

CA Service Management

Designed for Humans, Built for Service

Key Features

- **Complete solution.** The solution drives ITSM maturity across twelve ITIL processes.
- **Intelligent self-service.** Users can get support the way they want through ARIA or Service Point self-service, a search centric approach to access knowledge, ask questions, collaborate, resolve issues, request services, and view assets on desktop or mobile.
- **Multi-cloud enabled.** Docker container-based deployment of SDM and SC in a Kubernetes cluster simplifies the deployment and scalability of the solution.
- **Intelligent automation.** Natural language understanding (NLU), historical data, and analytics come together to automate ticket categorization and push knowledge.
- **xFlow analyst experience.** This UI provides an innovative and personalized team-based approach to resolving issues.
- **Asset management.** Vendor, contract and license management, reallocate underutilized assets (optional).
- **Change management.** Root cause analysis, Change Management Database (CMDB), automated change verification, rule-based unauthorized change prevention.
- **Management insights.** Productivity and cost reports, self-service dashboards and reporting, business metrics and trends library.

Overview

Delivering quality service and attaining service management maturity does not equate to a costly-to-operate software solution with a complex user experience. CA Service Management delivers a modern, self-service experience to access knowledge, collaborate, resolve issues, request services, and manage IT assets. Support analysts can use an innovative team-approach for resolving issues. Robust change management and optional IT asset management help reduce business risk and costs. With the product's power and flexibility, most customers increase ROI and business respect by expanding into business use cases like facilities, human resources, and external customer facing applications.

Business Challenges

Demanding user expectations. All IT consumers expect a simple and social self-service experience similar to the consumer apps they use outside the workplace. They expect immediate action and results with minimal effort, using whatever device they have in their hands at the moment.

Over-committed IT. Resolving issues, providing services, and managing IT assets often involves expensive people resources. Few business consumers attempt to take action on their own, and most do not use readily available knowledge. It is difficult to know who to go to for answers. Power users have difficulty working as a team. The result, IT is over-committed and blamed for being slow and unresponsive to business consumer needs.

Overspending on hardware and software. It is difficult to track assets throughout their lifecycles and know which are actually being used. IT cannot efficiently allocate existing assets, leading to over-purchasing. Often more software is used than is covered by licenses, raising legal and financial risks of vendor license audits.

Proving IT business value. IT cannot prove its value or ROI to the business unless critical management insights are made easily available in context, consumption is monitored, and chargeback implemented.

Solution Overview

CA Service Management is an enterprise service management software solution that puts people and service quality at its center. Powered by machine learning (ML) and natural language understanding (NLU,) CA Service Management enables intelligent self-service, allowing your users to get support the way they want. ARIA, a virtual analyst service bot, allows users to get support through an intelligent chat-based platform that can send knowledge docs, perform ticket status checks, and reset passwords. ARIA can elevate the self-service experience of your users by providing intelligent responses and resolutions, while alleviating the demand on analysts.

Solution Overview (cont.)

Service Point self-service allows users to get support through a familiar search based interface that leverages NLU and historical data to automate ticket categorization and proactive knowledge push. Additionally, xFlow the analyst user interface, meets the high expectations of a modern service experience for managing issues in a collaborative environment. All of these features are available on desktop and mobile so support can be accessed anywhere.

Behind this innovative user experience is a powerful and proven service management solution that enables and manages the entire service life-cycle.

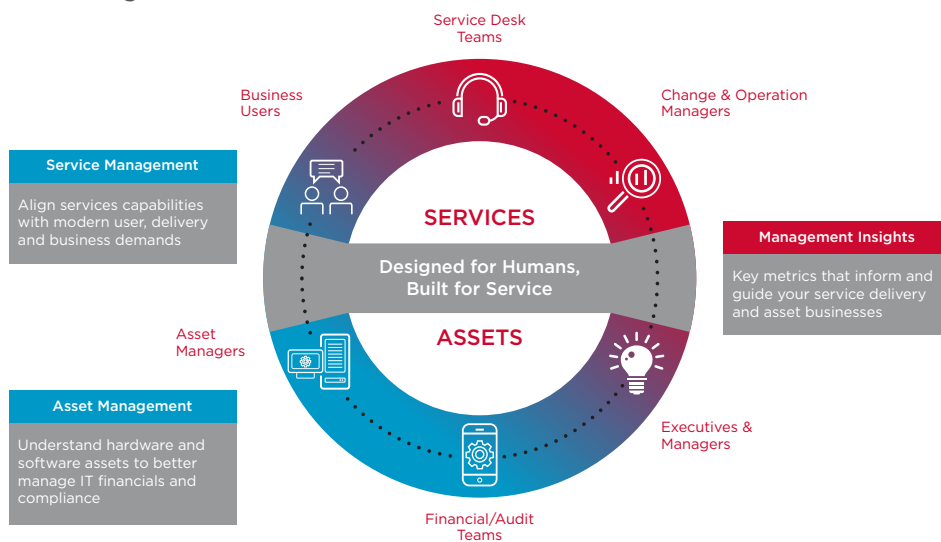
This helps you to increase service management maturity at your own pace. Combined with robust process automation, these features can help increase user productivity and satisfaction and drive down IT costs. And the mobile app makes services accessible anywhere, anytime.

Critical Differentiators

CA Service Management includes the following critical differentiators:

- Service Point self-service, automation, and ARIA shield users from the complexities of mature service management processes. Users can access knowledge, ask questions, collaborate, resolve issues, request services, and view their assets in one place. And all this can be done on desktops, tablets, and mobile devices.

Manage the entire service life-cycle across request, issue, change, asset, and service level management.



- Service Point employs NLU to automatically categorize tickets and analyzes historical data to automate knowledge push. This can free up analysts to solve more critical issues.
- The personalized xFlow user experience enables analysts to accurately prioritize workload, immediately understand the state of the IT environment, get context on issues and the day ahead, launch apps, quickly triage and resolve issues, and better leverage teamwork and skills.
- CA Service Management is multi cloud enabled. The Docker container-based deployment of Service Desk Manager and Service Catalog product components in a Kubernetes cluster simplifies the deployment and scalability of the solution. This method of deployment brings significant reduction in the time it takes to install, upgrade, and patch the solution.
- Robust service catalog capabilities define services in value-oriented language with clearly published SLAs and costs. The approvals and fulfillments of requests can be automated; and the status of these requests can be made immediately clear to the requesters. For managers, service consumption is reported, resulting in better planning.
- Extensive change management with a robust CMDB can automatically verify that changes are authorized or invoke corrective policy if they're not.
- Optional IT asset management delivers management of financials, contracts, and licenses, enabling data-driven negotiations and decision making.

For product information, visit our website at: broadcom.com/service-management.