CA Oblicore Support

Justin Meins

Jean-Sebastien Cuche

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Agenda

— CA Business Critical Support

— Support Online

— GoToAssist

— Requesting an Enhancement

— Non-Support issues

— Escalating an issue

— Customer Satisfaction

On the call today

— Old EMEA Cloud Support Manager:

  Justin Meins

  (UK)

— New EMEA Cloud Support Manager:

  Jean-Sebastien Cuche

  (France)

— Sr Support Engineer:

  Avi Joshua

  (Israel)

CA Business Critical Support (BCS)
standard technical support

Standard Business Critical Support gives you:

— Access to CA Support Online for self-service and case management

— Implementation and upgrade project monitoring and support

— 24x7 telephone support for Severity 1 cases

— Direct phone support during regular business hours

— Product release, version and certification updates

— Product fixes and alerts for high impact problems and fixes

— Troubleshooting

— Multi-platform and product integration support

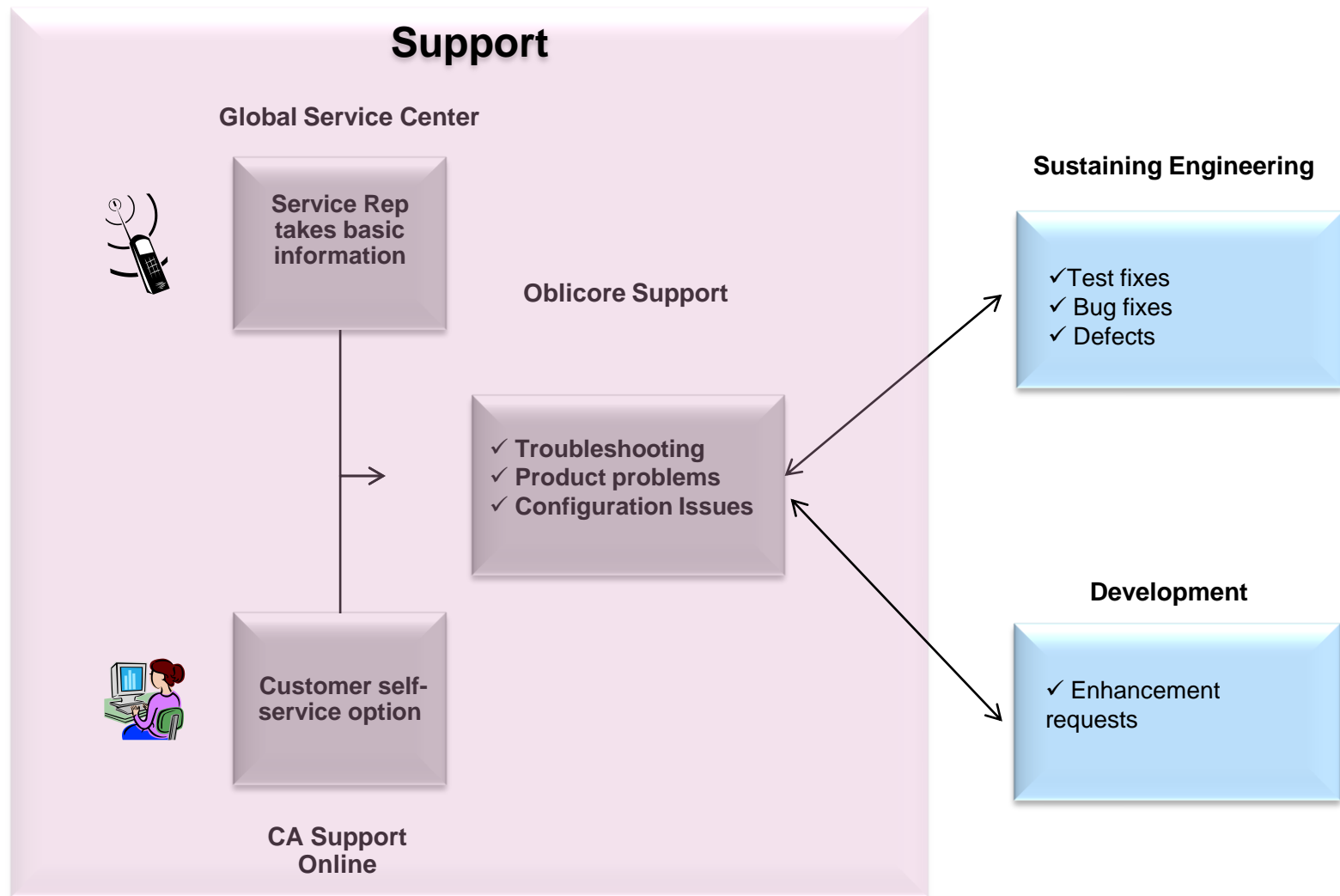— Access to knowledge documents, CA Green Books, product compatibility information, and Go Live with CA Technologies

