



Welcome to Customer Support

A CONVERSATION WITH IULIANA CONDE ON JUNE 1, 2018 - 5.13



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Speaker Bio: Iuliana Condé

- Married to Sekou with a baby on the way
- I enjoy gardening, mountains lover and sports (former professional handball player)
- 3 Years with CA, currently being Global Support Delivery Manager
- 10 years in the industry of Customer Support
- First role as Customer Services Analyst at Groupe Renault Romania

Topics

1 OUR MISSION

2 THE CUSTOMER EXPERIENCE

3 OUR PEOPLE

4 OUR INDUSTRY LEADING OFFERINGS

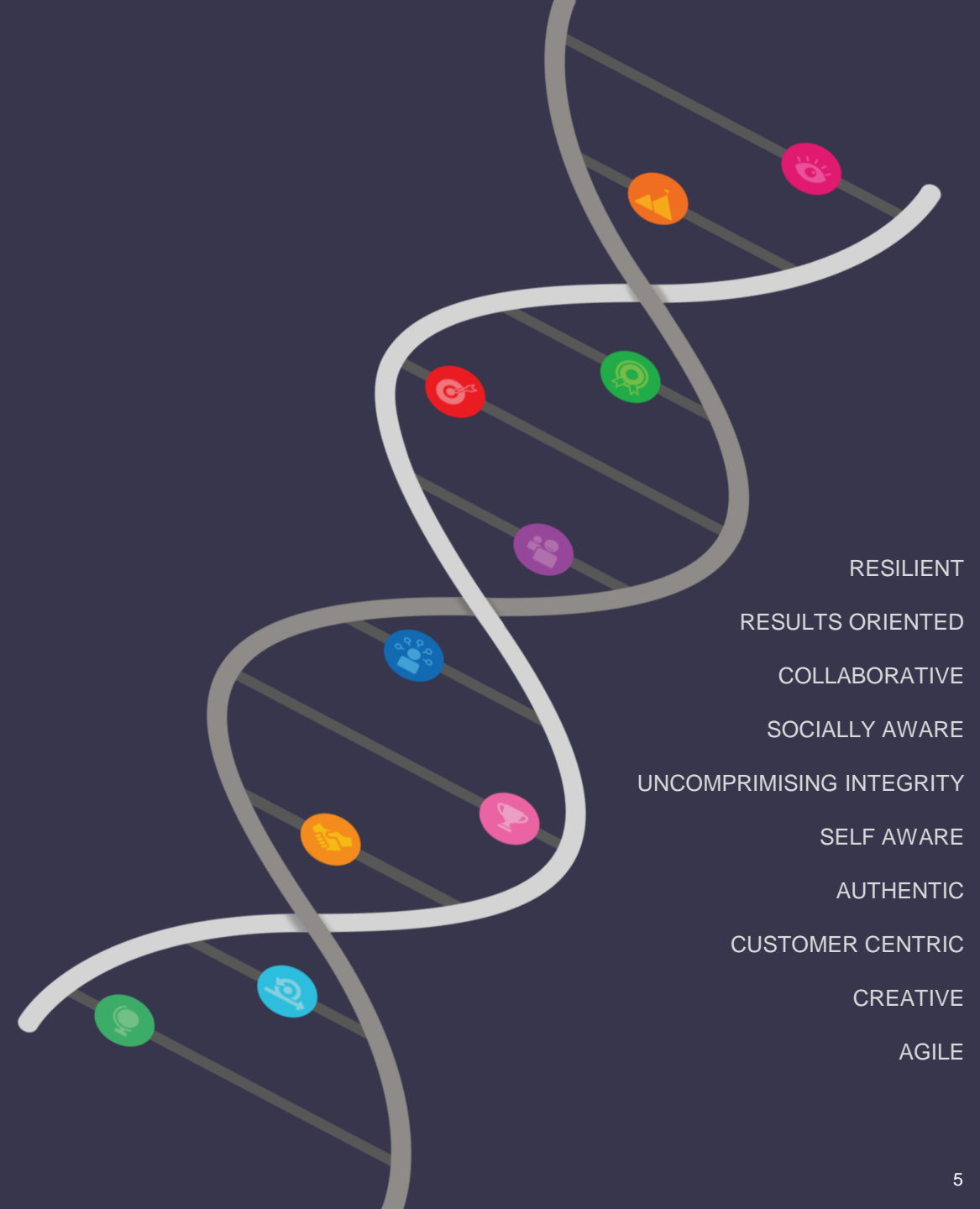
The CA Mission:

