CA User Communities

Abdel Laabi

Manager User Communities - EMEA

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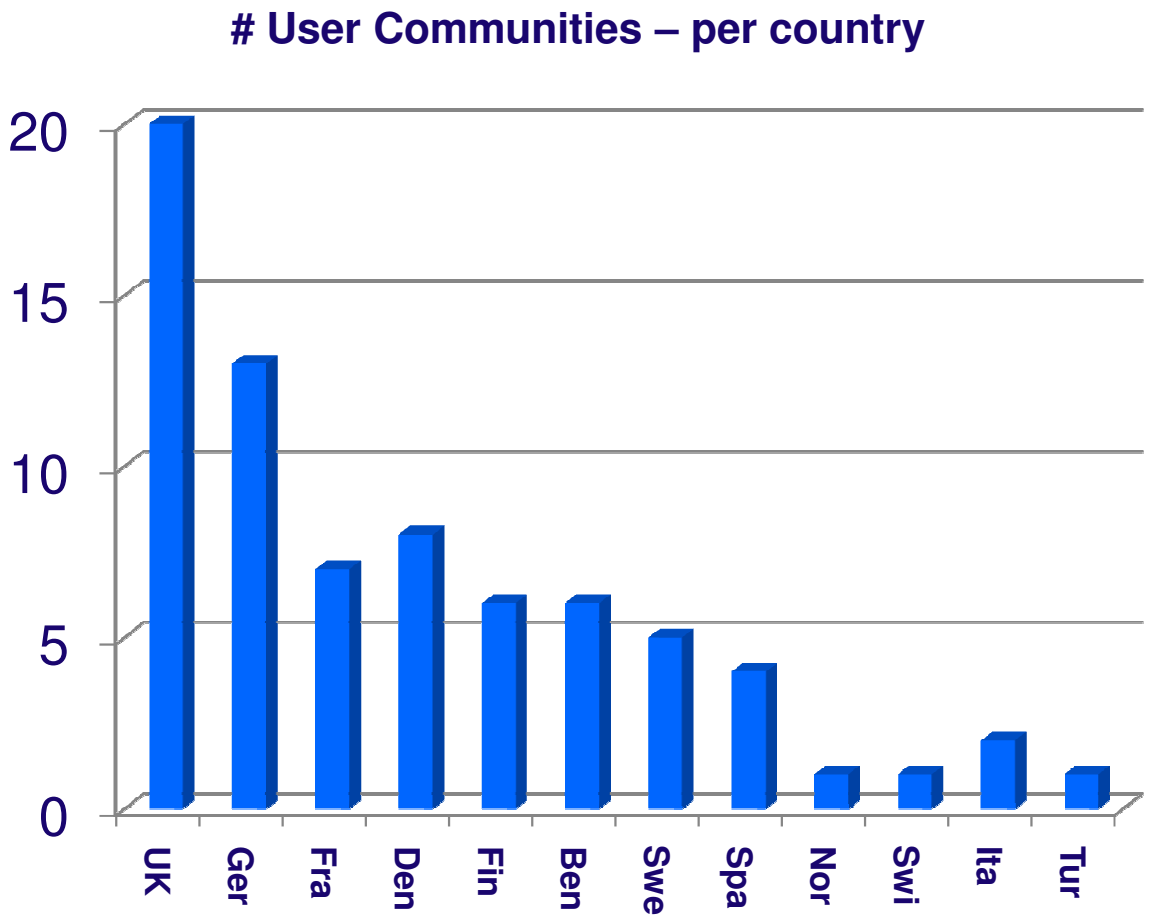
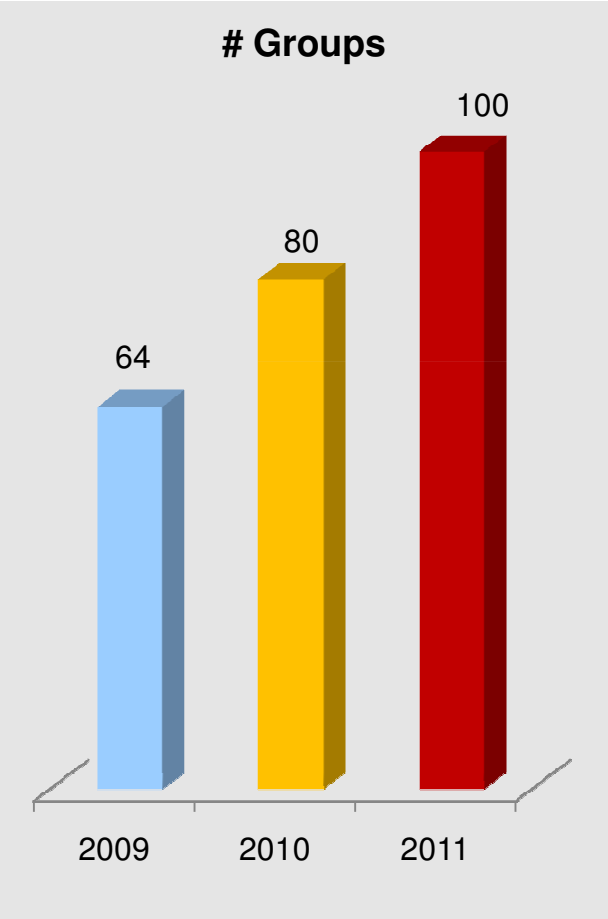
- Landscape & Growth Plan
- Structure & Benefits of membership
- How to Join a CA Technologies User Community
- Services provided by CA Technologies
- CA Online Experience – Community Portal Demo