Contact CA Support

— support.ca.com

— Call 0180 22 3361 – option 2

— Open 24x7

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Setting the right severity level

SEVERITY LEVEL	CA BCS RESPONSE TIME OBJECTIVE	SERVICE LEVEL DESCRIPTIONS
1	1 Hour	"System Down" or product inoperative condition impacting a production environment. **NOTE:** Log Severity 1 cases using the phone. Online submissions may not achieve the response time objective.
2	2 Business Hours	High-impact business condition possibly endangering a production environment. The software may operate but is severely restricted.
3	4 Business Hours	Low-impact business condition with a majority of software functions still usable. However, some circumvention may be required to provide service.
4	1 Business Day	Minor problem or question that does not affect the software function.

Oblicore Support Issue Flow

Support

Global Service Center

Service Rep takes basic information

Oblicore Support

✓ **Troubleshooting**
✓ **Product problems**
✓ **Configuration Issues**

Customer self-service option

CA Support Online

Sustaining Engineering

✓Test fixes
✓ Bug fixes
✓ Defects

Development

✓ Enhancement requests

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CA Support Online

- Online access — 24x7 availability

- Open, track, update, change priority and close cases

- Fix download

- Product and documentation downloads

- Technical newsgroups and discussion forums

- MyCA

- Knowledge Base

- Search capabilities and relevancy ranking

- Bookmark content

- New site profile enhancement

- Security authentication and automated password reset

- GoLive

CA Support: Easy Access. Trusted Advice. Always On.

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Site ID: ████████_CA TECHNOLOGIES   Site Profile | My Account | 🛒 My Download Cart | Recently Viewed ⇩ | Bookmarks ⇩

Support >Support By Product

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   ⊞

CA Oblicore

Boo

Select a Product page:

CA Oblicore ▼

⁎ News | ⁎ Bookshelves | ⁎ Knowledge Base Updates | ⁎ Recommended Reading

⁎ Product Status | ⁎ Downloads | ⁎ Compatibilities |

Product News

Date	Title
02/01/2011	End of Service Announcement for CA Oblicore Guarantee 5.x
07/13/2010	Welcome to CA Support Online

↑ Jump to Top

Documentation Bookshelves
If you do not see your product documentation here, see Find Other Product Documentation on
the Documentation page.

Search Support

Search for:

This Product ▼

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Related Education

Get award-winning training for
award-winning CA products.

· Find a course

Related Products

No information currently availa

CA Programs

CA's Enhanced Beta Program
Test new and innovative soluti

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join a CA Community today

Communities are run by members and focused on products within the CA Technologies portfolio.

Global User Communities
— Interact virtually via conference calls, webcasts, message boards, blogs and chat
— Provide input into product direction via community 'ideation' message boards
— CA speakers and member presentations

Regional Communities
— Face to face regional meetings for sharing knowledge as well as access to message boards, blogs and chat
— Peer to peer networking
— CA speakers and user case studies

MyCA
— Register and create your MyCA personalized profile
— MyCA is the online community environment

Join the discussion at www.ca.com/communities

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Go Live with CA Technologies

community

get me started

set me up

customer

get more out of it

roll it out

community

Integrated experience combining services, support, education, partners and communities in a seamless process focused on your success

Complete lifecycle approach from the day you become a customer through all of your touch-points with CA

Proactive , continuous monitoring and guidance to enable solution success during and after deployment

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GoToAssist Features

– Two-Way Screen Sharing

– Remote Control

– Multi-Session

– File Transfer

– In-Session Chat

– Remote Diagnostics

– Reboot / Reconnect

– Multi-Monitor Navigation

– Log-In as Administrator

Requesting an enhancement
we value your input

— Enter product enhancement requests (the same as entering a support case)

  — A case number is assigned for future reference

  — Related problem case(s) will be closed and reference the enhancement request case number

— CA Product Management systematically reviews Enhancement Requests and defines status as

  — Accepted, Rejected or Wish List

— Enhancement Requests are voted upon by the CA Global User Community

— You are notified of the status of your Enhancement Request from the CA Product team

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What CA Support does NOT provide

— On-site support

— Consulting services

— Assistance with system design

— Product training

— Support for unsupported CA products are not provided.

— Technical Support does not provide assistance with implementation specific exercises, including

  – Training

  – Education

  – Business use implementation guidance

  – best practices

  – installation/upgrade of any non-subscription based third party application.

— CA support **does not** support customizations

Escalating an issue

— Your Satisfaction is Important

    – Defined Escalation Process

    – Dedicated Global Escalation Management Teams

        ▪ Focused on quick resolutions

        ▪ Monitor escalations and coordinate CA teams

        ▪ Assigned contact to manage your escalation to resolution

— If Support Service Expectations Are Not Met:

1. Call CA Support
2. Request to speak to a CA Support manager.

   You are transferred directly to or queued for a callback by the first available CA Support Manager.

1. Update your case on CA Support Online.
2. Request a callback or email update from a CA Support Manager.

   Your update is queued directly to a CA Support Manager.

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Customer Satisfaction is key

— CA Support's only Target is your Customer Satisfaction

— CA Support engineers are increasingly more self managing & self empowered, so they have the autonomy to provide the best service they can

— CA support are constantly creating new initiatives to constantly improve & our vision is to provide the best service in the IT industry

— We strongly encourage all customers/partners to complete surveys

— The surveys directly impact how we provide run & improve the service

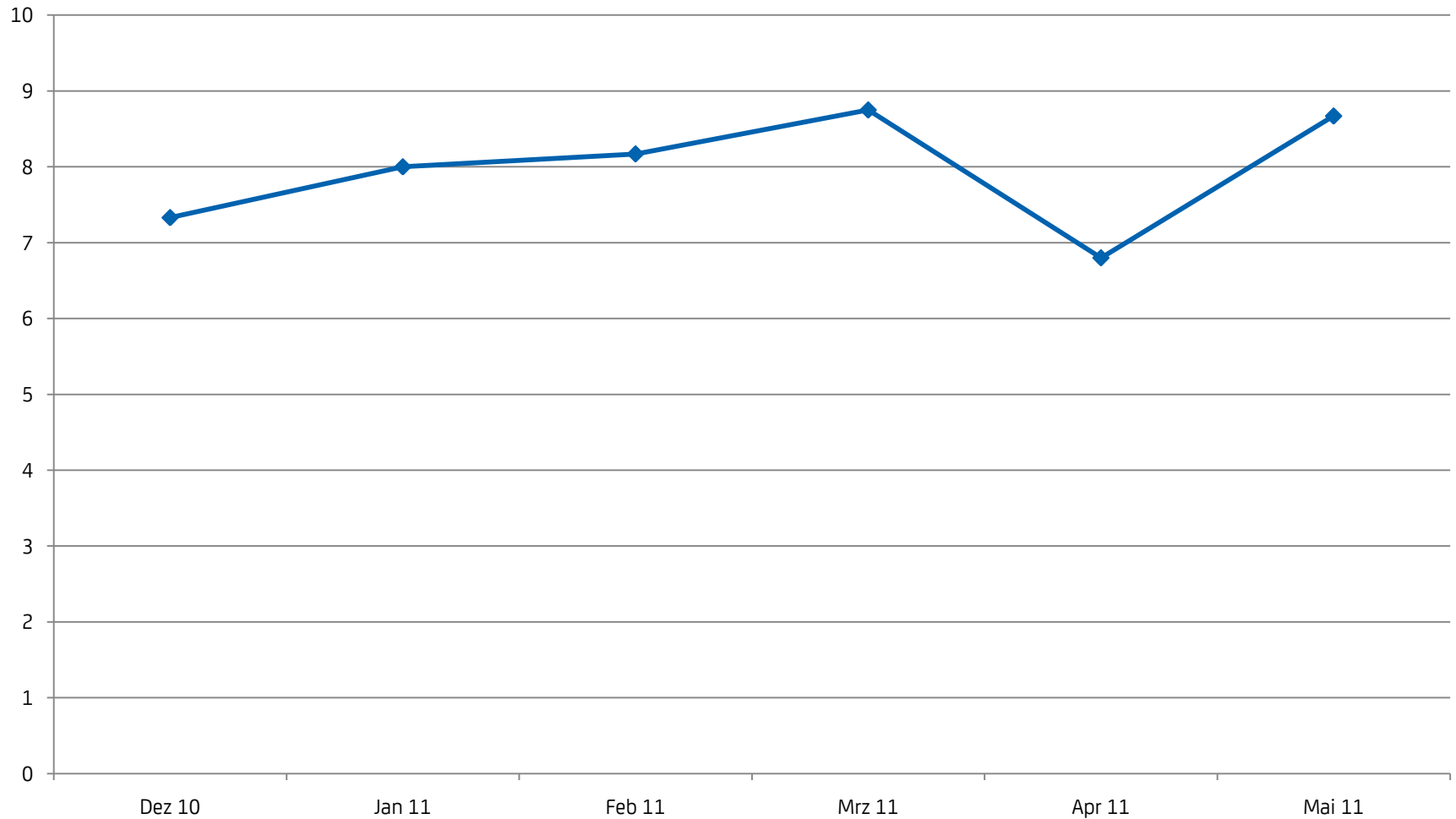— If you have any further feedback or Suggestions please email Jean-Sebastien (Jean-Sebastien.Cuche@ca.com)