**We eliminate
the barriers
between ideas
and outcomes.**

Our DNA is what makes CA unique as a competitor.

**This is what we believe and what we do
when we're at our best.**

ca.com/mission



We provide world-class expertise **unlike any other.**

Customer experience



Our people



Foundational maintenance



Optional support services



Customer Experience



Our customer promise...

To consistently deliver a superior experience by putting your organization at the center of all we do. The ultimate measure of our success is through your success and earning your trust as a strategic partner.



**Invest to build
long-term relationships**



**Deliver innovative
business outcomes**



**Commit to each
customer's success**

Culture is defined by a shared **mindset**, a shared **purpose**

CA Technologies

Mission - Eliminate the barriers between ideas and outcomes

CA DNA – (What we look like at our best)

Resilient, **Results-oriented**, **Collaborative**, Socially Aware, **Uncompromising Integrity**, Self-aware, Authentic, **Customer-centric**, Creative, Agile

Care Principles – Show Empathy
Share Expertise
Deliver Value
Act with Speed

EX begins with a shared vision for CX

Our Enduring CX Mindset

care

We show
Empathy

know them and
advise them as
their trusted
partners

We share
Expertise

be product,
domain, and
industry
experts

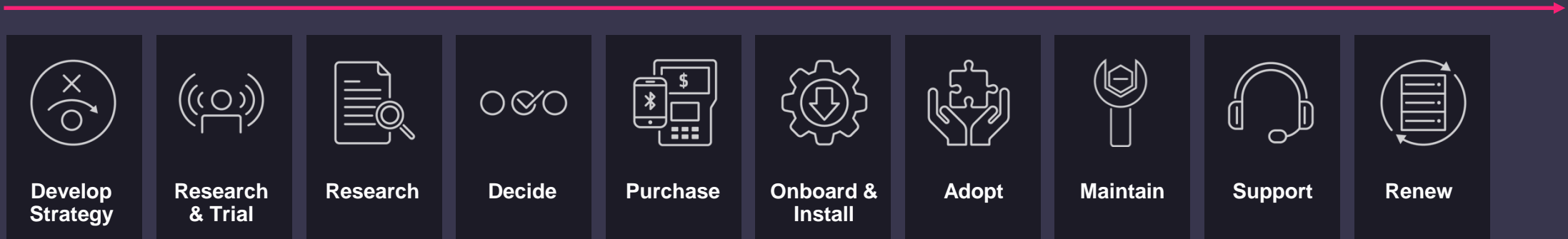
We deliver
Value

anticipate their
needs and
deliver business
outcomes

We act with
Speed

be
responsive
and act
quickly

From start to finish, we work with customers throughout the entire **product lifecycle**.



Our Customer's voice matters.

We seek feedback so we can listen and take action.

Experience with CA

- Annual Relationship Surveys
- Social Media Monitoring

Experience with products and services

- Product feedback opportunities
- Support content feedback

Experience with support

- Communities
- Case Management Feedback

Our People



THE CUSTOMER ASSISTANCE TEAM



Face of CA to our customers. Answers all incoming inquiries for help globally.

Opens support cases originated via phone.

Registers new customers and generate software license keys.

CA SUPPORT

Your Hands-on Experts



Award winning global support and
ready to help in over 16 major languages.

THE CUSTOMER SUCCESS TEAM



Here to help from registration and product onboarding
to product roadmaps and business adoption.