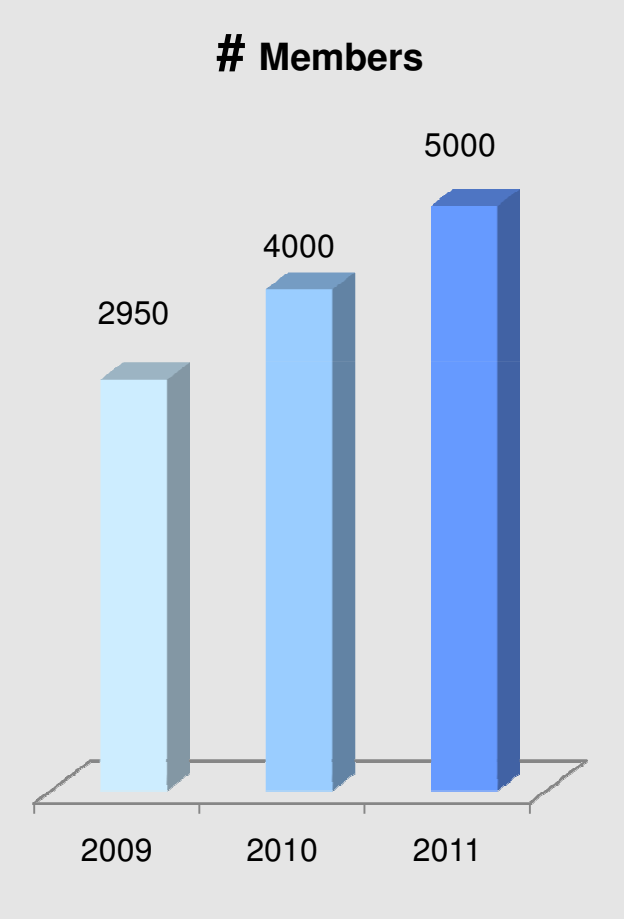
CA User Communities - Landscape in EMEA

Country	# Groups
UK	20
Germany	13
France	7
Denmark	8
Finland	6
Benelux	6
Sweden	5
Spain	4
Norway	1
Switzerland	1
Italy	2
Turkey	1
Total	**74**



CA User Communities - Growth Plan in EMEA





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CA Endevor User Groups – Growth Plan in EMEA

Country	Status	Target FY Quarter
Germany	Running	
UK & Eire	Running	
France	Running	
Sweeden	Running	
Benelux	Running	
Italy	Targeted Join CA	Q4
Spain & Por	Targeted Join CA	Q4
Norway	Targeted Join CA	Q4
Israel	Targeted Join CA	Q4

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CA User Communities - Structure

CA user communities are two-tiered

- **Regional user communities**
  - Group of customers in a country (or region) focused on a CA Product
  - Face to Face meetings to share knowledge with each other
  - CA Speaker and/or Users
  - Driven by a board of users

- **Global user community**
  - Virtual CA user community focused on a set of CA Technologies.
  - Membership open to all CA customers Worldwide
  - Interact virtually via conference calls, webcasts, on line forums
  - CA Speaker and/or Users
  - Driven by a board of users

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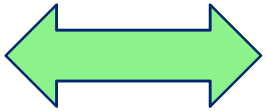
CA User Communities - Structure

CA Endevor Global User Community

- Germany Endevor User Group
- France Endevor User Group
- UK & Eire Endevor User Group
- . . .
- NA Endevor User Group
- APJ Endevor User Group



Benefits

. Quarterly webcasts

. CA Development experts

. CA Product Management

. Prioritize and vote on product enhancement requests

. Network with users through Online Forums

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How to Join a CA User Community

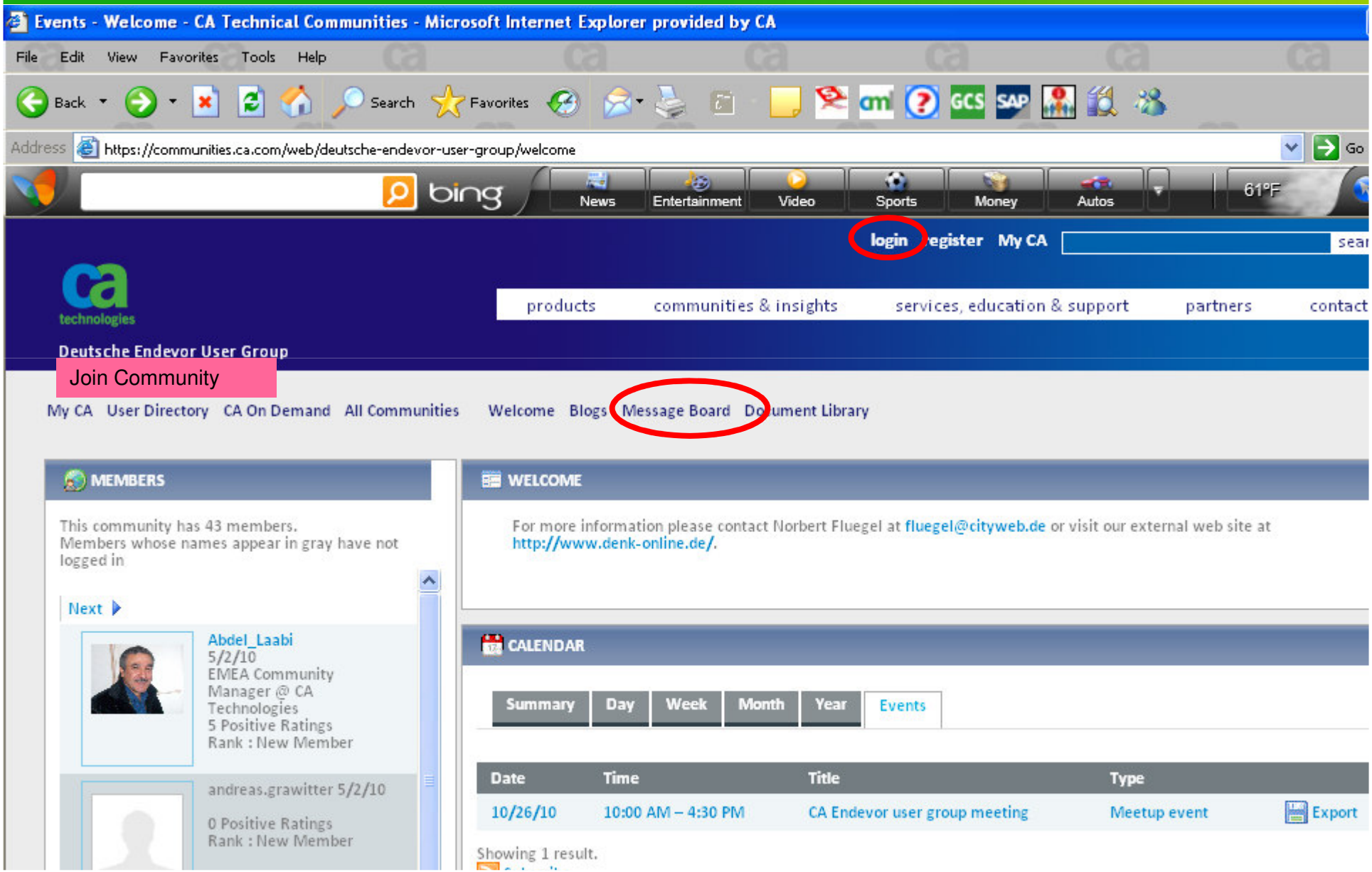
1. Visit the website : http://www.ca.com/communities

