

CVPs – Customer Value Programs

CA Communities User Group Meetings

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Agenda

- Warum Value-Programme?
- Welche Varianten gibt es?
- Wo finde ich weiterführende Informationen?

Warum Value-Programme?

- Welchen Zweck verfolgen Value-Programme?
 - Den Nutzen unserer Lösungen für unseren Kunden zu steigern
 - und den Wert der Investition in unsere Lösungen voll auszuschöpfen!

Warum Value-Programme?

- Warum tun wir das? Und kostenlos!
 - Protect - Mehr Nutzen bedeutet ...
 - weniger Gefährdung gegenüber Swap-Out durch Mitbewerber
 - höhere Wahrscheinlichkeit, bei Auslaufen des Vertrags verlängert zu werden
 - Grow - Mehr Nutzen bringt ...
 - höhere Wahrscheinlichkeit, im Unternehmen weiter ausgerollt zu werden
 - Expand - Value-Programme tragen dazu bei ...
 - unser Wissen über Business-Ziele und IT-Initiativen unserer Kunden zu vervollständigen
 - daraus einen eventuellen Bedarf für verwandte Lösungen zu identifizieren und diese anzubieten

Online Solution Assessment

- The **Online Solution Assessment** uses a brief on-line questionnaire that generates a report that provides you with:
 - A synopsis of your usage
 - Descriptions of features not being utilized, with the benefits of those features
 - How your usage compares to other CA Technologies customers
 - Access to additional CA Technologies resources

Customer Value Program

“MVP – Mainframe Value Program”, “DVP – Distributed Value Program”

- The **Customer Value Program** is a more robust evaluation. Using a five-phased approach, a CA Technologies specialist provides a solution-specific evaluation of your implementation:
 - **Preparation:** Initial interview to identify your specific business drivers
 - **Assessment:** Evaluation of your implementation via extended interviews with your staff
 - **CA Analysis:** Assimilation and analysis of data, with full report
 - **Delivery:** Detailed findings shared with you and your senior management
 - **Follow-Up:** Your account team works with you to define next steps
- Note: This program is by nomination and is only available for select CA Technologies products.

Einstieg über MyCA

dort auf “Support” klicken und danach auf “CA Programs”

The screenshot shows the Mozilla Firefox browser window with the address bar displaying https://communities.ca.com/web/dirk_tramberend/myca. The browser tabs include "Home - CA Communities", "CA Support Online", "Customer Value Program and O...", and "Online Solution Assessment". The website header features the CA Technologies logo, a navigation menu with "MyCA", "Communities", "Support", and "Projekte", and a search bar. The main content area is divided into two columns. The left column displays the profile of "dirk_tramberend", showing a profile picture, job title "Director, Customer Success", a star icon with "1,000 pts", and a "TÄTIGKEITS-DETAILS" link. Below the profile is a "Friends" section showing a list of friends, including "abdel_jaabi" with "38,300 pts". The right column displays the "Activities" section, which includes a list of recent forum posts and friend requests. The bottom of the browser window shows the "Einstellungen" (Settings) and "Online Freunde (1)" (Online Friends) buttons.

Einstieg über CA Support Online

dort auf "CA Programs" klicken

The screenshot shows the CA Support Online website in a Mozilla Firefox browser. The browser's address bar displays the URL <https://support.ca.com/irj/portal>. The website's header includes the CA Technologies logo, a welcome message "Welcome back, DIRK", and navigation links for "Log out", "MyCA", and "Contact". A search bar is also present. Below the header, there are links for "+ solutions", "+ products", "+ customer success & communities", "+ services, support & education", and "+ partners". The main content area is divided into several sections:

- Support > Home**: A sidebar menu with links to Home, Advanced Search, Support By Product, Open a Case, View Cases, Download Center, Documentation, Licensing, Go Live with CA Technologies, Project Management, User Administration, CA Programs, Compatibilities, Subscriptions, and Contact and Resources.
- Important Notices**: A section with tabs for "Vulnerability Alerts", "News & Announcements", and "FAQ". It contains several news items, including "NEW! Attention MyCA Customers: MyCA Navigation Changes Help You Find Information Faster" and "NEW! Attention CA Workload Automation CA 7 Edition r11.1 Customers: Please refer to Product Information Bulletin RI47594 for important information."
- Support By Product**: A section with a heading "Find Product specific News, Documentation, Release Notes, Downloads, Most Recent Knowledge Base Articles, and more." It includes a "Select a Product page:" dropdown menu and a "Product Specific Support:" list with links to various products like Mainframe 2.0, CA ERwin, CA ARCserve Backup, etc.
- Security Advisor**: A section with the text "Support has transitioned to Total Defense:" and a link to "Total Defense Support".
- Additional Support Sites**: A section with links to "Arcot Systems Products", "Nimsoft Products", and "CA USA Products".

