CA SaaS & Service Level Management Business Case

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Business Challenge:

- CA has a diverse SaaS Portfolio: Many Solutions with unique functions.

- Our SLAs vary by Solution and in some cases by Customer

- The Customers' requirements are getting more detailed: Customers want and care more about performance and not simply availability.

- We needed to find a way to monitor and report on all of our Solutions working with multiple monitoring systems.

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Business Requirements:

- Single Source of Truth: SLA metrics need to be in a combined so that reporting can be generated from a Single repository.

- Compliance & Audit requirement: Multiple Monitoring Sources

- Simple Report Generation, Increase quality and reduce cost: Move from manual creation of monthly SLAs to automated, paving the way to SCALE for More customers , more services and customer demand for performance SLAs and detailed reporting.

- Data Editor: Correct and add comments for acts of force majeure within SLA Reports prior to distribution.

- Multiple user personas by same system: Produce secondary and tertiary reports for metrics like breach reports for Customer Support, financial impact of missed SLAs, and obligation reporting.

- Scalable Dashboards for Executives, Business Service Owners and Customers

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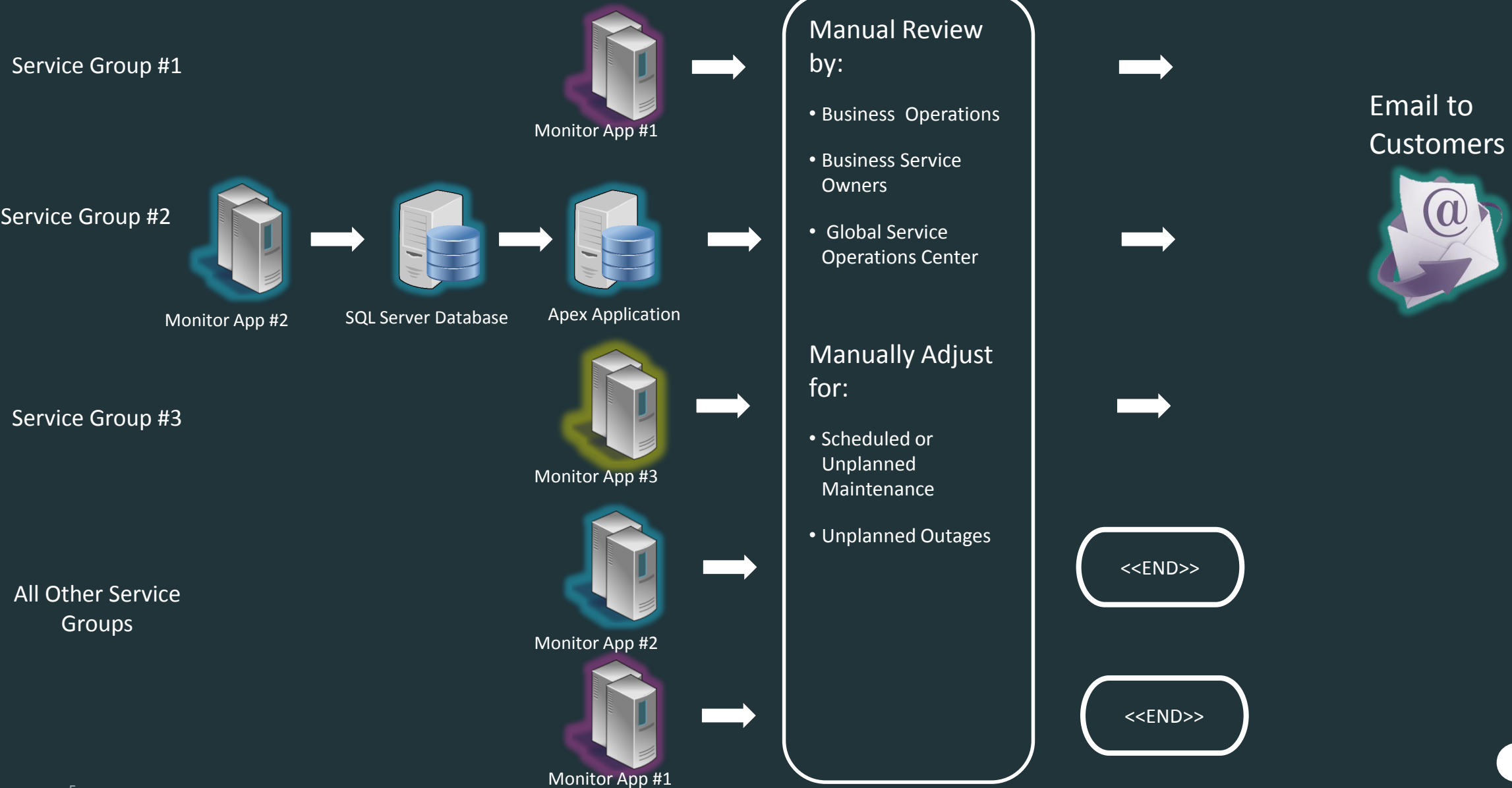technologies

Useable Today and Scalable for the Future

	Today	Future
Available SaaS Services	15	30+
SaaS Seats	~19,000	∞
Services with Customer SLA Reports	5	30+
Customer Reports Produced	~400	1000+
Obligations Tracked per Contract	2	20+
Scheduled Maintenance	Manually adjusted	Auto scheduling
Trust Site Announcements	Manually Populated	Auto Populated
VIP & Private Trust site	Simple availability Graph	Interactive Customer Dashboard
Executive Reports	Manual	Enhanced Executive Dashboard

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SLA Reporting Current State

Data Source

Manual Effort

Output

Service Group #1

Monitor App #1

Service Group #2

Monitor App #2   SQL Server Database   Apex Application

Service Group #3

Monitor App #3

All Other Service Groups

Monitor App #2

Monitor App #1

Manual Review by:

- Business Operations
- Business Service Owners
- Global Service Operations Center

Manually Adjust for:

- Scheduled or Unplanned Maintenance
- Unplanned Outages

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Email to Customers

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Executive Reporting Current State

Data Source

Monitor App

Spread Sheets

Network Folders

SharePoint

eMail

Manual Effort

Manual Process by Business Services to Produce:

- Multiple data sources
- Spreadsheets
- