

How can SaaS solutions from CA help me deliver business-critical software and gain a competitive advantage?

In today's application economy, more and more businesses consider the SaaS model to be far more convenient than hosting software on-premises.

However, you can only truly benefit from SaaS if your solution provider can deliver what your business demands. With a proven history of helping organizations manage and secure their cloud environments, CA Technologies can help you reduce operational costs, realize faster time-to-value and free up valuable resources, allowing your employees to focus on what's most important for your business.

Executive Summary

Challenge

Software as a Service (SaaS) is viewed by many organizations as the optimal software model due to its speed of deployment, ease of use and wide range of solutions that can be delivered. For many enterprises, the challenge of implementing, managing, maintaining and securing on-premises software is far too time- and resource-intensive to effectively handle internally. SaaS places these responsibilities on the provider, resulting in a lightweight, convenient and flexible model for customers. Yet, to capitalize on the benefits of SaaS, your organization needs to be sure that your chosen provider can support the required reliability, security and service management that the business demands.

Opportunity

CA is a proven and trusted SaaS provider that you can count on to host, manage and secure your IT software—all while reducing the effort and cost of deployment as compared to on-premises solutions. With SaaS offerings from CA, you can take advantage of our powerful products, while enjoying the hands-off convenience of SaaS. We deploy our solutions across multiple continents to ensure your global employees can access the business-critical software they need—anytime, anywhere.

Benefits

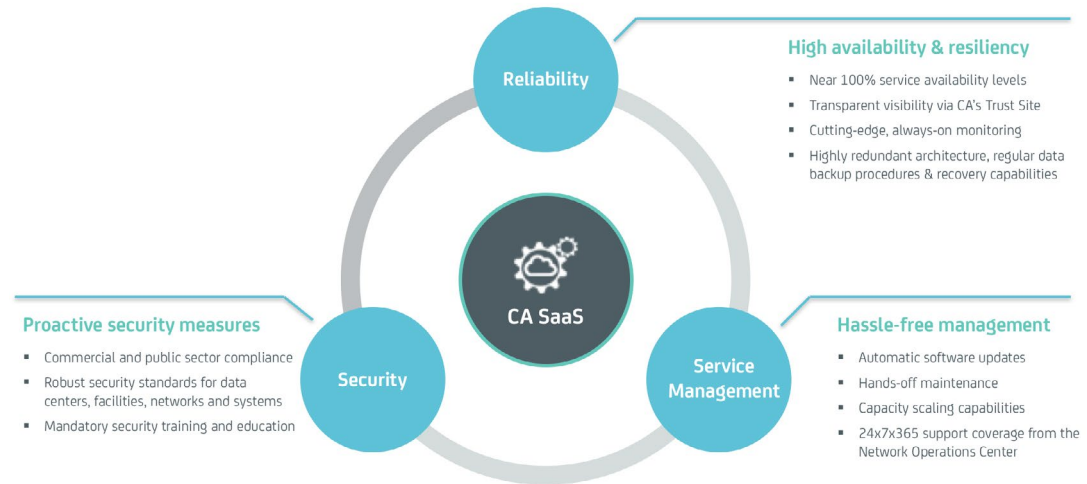
SaaS solutions from CA provide convenient, yet robust software that is cost-effective and reliable—designed to save you money and enable ongoing productivity. Compared to on-premises offerings, our SaaS solutions frequently help customers reduce time-to-value, thanks to:

- **Affordable subscription pricing:** Eliminate the large, upfront costs often associated with traditional on-premises deployments.
- **Quick setup:** Get up and running quickly by connecting to a pre-deployed, ready-to-use architecture.
- **Faster implementation and higher adoption:** Reduce implementation requirements and provide users with easy-to-adopt, over-the-internet delivery.

By performing the software upgrades and maintenance that would traditionally be handled by your IT staff, we save you time and free up your most valuable human resources. With SaaS solutions from CA, you can be confident that you're conducting business with a partner that has been providing world-class SaaS experiences for more than a decade.

Figure A.

SaaS solutions from CA Technologies provide a unique blend of reliability, proactive and powerful security, and high-quality, hassle-free service management.



Section 1:

Reliability With SaaS From CA Technologies

When it comes to SaaS, reliability is a cornerstone. In relinquishing control of your software's operations, you need a partner that you can trust to ensure the consistent availability and performance of your solutions. Without this, the convenience and simplicity of SaaS mean nothing. CA is a dependable partner when it comes to hosting and managing SaaS solutions. In fact, more than 19,000 organizations worldwide trust their SaaS deployments to CA.

Our SaaS offerings provide you with the necessary reliability and availability requirements to give you the confidence that your employees have access to your software, at anytime, from anywhere. Our always-on monitoring processes and technologies give you peace of mind knowing that your software is constantly being supervised and optimized. In addition, our comprehensive Trust Site provides the software performance visibility you need.

Here are some key highlights of how CA SaaS service assurance is set up and managed.

High availability and redundancy

We're committed to ensuring that your business-critical software is continuously up and running. SaaS solutions from CA operate at near-100 percent service availability levels that we have a history of meeting and exceeding. Matching penalties are triggered if the service does not meet our committed service levels.

We deploy our SaaS solutions in a load-balanced and highly available infrastructure that's designed to handle heavy traffic and eliminate single points of failure at any level of the deployment architecture. Failure detection capabilities exist within each tier, and once activated, send instant alerts to the Network Operations Center (NOC) facility for correction. Additionally, failures are automatically contained, as redundant data backup allows single instances to fail without any impact on the service or user experience.

Always-on monitoring

The availability and performance of our SaaS solutions are monitored from multiple sources using industry-standard technologies, giving you the peace of mind that your software is operating at peak performance.

Network Operations Center (NOC)

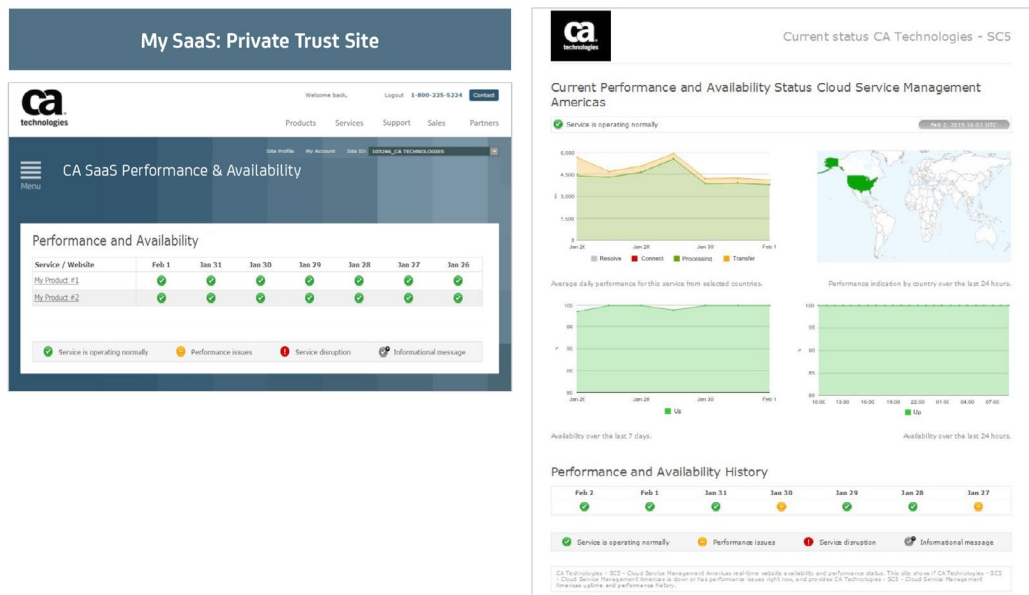
Our 24x7 service monitoring and help desk center ensures that our services are operating adeptly. A dedicated and trained team of solution experts analyze and respond to automated monitoring alerts. CA has NOC locations within each geographic region, allowing for a follow-the-sun model of facility operations that ensures customers have 24x7x365 support. These centers are situated in secure locations with mandatory electronic badge access that is only granted to privileged individuals.

Trust Site

CA prides itself on offering tremendous transparency and visibility into our SaaS availability levels. We've created a comprehensive [trust site](#) that allows visitors to see service availability levels across our SaaS offerings, as well as any service notifications or updates. You can also log into My SaaS to see a filtered dashboard that displays near-real-time availability details of your specific SaaS products.

Figure B.

My SaaS is a private trust site that gives customers near-real-time visibility into the seven day performance and availability history of their specific SaaS solutions from CA.



Data resiliency

Periodic data backups are performed automatically and allow for one or more data recovery points, giving you the confidence that your data won't be lost. SaaS solutions from CA come equipped with built-in data resiliency, achieved by automatically performing periodic customer data and configuration backups that create multiple service recovery points. These are essential to business continuity and disaster recovery plans and, upon a customers' request, can also be utilized to restore service to a previous state, if supported by the application.