CA Programs Übersicht

Admin - CA Communities - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Admin - CA Communities x Customer Value Program and Online Solu... x Online Solution Assessment x

https://communities.ca.com/web/guest/admin?contentID={318E9E84-ACAA-4B3C-9442-4E125DE43BB7}&enableBackLink=true¤tURL=/web/dirk_tramabend/support%3F%3D

Google

Willkommen zurück. DIRK Abmelden ca.com Über MyCA Kontakt Deutschland—Deutsch

Suchen

+ MyCA + Communities + Support + Projekte

<<Back

CA offers a wealth of resources that can help with almost any need or interest you may have regarding your CA software. Through access to online forums, listservs, in person and virtual meetings, CA offers unparalleled networking opportunities and unmatched access to subject matter experts. We urge you to explore these resources and take advantage of these opportunities.

Customer Value Program

What if you could achieve greater cost efficiencies while maintaining or exceeding the current performance of your CA product? The Customer Value Program (CVP) is a no-charge service designed to help you maximize the value of select CA Technologies solutions.

→ Learn more

Online Solution Assessment

This self-service, online tool uses a brief questionnaire to assess your product usage and generate a report with recommendations and results on how you could use our solutions more effectively.

→ Learn more

Customer Value Analysis

Our team can help you analyze your business needs and develop a report detailing how you can leverage CA Technologies products within your business. Use these recommendations as the starting point for presenting your business case for new or upgraded products. For more information, please contact your CA Technologies account manager.

Software Rationalization

Through this program, we'll help you identify ways to consolidate vendors and/or products and find opportunities to increase efficiencies.

→ Learn more

CA Communities

CA Communities are the place to share ideas, tips, information and insights with more than 20,000 business peers and CA Technologies experts. Our communities provide a unique opportunity to network and help you maximize your software investments by tapping into a community of expertise, open 24/7.

→ Learn more

CA Customer Validation Program: Early Access to the latest Technology

At CA, we want to continue delivering the highest quality products to you, our customer. Through our Customer Validation Program, you have the opportunity to test new and innovative solutions before they reach the marketplace. Your feedback helps us build the best possible products to address your needs.

→ Validate a product

Go Live with CA Technologies

Go Live with CA Technologies integrates Services, Education, Support, Partners and Communities in a seamless process to help you get started quickly, successfully deploy CA technology, and continue to expand the value from your initial deployment. Focus on your entire lifecycle with CA Technologies.

→ Learn more

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Einstellungen Online Freunde (1)

Welche Varianten gibt es?

Customer Value Program and Online Solution Assessment - CA Technologies - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Admin - CA Communities CA Support Online Customer Value Program and Online ... Online Solution Assessment

www.ca.com/us/cvp.aspx

Customer Value Program and Online Solution Assessment



can you ensure you are getting the most out of your CA Technologies solutions?
you can

The Online Solution Assessment and the Customer Value Program are no-charge services designed to help you maximize the value of select CA Technologies solutions.

The Online Solution Assessment uses a brief on-line questionnaire that generates a report that provides you with:

- A synopsis of your usage
- Descriptions of features not being utilized, with the benefits of those features
- How your usage compares to other CA Technologies customers
- Access to additional CA Technologies resources

The Online Solution Assessment is currently available for the products listed [here](#)

The Customer Value Program is a more robust evaluation. Using a five-phased approach, a CA Technologies specialist provides a solution-specific evaluation of your implementation:

- Preparation: Initial interview to identify your specific business drivers
- Assessment: Evaluation of your implementation via extended interviews with your staff
- CA Analysis: Assimilation and analysis of data, with full report
- Delivery: Detailed findings shared with you and your senior management
- Follow-Up: Your account team works with you to define next steps

Note: This program is by nomination and is only available for select CA Technologies products. Please contact your CA Technologies account manager to see if the Customer Value Program is right for you. You can also contact CA Technologies Contact Customer Care at +1 800 225.5224.

Get Started

Take 15 minutes to complete the Online Solution Assessment



Customer Testimonial

What are customers saying about the Customer Value Program?

[Read more](#)





Go Live with CA Technologies



- Warum Value-Programme?
 - Steigerung und volles Ausschöpfen des Nutzens unserer Lösungen
 - Protect, Grow, Expand
- Welche Varianten gibt es?
 - u.a. Online Solution Assessment, Customer Value Program (MVP/DVP)
- Wo finde ich weiterführende Informationen?
 - via MyCA und CA Support Online, dort unter “CA Programs”
 - Dirk Tramberend, dirk.tramberend@ca.com, +49-170-8538566
 - Udo Götz, udo.goetz@ca.com, +49-170-6310796
- Besuchen Sie uns gerne auf der CA Expo 2012 am *Customer Success Team*-Stand in der Ausstellung!