

Go Live mit CA Technologies

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Customer Success Director

26 Mai 2011

agility
made possible™

ca
technologies

Go Live mit CA Technologies



Integrated experience

Kombiniert die Dienstleistung der Service-, Support-, Bildungsabteilung, der Partner und Communities in einen nahtlosen Prozess für Ihren Erfolg

Complete lifecycle approach

Begleitet Sie durch die Installations- und Implementationsphasen ab dem Tag an dem Sie ein neues CA Technologies Produkt gekauft haben

Proactive , continuous monitoring and guidance

Ermöglicht eine kontinuierliche Überwachung der Vorgänge und minimiert Risiken

Agenda

- Entstehung und Entwicklung von *Go Live mit CA Technologies*
- Wo in *CA Support Online* finde ich Informationen zum Programm?
- Die 4 Phasen des Zyklus:
 - *get me started*
 - *set me up*
 - *roll it out*
 - *get more out of it*
- Wie wird ein Projekt registriert?
- Fragen

Entstehung und Entwicklung

— Ursprüngliche Idee:

„Get started quickly, successfully deploy CA technology“

- Supportseitige erhöhte Aufmerksamkeit auf durch von CA Services geleitete Implementierungen und Services-an-Support-Übergabe
- Vertragsabschlüsse, die eine Implementierung und Bedarf für eine solche Aufmerksamkeit vermuten lassen
- von Kunden per CA Support Online registrierter Bedarf für Implementierungs Unterstützung

—

Ausdehnung auf Upgrades:

„Register your implementation or upgrade project to enable CA Technologies to actively monitor and support your progress“

Wo in CA Support Online finde ich Informationen zum Programm?

1/3

CA Support Online - Microsoft Internet Explorer provided by CA

https://support.ca.com/irj/portal/anonymous

File Edit View Favorites Tools Help

CA Support Online

login register MyCA search

products communities & insights services, education & support partners contact

Support > Home Acquired Products Support

Support for Businesses & Partners

community

get me started set me up

customer

get more out of it roll it out

community

Implementing one of our solutions?

Share your plans so we can collaborate for success.

» Learn more here.

CA Support Online Important Notices

Phased Roll Out of New Remote Support Tool
CA Support Welcomes CA Wily Customers
CA Support Welcomes CA 3Tera AppLogic Customers [\[more...\]](#)

Get Support Explore Support Tiers & Offerings View Support Policies and Terms Contact Us

Get Support:

- Patches/Fixes/Published Solutions
- Advanced Search
- CA Product Compatibility Details
- CA Green Books
- Product Documentation
- Latest Threats, Viruses & Spyware
- Support Utilities
- Hardware Appliance Warranties

Find Product News & Support:

- Product Pages
- CA Tech Insider Subscriptions

Find Product Specific Support:

- Mainframe 2.0
- CA ERwin®
- CA ARCServe® Product Family
- CASecuritySolutions

Address Licensing Needs:

- CA Licensing Information
- Licensing Inquiries

Participate in CA Programs:

- Go Live with CA Technologies
- CA's Enhanced Beta Program

New Enterprise Customers: <#>
→ Get Started with CA Support

Advanced Support: <#>
→ Open or view a Case
→ Download Product
→ Hyper Subscriptions

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Wo in *CA Support Online* finde ich Informationen zum Programm?

2/3

Go Live with CA Technologies provides an integrated customer experience for a more agile business.

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, from the time you become a customer throughout all of your CA Technologies experiences:

- Get up and running quickly
- Experience proactive support
- Realize value from your investment by leveraging enhanced programs

Support

- create or manage a project >
- Additional Information
- view the Go Live with CA Technologies brochure > (247 KB PDF)
- view the video >
- Communities
- join a community >

Wo in *CA Support Online* finde ich Informationen zum Programm?

3/3

The screenshot shows the CA Support Online website interface. At the top, there is a navigation bar with the CA Technologies logo and 'CA SUPPORT ONLINE' text. Below this is a search bar and a menu with options like 'products', 'communities & insights', 'services, education & support', 'partners', and 'contact'. The main content area is titled 'Support for Businesses & Partners' and features a carousel of slides. The current slide is titled 'Implementing one of our solutions?' and includes the text 'Share your plans so we can collaborate for success.' and a link 'Learn more here.' which is highlighted by a red arrow. To the right of the carousel is a section for 'CA Support Online Important Notices' with several news items. Below the carousel is a 'Get Support' section with tabs for 'Explore Support Tiers & Offerings', 'View Support Policies and Terms', and 'Contact Us'. This section contains three columns of links: 'Get Support' (including Patches/Fixes, Advanced Search, etc.), 'Find Product News & Support' (including Product Pages, CA Tech Insider, etc.), and 'Address Licensing Needs' (including CA Licensing Information, etc.). On the right side of this section are two promotional boxes: 'New Enterprise Customers' and 'Advanced Support'. The footer contains links for 'about us', 'news', 'events', 'careers', 'rss feeds', 'legal', 'privacy policy', 'sitemap', and a copyright notice for 2011 CA.

Go Live mit CA Technologies: 4 Phasen

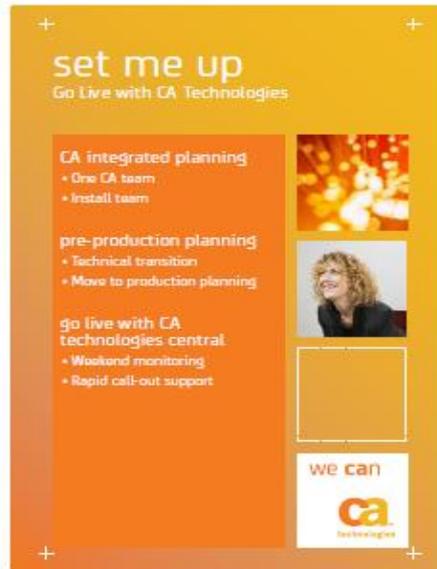
- Willkommen bei CA
- Einladung zu Communities
- Projektstart
- Integrierte Planung mit CA
- Vorproduktive Planung
- Übergabe an den Support
- Spezielle Aufmerksamkeit
- Inbetriebnahme
- Case Überwachung
- 90-tägiger 'Health Watch'
- Zufriedenheitsanalyse
- Distributed Value Program
- Mainframe Value Program
- Beta Programme



get me started
Go Live with CA Technologies

- welcome to CA
 - Personal outreach
 - Program intro
 - Welcome packet
 - Communities invitation
- customer boarding
 - Systems access and training
 - License keys
- project kickoff
 - Online project tracking
 - Move to production calendar

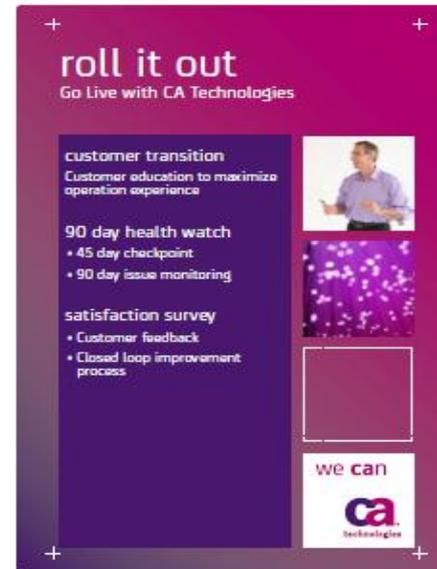
we can
ca technologies



set me up
Go Live with CA Technologies

- CA integrated planning
 - One CA team
 - Install team
- pre-production planning
 - Technical transition
 - Move to production planning
- go live with CA technologies central
 - Weekend monitoring
 - Rapid call-out support

we can
ca technologies



roll it out
Go Live with CA Technologies

- customer transition
 - Customer education to maximize operation experience
- 90 day health watch
 - 45 day checkpoint
 - 90 day issue monitoring
- satisfaction survey
 - Customer feedback
 - Closed loop improvement process

we can
ca technologies



get more out of it
Go Live with CA Technologies

- mainframe value program
 - Discovery session
 - Gap analysis
 - Recommendations and findings
 - Next steps to value
- distributed value program
 - Discovery session
 - Gap analysis
 - Recommendations and findings
 - Next steps to value
- beta program
 - Early software testing
 - Determine value early

we can
ca technologies

Ein komplettes Programm das Sie während aller Projektphasen begleitet.

Mehr Information auf ca.com/go_live.

Die 4 Phasen des Zyklus, Phase 1

1. Get me started

Wissen Sie wie...

- ..Sie starten und was als nächstes zu tun ist?
- ..ein Projekt online aufgesetzt und aktualisiert wird?
- ..Sie einer Community beitreten?

Es folgt...

- ..eine persönliche Begrüßung
- ..eine Aufzeichnung Ihres Projektes anhand jener CA Sie unterstützt
- ..Erfahrungsaustausch in CA Communities mit Anwendern und CA Mitarbeitern



Das Ergebnis?

Ein schneller Start und Ihr Projekt kann beginnen!

Die 4 Phasen des Zyklus, Phase 2

2. Set me up

Wissen Sie wie...

- ..Sie Zugang zu einem Projekt erhalten?
- ..welche Probleme gelöst wurden?
- ..ob Ihr Projektteam in Produktion gehen kann?

Es folgt...

- ..eine Sicht auf Ihr Projekt von einer Stelle aus
- .. ein sanfter Übergang aus der Testphase mit dem Fokus auf den Zeitpunkt an dem Sie in Produktion gehen
- 24x7 Begleitung durch den Support



Das Ergebnis?

Eine kontinuierliche Überwachung Ihres Projektes

Die 4 Phasen des Zyklus, Phase 3

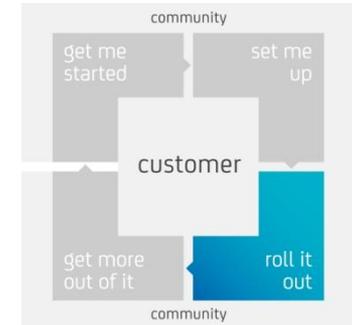
3. Roll it out

Wissen Sie wie...

- .. wie Sie anfängliche Produktionsprobleme vermeiden?
- .. wie Sie Unterstützung für den Übergang in Produktion erhalten?
- .. ob Ihre Mitarbeiter weitere Schulung benötigen?

Es folgt...

- .. der Vorteil einer Begleitung seitens CA in einem Zeitraum von 90 Tagen nachdem Sie in Produktion gegangen sind
- .. schnelle Unterstützung durch den Support bei Produktions Problemen
- .. eine Prüfung welche Schulungen für Ihre Mitarbeiter speziell für den Einsatz der CA-Lösung notwendig sind



Das Ergebnis?

Ein erfolgreicher Projektabschluss!

Die 4 Phasen des Zyklus, Phase 4

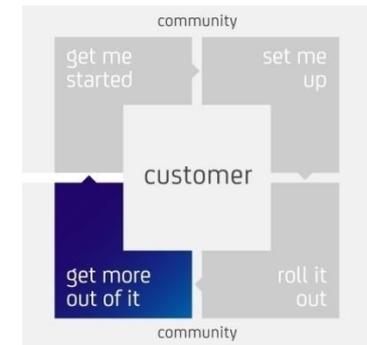
4. Get more out of it

Wissen Sie wie...

- ..ob Sie alle Funktionen der eingesetzten Lösung nutzen?
- .. wie Sie zukünftige Software Versionen sinnvoll einsetzen?

Es folgt...

- .. das Angebot einer Analyse wie Sie die eingesetzte Software auf Ihre Belange optimiert anwenden können.



Das Ergebnis?

Eine Implementation die mit dem größtmöglichen Nutzen für Sie erfolgt!

Wie wird ein Projekt registriert?

- Für einige Regionen werden automatisch Projekte erstellt sobald ein neues Produkt verkauft und in der Datenbank eingetragen wird.
- Sofern dies stattfindet wird sich ein CA Mitarbeiter bei Ihnen melden und Sie informieren.

- **Wie registriere ich ein Go-Live bei CA Technologies ?**
- → Anmeldung an CA Support Online
- → Registrierung auf Go Live with CA Technologies Project Management auf der linken Seite des CA Support Online Menues
- → ‚Register your project*‘

... siehe folgende Seiten

Wie wird ein Projekt registriert?

Login - CA Technologies - Microsoft Internet Explorer provided by CA

https://www.ca.com/us/register/login.aspx?returnURL=https://support.ca.com/irj/portal/anonymous

login register MyCA united states - english search

products communities & insights services, education & support partners contact

Login

* An asterisk indicates a required field

* Email Address:

* Password:

case-sensitive

[Forgot Your Password?](#)

Not a member yet? Register Now

Becoming a registered user gives you convenient access to CA product information, CA Support, CA Education, CA Communities and a personalized MyCA home page.

If your current password is not being accepted, please use your CA Support Online password or click on "Forgot Your Password" to reset your password.

[Help with Registration/Login](#)

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Wie wird ein Projekt registriert?

CA Support Online - Microsoft Internet Explorer provided by CA

https://support.ca.com/irj/portal

File Edit View Favorites Tools Help

CA Support Online

Hi DIRK log out update profile MyCA search

products communities & insights services, education & support partners contact

CA technologies
CA SUPPORT ONLINE

Site ID: 105246_CA TECHNOLOGIES Site Profile | My Account | My Download Cart | Recently Viewed | Bookmarks

Support > Home

Support

- 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
- Contact and Resources

Important Notices Vulnerability Alerts News & Announcements FAQ

- NEW! Phased Roll Out of New Remote Support Tool
- NEW! CA Support Welcomes CA Wily Customers
- NEW! CA Support Welcomes CA 3Tera AppLogic Customers
- Update on NetQoS Hardware Appliances and Hardware Support
- CA Support Online Outage Schedule
- View All

Security Advisor

Protect your organization with real-time spyware, virus and vulnerability alerts.

- View latest threats
- Receive threat advisories
- Install threat dashboard
- Scan for viruses

Additional Support Sites

- Home/Home Office Products
- Arcot Systems Products
- Hyperformix Products
- Nimsoft Products

Support By Product

Find Product specific News, Documentation, Release Notes, Downloads, Most Recent Knowledge Base Articles, and more.

Select a Product page: Don't see your product name below?

Enter a Product Name here or select from the drop-down list.

Product Specific Support:

- Mainframe 2.0
- CA ERwin®
- CA ARCserve® Backup
- CA ARCserve® D2D
- CA ARCserve® RHA (formerly CA XOssoft™)
- CA Access Control
- CA Identity Manager

My Open Cases

No open cases found.

Search by Case # View Open Cases: Mine | All

Go New case: Open a Case

CA Programs

CA's Enhanced Beta Program

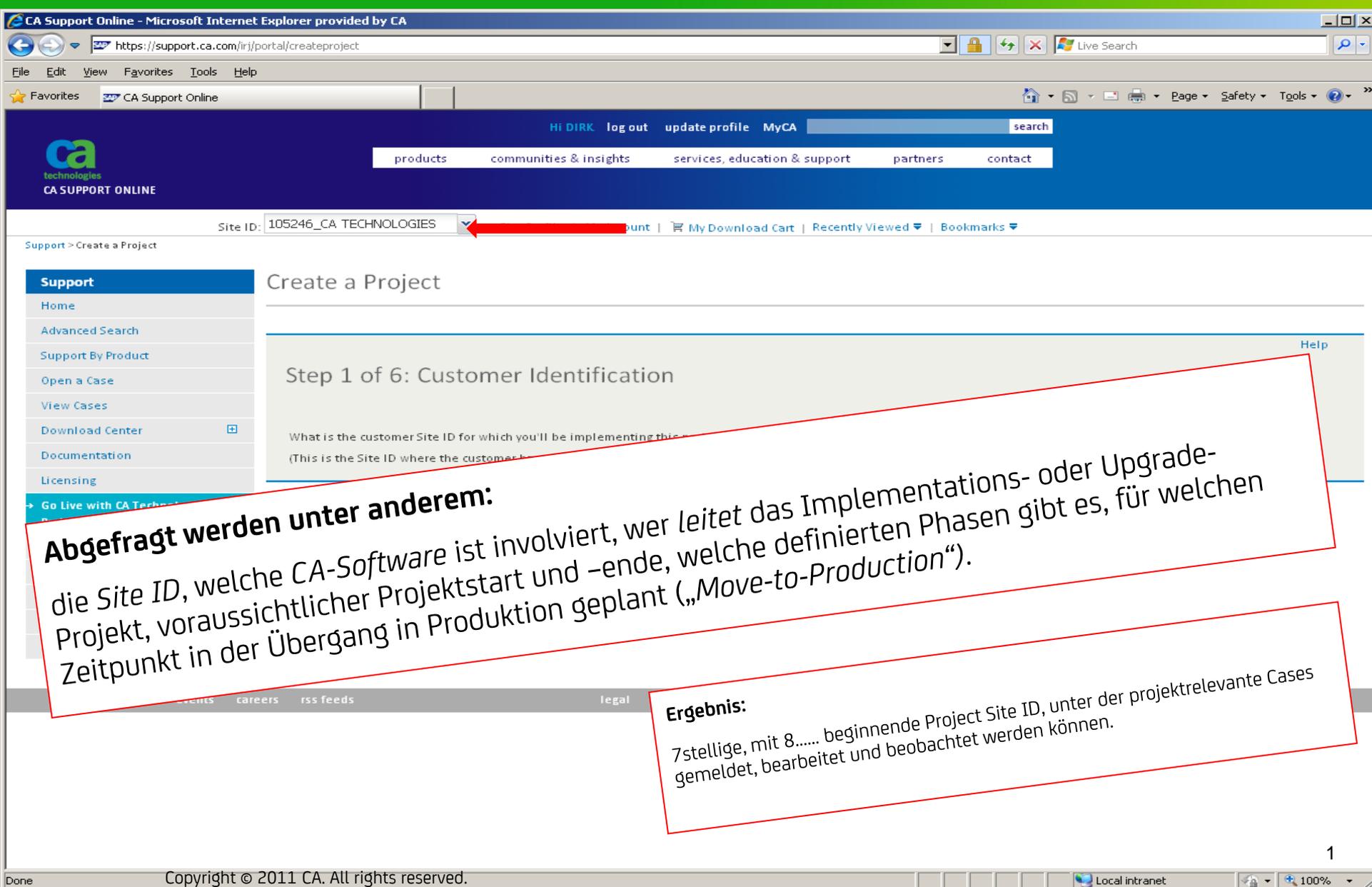
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3

Wie wird ein Projekt registriert?

The screenshot shows the CA Support Online website interface. The browser title is "CA Support Online - Microsoft Internet Explorer provided by CA". The URL is "https://support.ca.com/irj/portal?NavigationTarget=navurl://812359efd9776be748c8f847f02e1381". The page header includes the CA Technologies logo and navigation links like "products", "communities & insights", "services, education & support", "partners", and "contact". The main content area is titled "Go Live with CA Technologies Project Management". A red box highlights the "Create a Project" link. Below this, there are links for "Join a Project" and "Learn how to create a project Site ID, access and update a project, and prepare for the move to production event". A search bar is visible with "Active" selected. A table with columns for Project #, Project Name, Description, Customer Site ID, Customer Name, Start Date, End Date, Project Status, View/Edit, and Top Project is shown, but it is currently empty. The footer contains links for "about us", "news", "events", "careers", "rss feeds", "legal", "privacy policy", "sitemap", and "Copyright © 2011 CA. All rights reserved."

Wie wird ein Projekt registriert?



Ein Teil der Crew ...



Noa Drach,
Team Lead, Software
Engineering

Ilan Kleinberger,
Sr Software Engineer

Eyal Kama, Principal
Sustaining Engineer

Wissam Khalili,
Sr Support Engineer

OBLICORE

Dorit Deddi,
Sr Principal Product
Manager

Justin Meins,
Support Delivery
Manager

Oliver Akinrele,
Sr Director, Software
Engineering

Peter Maes,
Services Architect

THANK YOU!

& and have a great day 😊

CA Business Critical Support (BCS)

standard technical support

BCS may be expanded by:

BCS PREMIER

- + Onsite Support
- + Consulting Assistance
- + Stored Customer Image

BCS PLUS

- + Designated Engineer
- + Priority Response Level Objectives
- + Upgrade Planning
- + Maintenance Health Checks

CA Extended Support

- when a release is end-of-service