Backup and restoration

Data backups are separately managed for each SaaS solution in order to meet the unique requirements of the solution's software and environment. The following are some examples of backup and restoration procedures inherent in our SaaS offering:

- **Off-site backups.** As part of the business continuity plan, backups are replicated via a secure connection to an alternate location.
- **Recurring backups.** All customer data is routinely backed up and safely stored on a near-daily basis.
- **Retention period.** For some SaaS offerings, multiple data backup points are stored for a defined retention period during which you can roll back to a previous backup point. Depending on how the offering is set up, the roll back can include the full service or service for individual customers only.
- **Storage policies.** In case of disaster, additional backups may be stored off-site with accredited third-party storage entities (where applicable). When taken out of service, media management policies and procedures are used to store backups and manage storage devices.
- **Customer restoration requests.** For some SaaS offerings, customers are entitled to request a data restoration within a specific retention period. A customer-requested restore may require the customer to pay for the service; please contact your CA Technologies representative for more information.

Disaster recovery

CA's SaaS operations team manages the services necessary to restore your data as soon as possible following a disaster-type event. A disaster recovery plan is regularly tested and updated to ensure optimal execution in restoring service should a natural or artificial disaster compromise a customer's primary processor. The plan is based on two key metrics: recovery point objectives (RPO) and recovery time objective (RTO). The RPO measures the maximum amount of recoverable pre-existing data, prior to the disaster, and the RTO measures the target restoration time of the service following a disaster. Achieving these benchmarks is our main goal when facing a disaster recovery situation.

Section 2:

Security With SaaS From CA Technologies

Security is an essential element of any SaaS delivery. In today's digital world, cyberattack prevention and sensitive data protection have never been more paramount. To meet the increasingly stringent requirements that you expect of your cloud services, SaaS solutions from CA leverage built-in security at all layers of the deployed architecture. These capabilities, coupled with our protocols and procedures, form a multitiered defense that's meant to prevent attacks before they happen. Our vigorous security measures are compliant with both commercial and federal industry standards, and demonstrate that proactively ensuring your software's security is our number-one priority.

Figure C.

A global data center footprint allows CA to manage compliance laws focused on data privacy and data sovereignty.



The following sections describe the security measures inherent in SaaS solutions from CA.

Data center security

We deliver our SaaS solutions from data centers that exceed Tier III standards, as measured by the Uptime Institute (<http://uptimeinstitute.com>). We've engineered our facilities and control processes to meet or exceed typical large enterprise standards, ensuring availability and security.

Data center premises are secured using numerous defined controls and processes:

- Data centers are monitored and recorded using CCTV systems.
- All access points are controlled by security personnel or by entry/exit systems.
- Facilities are occupied around the clock by security officers.
- Visitors are screened and escorted to authorized locations.

Networks and systems security

SaaS solutions from CA use a defense in-depth methodology to mitigate any threats that might compromise the confidentiality, availability or integrity of customer data, assets and services. Our solutions feature edge-to-edge security capabilities that provide visibility, threat management and remediation. To handle any security related incidents, CA implements a protocol incident management plan that includes continuous security monitoring and threat detection cycles.

Security education and training

Education is an essential part of any protection framework. Consequently, all employees are subject to regulatory and mandatory security training. Employees whose roles entail accessing customer data are required to take additional security training, and must sign confidentiality and non-disclosure agreements (NDAs) as conditions of employment at both CA Technologies and our third-party vendors.

Certification and compliance

We understand that security is a primary concern for organizations that are evaluating cloud-based applications. Our worldwide SaaS operations conform to rigorous certification, compliance and security programs and processes. We contract with independent auditors to regularly evaluate the security of our service. High risks are identified, analyzed and remediated before production systems are made available to customers. Midlevel risks are evaluated and resolved on a priority basis, and the potential impact on the customer is always top of mind when prioritizing these mid-risk remediation jobs.

SaaS solutions from CA comply with the following important certification and compliance standards:

- Statement on Standards for Attestation Engagements No.16 (SSAE 16)
- Payment Card Industry (PCI) Data Security Standard (DSS), where applicable
- Federal Risk and Authorization Management Program (FedRAMP), as stated in the SaaS listing

For a complete list of applicable audits and certificates, please visit <http://www.ca.com/us/lpg/saas-summary-audit-report.aspx>

Privacy

CA is committed to respecting and protecting your privacy to ensure you feel secure when using our SaaS services. In order to provide you with relevant information, respond to your requests and increase the benefits you receive from our website, we will occasionally request that you provide us with some specific personal information.

Learn more at <https://www.ca.com/us/legal/privacy.html>

Section 3:

Service Management With SaaS From CA Technologies

Exceptional service management is the final element of a world-class SaaS offering. By managing the software's upgrades, changes and support, CA provides your business with top-notch service, while saving you the trouble of cumbersome maintenance tasks and headaches. We use processes and tools that are specifically tailored for the cloud, and perform automated software updates that constantly improve performance capabilities and the user experience. The result is a lightweight, hands-off service that significantly simplifies your experience.