CA Support Customer Satisfaction

CA Support Customer Satisfaction
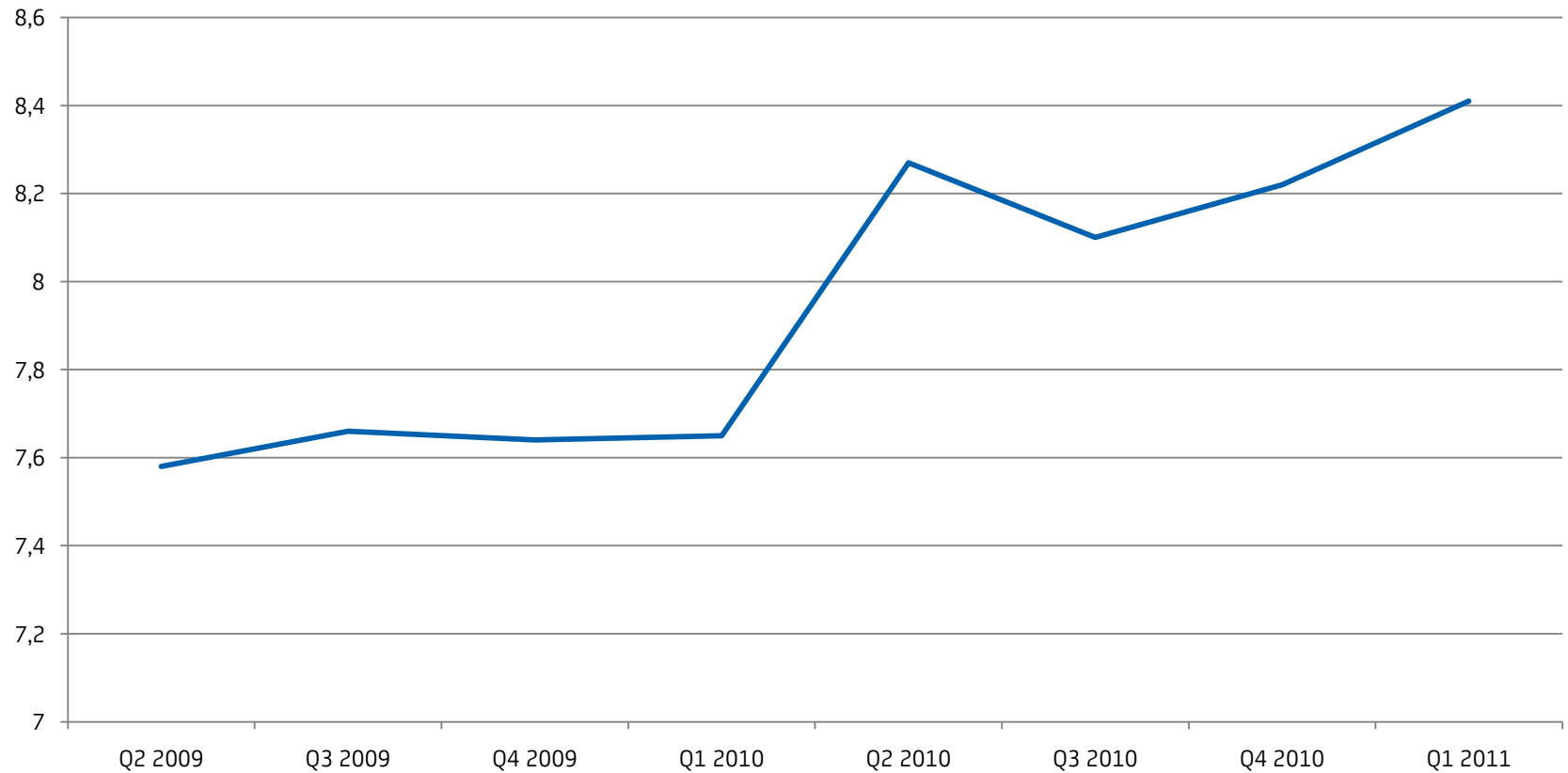
Oblicore Support Customer Satisfaction

Oblicore: Customer Satisfaction
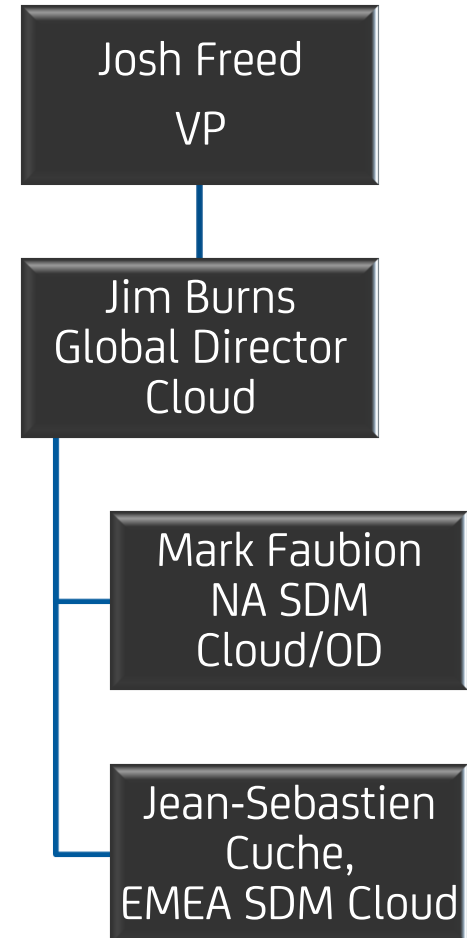
Support Management Contact Details

— **Jean-Sebastien Cuche**

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EMEA Cloud Support Delivery Manager

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Questions?

thank you!