THE GLOBAL ESCALATION TEAM

The Emergency Specialists



For critical, time-sensitive situations, this team ensures all objectives are on schedule with hourly status meetings.

Global Support Sites



29 centers worldwide

- Local language and 24/7 coverage for severity 1
- Augmented by partner-delivered support

Our Industry Leading Maintenance

With **CA Maintenance**, support is just the beginning.

Cross-channel
technical Support

Extended self-service options

Support for the most recent
versions

Remote problem analysis

Latest release announcements
and upgrades

Chat with a CA Support Engineer

We empower users with self-service support.

Communities



Knowledge Base Articles



Product Documentation



Demo Videos



CLICK, CALL OR CHAT

How to Contact Support



Utilize our online case management for severity levels 2-4.

support.ca.com



Choose to speak with a customer representative or a CA Support engineer.

ca.com/phone



Start a live chat with a CA Support engineer.

ca.com/chat

Severity Levels and Response Times

SEVERITY LEVEL 1	SEVERITY LEVEL 2	SEVERITY LEVEL 3	SEVERITY LEVEL 4
1 hour - 24/7 Your system is down, and it's impacting a production environment.	2 business hours Severely limited functionality is impacting business.	4 business hours Majority of software functions are usable, low impact to business.	1 business day Software is functioning with minor problems.

We deliver award-winning service **every time.**



**FY16 TSIA Industry Certification
for Global Support Excellence**



**FY16 CXPA Customer Experience
Impact Award**



**FY15 Gainsight Award for Innovation
in Customer Success**



**FY17, FY16, FY15, FY14, & FY13 Omega
Awards for Customer Satisfaction**



**FY15 Brandon Hall Award for Best Results
of a Learning Program**



**FY15 Excellence Award for regional
APJ Customer Success Programs**

Optional Support Services

Global Customer Success Support Services Overview

Add to Standard Support: Optional Support Services

Upgrade Support Services

Short-term designated support engineer during upgrade services engagement

Fast track Support Services

Direct access to senior-level CA Support resources

CA Designated Support Engineer

Long-term designated product support engineer assignment

CA Customer Technical Manager

Personal concierge provides coverage of your entire CA solution portfolio

CA Customer Success Manager

Designated resource focused on the CA product family (BU) of your choice

Upgrade Support Services



If you choose to engage with CA Services for your next upgrade, you'll get your own dedicated transition specialist who will help guide every step.

Pre-upgrade

Upgrade

Post-upgrade

Named support advisor provides support throughout the upgrade

Fast Track Support



Train and certify your own employees so they become in-house experts on your CA solutions.

Train

Get the product-specific training, current information on features, installation, configuration, troubleshooting and more.

Get certified

Certification requirements include exams, interviews and, in some cases, hands-on labs.

Enroll

Enroll and you'll be able to ensure your highest priority issues get routed directly to senior support staff.

CA Designated Support Engineer



Go beyond standard maintenance with a designated support engineer who delivers specialized support.

Faster Issue Resolution

Contact your designated support engineer directly.

Increased Productivity

Work with a product support expert that can help you get more done, faster.

Improved ROI

Make the most of your investment with your personal subject matter expert.

CA Customer Technical Manager



Detailed knowledge of your entire CA portfolio to deliver personalized service and help you accelerate your return on investment.

Industry Insights

Assessment of your adoption maturity against industry standards

Improved Adoption

Analysis of current usage and suggestions for increasing business value

Stronger ROI

Positive user experience and helps accelerate your return on investment (ROI)

CA Customer Success Manager



Detailed knowledge of your implementation and provides proactive analysis of usage and problems.

Personalized Onboarding

Product expert works alongside your team during the entire onboarding process.

Priority Queueing

Get priority queueing and initial response to new support cases for a specified number of products.

Differentiated Service

Receive proactive analysis and guidance.



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[@cainc](https://twitter.com/cainc)



slideshare.net/CAinc



linkedin.com/company/ca-technologies

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Learn more: ca.com/caworld