2. Sign In (your email / password)

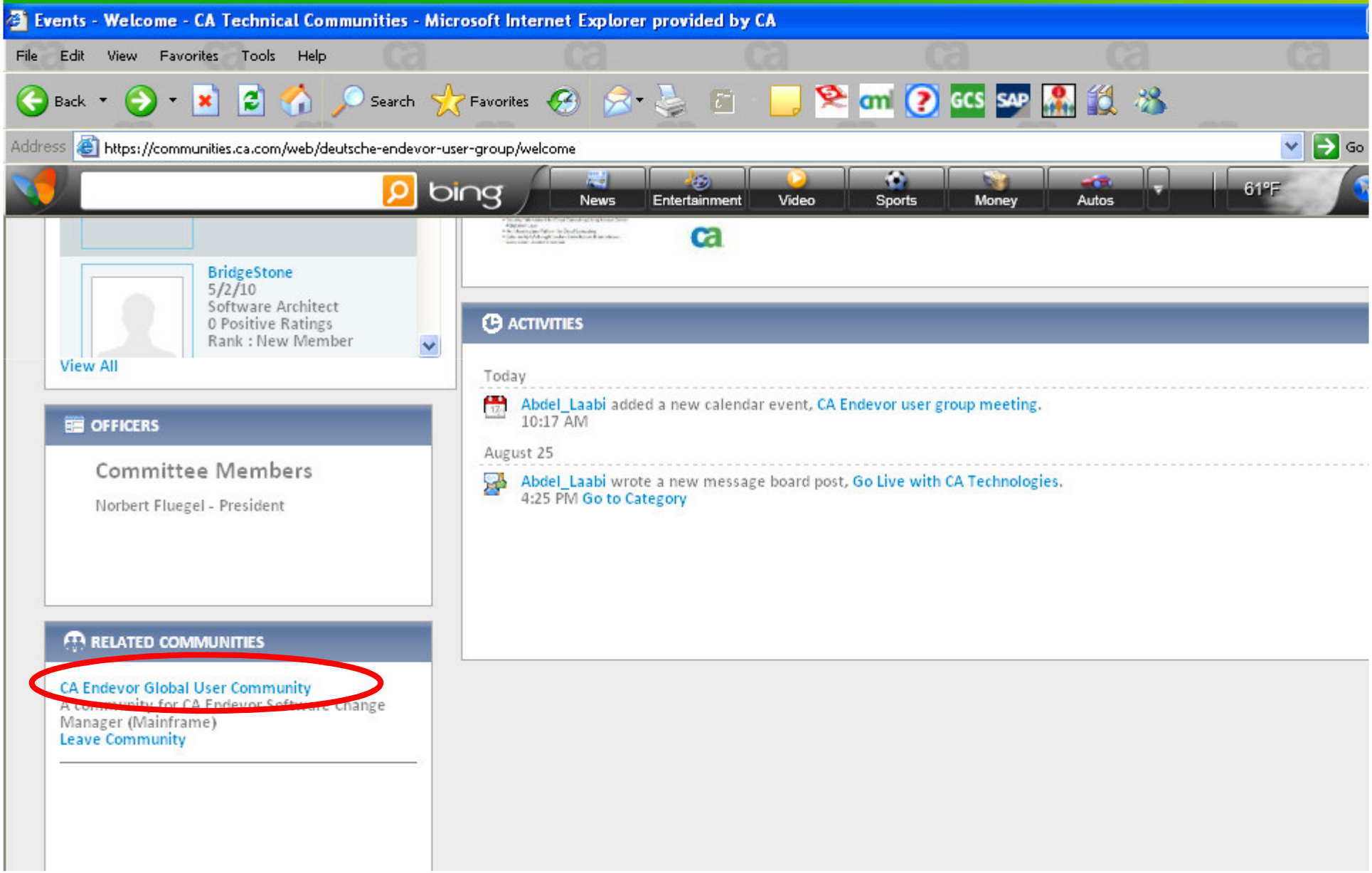
3. Select the group of interest

4. Click on ‘Join this community’

User Group web site – New Community Portal



How to Join CA Endevor Global User Community



Benefits of Membership - Survey

- 61% of user group members created long lasting relationships with fellow members which helped them on a regular basis

- 76% of members felt being a member of a user group increased optimization of the products they use

- 44% of members saved significant amount of work time per year based on knowledge learned in meetings

- Source: Celine Schulz, University of Munich, CA User Group Survey (conducted as part of a Doctoral Thesis)

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CA User Communities - Benefits of Membership

- A place for Peer to peer networking & Mutual support between users
- Exchange Knowledge and share best practices, tips & tricks with peers
- Regular webcasts featuring topics of interest to the user community
- Ability to influence product direction
  - Prioritize & vote on selected product enhancements requests
  - Voicing issues, concerns and suggestions regarding product direction
- Closer Relationship with CA technologies
- ***Independent and Driven by a board of users***

CA technologies's role is to facilitate peer-to-peer conversations between customers and collaboration with CA technologies, through social networking technology and in-person meetings.

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Services provided by CA Technologies

- **Meeting room** in CA offices, beverage, note pads, pens …
- **CA speakers** Product Management, Support, Services…
- **Web site** on the new Community portal, where:
  - **User group Members can**
    . post to the message boards (Forums) & comment on the Community blog
    . post and share documents with other members (Document Library)
