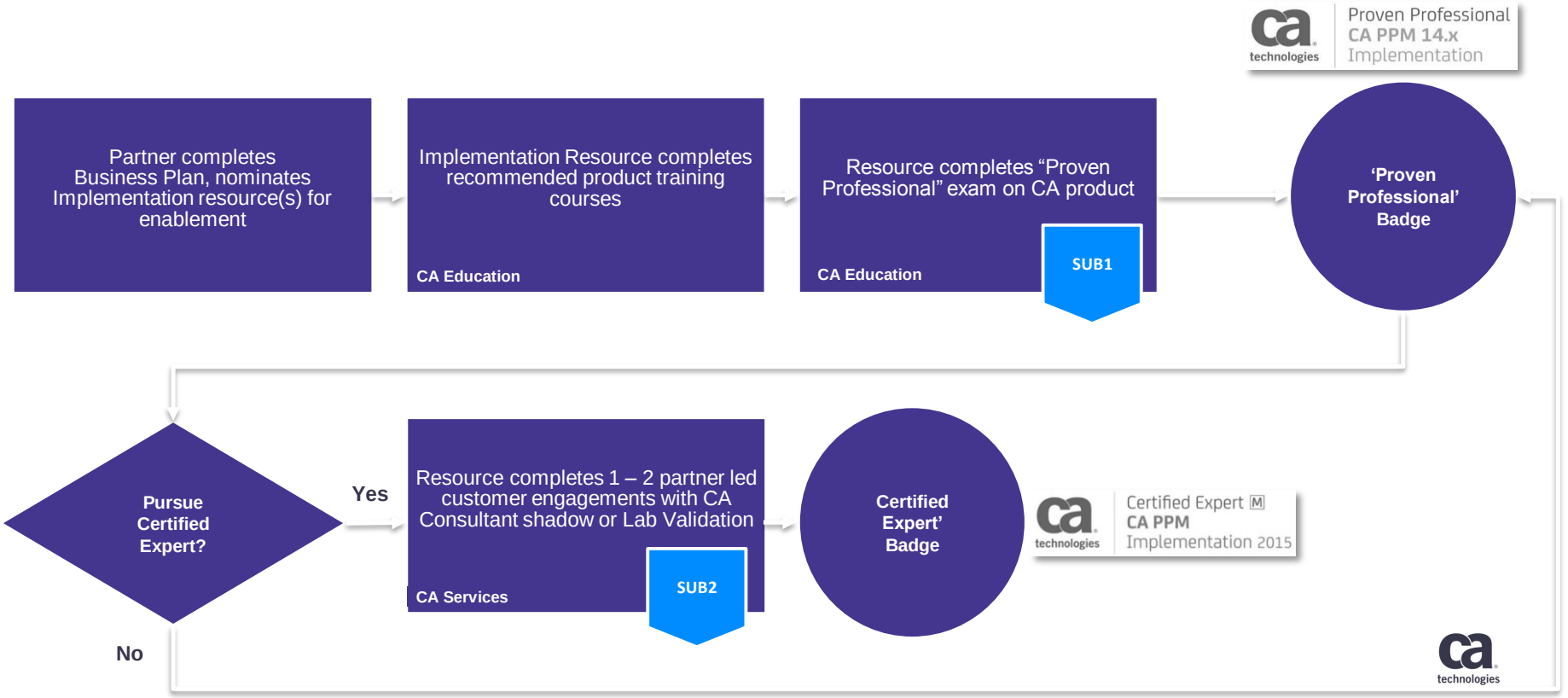
FY18 Implementation Enablement Process

Streamlined for Scalability & Success



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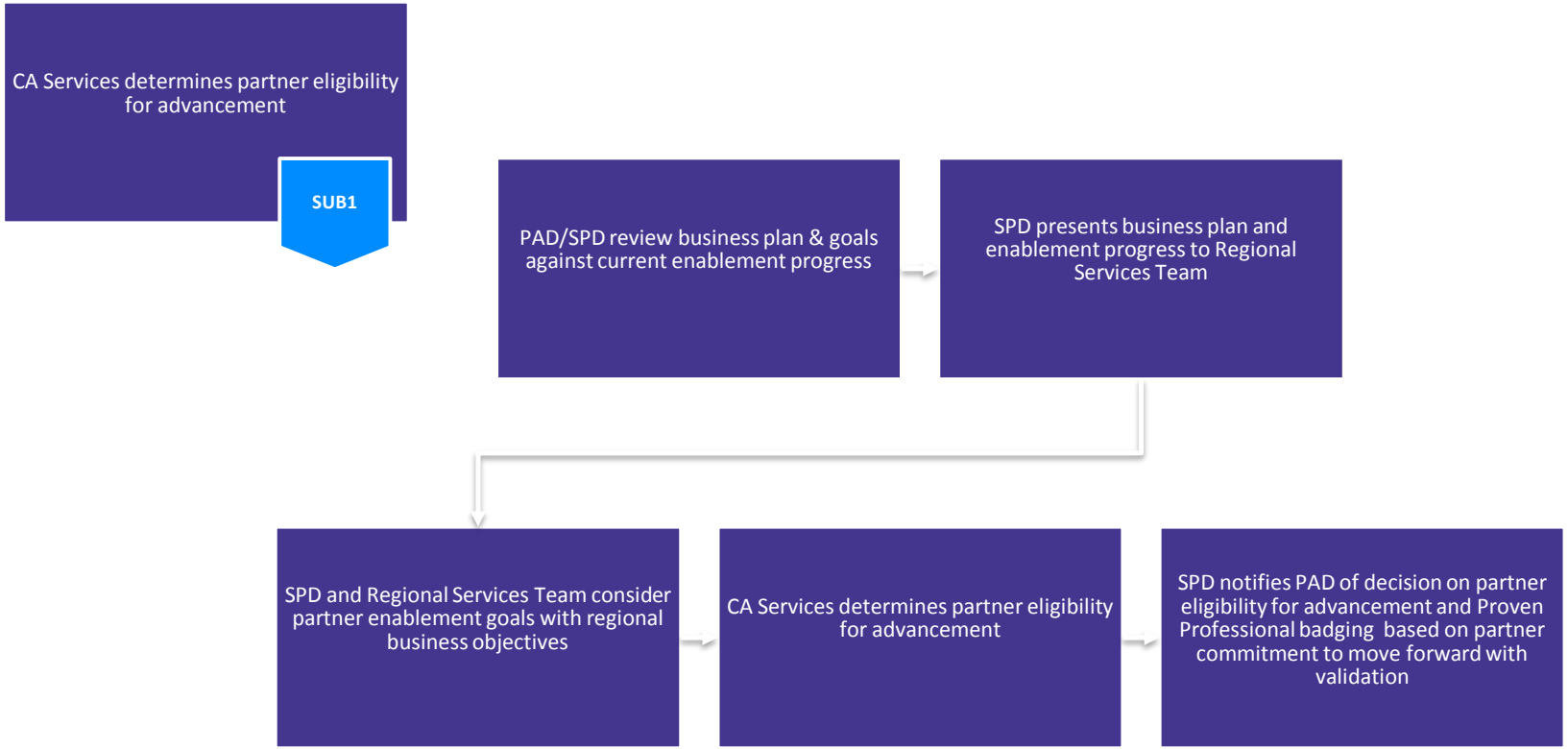
FY18 Implementation Enablement Sub Process 1



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FY18 Implementation Enablement Sub Process 2

CA Services conducts joint delivery model review.

SUB2

CA Services Consultant provides services under an expert package & submits a recommendation on prime relationship

Partner Primed Opportunity -- PAD/SPD present expert pack offering to partner for consideration

CA Lab Validation - Education/Services/Product Management proxy implementation lab for Validation

CA Services Consultant Validates the completed lab to determine if it meets the CA Services Implementation standard and Certified Expert requirement