Key highlights of SaaS service management from CA include:

- **Hassle-free upgrades and maintenance.** CA automatically upgrades you to new versions of the software, giving you immediate access to the latest features as soon as they're available—so you know your software is always up to date. We also perform periodic maintenance to ensure your software is operating at peak performance.

- **Scaling capabilities.** Our solutions scale to account for growth in your software's future usage as well as accommodate short-term traffic spikes.
- **Resource flexibility.** Take the resources you previously needed to maintain your on-premises software solutions and redirect them to projects that support your business needs.
- **Ongoing support.** Our NOCs provide you with 24x7 support, so that you're always covered—no matter when you need assistance.

Release management and versioning

Upgrades to our SaaS solutions are included as part of the base subscription. We automatically upgrade customers when the latest software release becomes available. Some solutions require a prepared upgrade plan, in which case CA will notify customers when their solution is required to be upgraded for new features. We also offer new versions as soon as they're released and ready to be deployed. Refer to your contractual SaaS upgrade and release policies for more information.

Change management

Our SaaS operating practices follow standard software development lifecycle and change management processes using the Information Technology Infrastructure Library (ITIL) v3 framework. We manage and perform all changes to the environment.

Service maintenance

Maintenance is a routine and necessary element to any SaaS delivery that, while performed, may effect service availability. CA actively works to minimize the impact to customers by using industry best practices. Standard maintenance windows are advertised in advance, and typically occur outside of regional business hours. Service maintenance with our SaaS solutions falls into three broad categories:

- Scheduled
- Unscheduled critical
- Emergency

Notices of service interruptions will be sent as soon as emergency maintenance is scheduled, and are triggered by our SaaS monitoring systems or other monitoring methods. Emergency downtime will count against the contractual uptime specifications, as outlined in the service level agreement.

Service availability status

CA commits to the contractual service level availability of the production environment as indicated in the service level agreement. These levels are specific to individual service offerings. We prepare monthly service level availability reports for each of our SaaS offerings. CA will make commercially reasonable efforts to make SaaS offerings available with the applicable monthly uptime percentage during any monthly billing cycle. Customers also have access to the CA Trust Site, ca.com/Trust, which is a real-time, online tool to monitor the availability of data centers and their applications.

Service support

Each of our SaaS solutions come with 24x7x365 support for all critical issues as defined in the support contract. Non-critical support, which is typically performed during business hours, is also defined in the support contract documents.

Capacity management

SaaS offerings from CA scale to meet the needs of the world's largest, globally distributed customers. Predicting future capacity needs and handling peak traffic are key to successful service delivery. By combining virtualization, cloud computing and elasticity, SaaS solutions from CA can adjust network and computing resources based on load variations to meet your availability and performance expectations.

Development and test environment

CA understands the need to make controlled, tested changes when customers integrate between SaaS and their own environments. Many of our SaaS solutions offer sandbox environments for development and testing purposes. We also provide assistance in the migration to production. Customers may need to pay additionally for such services. Please contact your CA Technologies representative for more information.

Conclusion

A world-class SaaS offering is only as good as the reliability, security and high-quality service management it provides. We ensure these cornerstones through our resilient architecture, global data centers, cutting-edge monitoring technologies and strict security measures—as evidenced in our proven track record of providing exceptional cloud management services. Our solutions provide the benefits of SaaS and the capabilities of our powerful and innovative products to help you compete in the application economy. Outsourcing the delivery of your business-critical software requires an enormous amount of trust. At CA Technologies, we are committed to being the vital partner that your business can count on.

“It’s the fastest and smoothest implementation I’ve ever gone through. We couldn’t have done it without the best practice CA Technologies brought to the table and close collaboration with the Enterprise PMO.”¹

Learn more about how SaaS solutions from CA can give your business a competitive advantage. Visit ca.com/saas



Connect with CA Technologies at ca.com



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.

1 Russell Nelms, head of enterprise PMO, TOYOTA FINANCE AUSTRALIA on CA Project & Portfolio Management SaaS. Success Story: <http://www.ca.com/us/collateral/case-studies/toyota-financial-services-australia-maximizes-project-investments-with-ca-ppm-saas.html>

The information provided in this document was current as of the date of publication. Details concerning the operation of CA Technologies Software-as-a-Service are subject to change without notice, except as provided for in your contract. Some of the descriptions contained herein are aggregations and/or generalizations of several individual SaaS offerings. Please refer to SaaS contract documents for specific details of the capabilities and services offered for specific SaaS solutions.

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