  - **User Community board can**
    . Post meeting schedules (Event calendar)
    . Email members , Request event facilities
- **Assistance** : CA Team dedicated to the user group
- **CA World** : discount on registration fee

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CA Technologies Contacts

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To Learn More, Please Visit

http://www.ca.com/communities

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CA Online Experience

Community Portal demo

Major enhancements in the New Environment (ca.com)

- Single Sign On
- Personal page (My CA) & professional social networking
- Message boards (forums) at Regional User Group level
- Localization – Multi Languages support
- Events Calendar
- Emailer

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CA Online Experience – Community Portal

Demo

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Future Enhancements

- Chat with colleagues

  Add status (online, offline, Free, busy ...)

- Enhanced Activities Portlet on My CA page: New Tab (CA)

  notifications from support, when your case is updated, ...etc

- CA icon for CA employees –

  to distinguish between them and other users

- Community membership list export

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To Learn more

- **My CA**
  Watch the short videos available in Training & Insight portlet

- **ca.com/communities**
  Watch the video “Virtual tour of User Communities”

- **ca-online Feedback Community site**

  https://communities.ca.com/web/ca-online-feedback-community/welcome

  - Watch the webcast "demo of the new community portal"
  - Join the community & participate to the online forum to provide feedback, make suggestions, ask questions, report issues, ...

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Thank you

Questions?

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