ca technologies

CA Services Security Catalog

Overview

CA Services security experts can deliver a wide range of offerings designed to provide high-value outcomes. Whether you need to improve adoption, upgrade your solutions to the latest version, require operational assistance or need architectural guidance, CA can help extend the value of your investment to achieve your targeted business objectives.

Portfolio of Services	
Design Review	CA solution subject matter experts can review the proposed design for any new expansion project and ensure that the proposed architecture is in line with solution best practices. Our resources have 10+ years of experience in the industry and their expert guidance with CA products ensures that there are no security loopholes that have not been considered as part of the design.
Design Services	This six- to 10-week engagement helps you gather requirements, develop a security architecture and deliver a detailed strategic and technical design in support of your CA security product implementation.
Implementation Services	Our expert implementation staff of onsite and remote consultants can bring implementations to bear quickly, accelerate timelines and increase solution value rapidly. Our quick time-to-value implementations allow you to efficiently implement our solutions with leading practices and minimal customizations, ensuring a robust, scalable solution that is supportable and upgradable long term.
Upgrade Assessments	Upgrade Assessments help you plan for an upgrade to the latest version of your CA solutions. This two- to three-week service accelerates transition and migration planning through the application of disciplined and proven assessment practices. Recommendations are incorporated into a well-thought-out migration strategy and plan that helps minimize risk and service disruption.
Upgrade Assistance	CA offers upgrade services to work with your team and help you efficiently make the transition to the current product release. Our experienced professionals provide a clear upgrade approach that reduces risk and the burden on your staff so you can focus on the business. Keeping current on product releases can deliver measurable benefit while you take advantage of new functionality and features to make security a competitive advantage.
Solution Healthcheck	Healthcheck Services assess the current state of your licensed CA security solutions to validate and identify opportunities for improved performance. The service will review the technical structure of the deployed CA solution and the functionality provided, as well as review operational strategy and procedures, and conduct a training needs analysis of the support staff.
Trusted Advisor Services	Trusted Advisor Services are ongoing services that bring the elements of years of domain expertise coupled with transparency to help you solve critical business problems with leading technologies. An architect provides guidance on strategic initiatives and implements leading practices in the deployment of the solution, triages and solves issues rapidly, and can increase the maturity of your security solution over time. Our trusted advisor relationships have a solid track record of delivering positive business outcomes and technology leadership.

Portfolio of Services	
Application Management Services	Application Management Services help you drive operational excellence from your CA security solutions so you can deliver the innovation and value your users demand. We deliver differentiated day–to–day application administration, monitoring and pre-emptive maintenance, along with comprehensive adoption solutions to ensure maximum value from your software investments. Application management services for your CA security solutions can help you maximize productivity, reduce risk, accelerate time-to-value and improve adoption.
Custom Education and Knowledge Transfer	This one- to two-week engagement will assess current skills and determine any gaps that may exist. Our experts will spend time with staff for functional knowledge transfer sessions and recommend the appropriate CA Education courses most relevant to your needs.
Enhanced Support Services	A dedicated CA Support engineer will work remotely on product issues and help speed up time-to-resolution with a resource that knows your environment. Enhanced Support Services help ensure new platforms and version compatibility based on your CA security product roadmap.
Packaged Work Products	CA Services maintains a catalog of product enhancements and integration components that extend the value of your implemented CA security solutions. To learn more, read here.

CA Services security experts can work with you on your custom requirements and can provide solutions to meet your specific needs. For more detail on the above offerings, contact your local CA Services Delivery team or your account director.

About CA Services

Include the CA Security Services team as part of your strategy for better business outcomes. Leveraging our expertise and leading practices, we'll work with you to align project goals to the outcomes of greatest value and priority to your organization, and help you accelerate your business transformation through:

- **Organizational Enablement,** enabling users and accelerating solution adoption to speed value realization.

- **Technology Services,** implementing a flexible solution that delivers incremental value and that will grow and adapt to evolving business needs

- **Success Management,** assisting you with development and execution of a clear plan for long-term success.

About CA Technologies

CA Technologies helps customers succeed in a future where every business—from apparel to energy—is being rewritten by software. From planning to development to management to security, at CA we create software that fuels transformation for companies in the application economy.

To learn more, please visit ca.com