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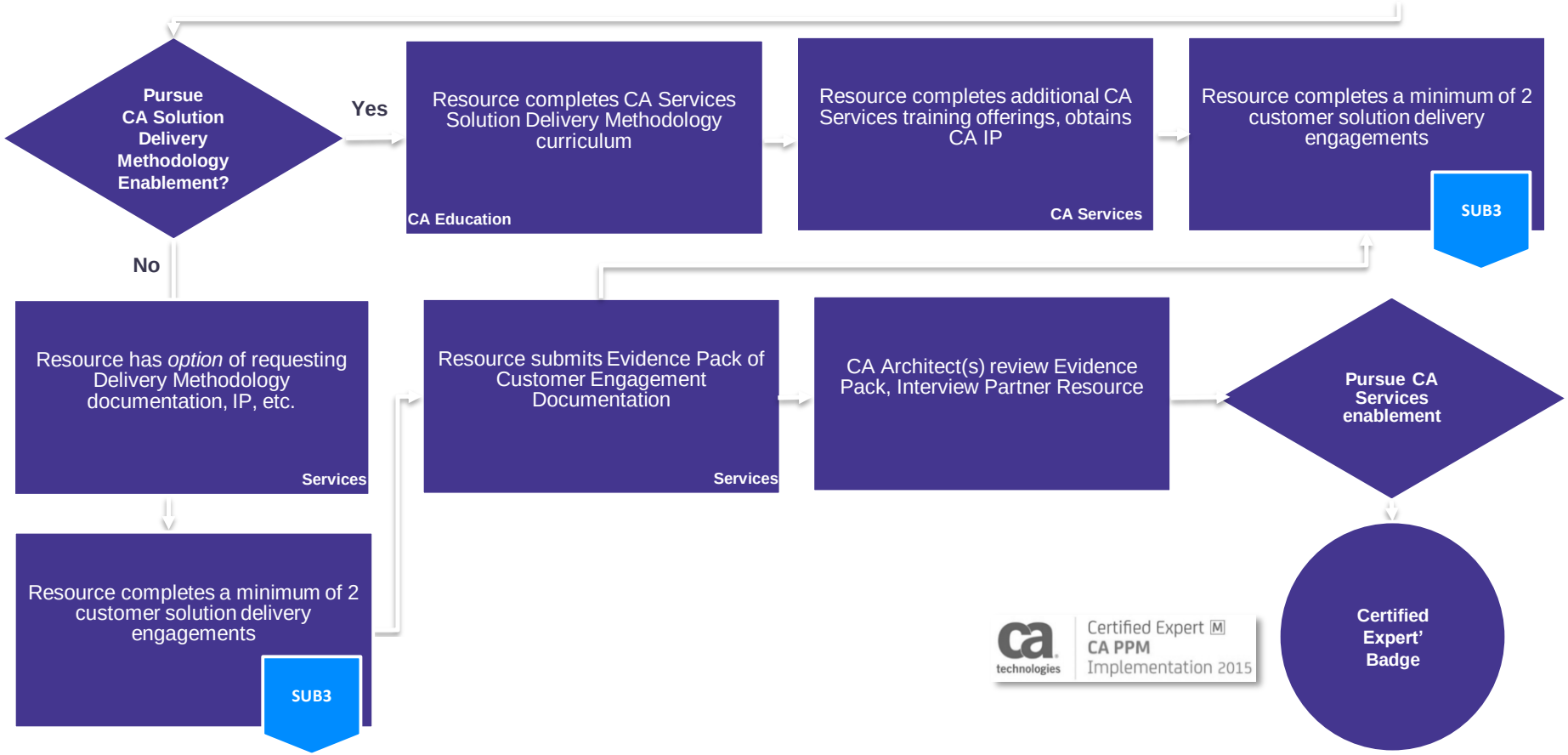
FY18 Architect Enablement Process

Streamlined for Scalability & Success



FY18 Architect Enablement Sub Process 3

CA Services conducts joint delivery model review.

SUB3

Partner Primed Opportunity -- PAD/SPD present expert pack offering to partner for consideration

CA Services Architect provides services under an expert package & submits a recommendation on prime relationship

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Building Partner Into Our DNA

No one knows CA Technologies like CA Services & CA Services Consulting Partners

For the past 10+ years CA Services Consulting Partners have consistently provided our customers with a high quality of delivery and satisfaction. They have been able to scale, adapt, and evolve to meet the changing and challenging technology demands of the Application Economy.

Eugene Banks

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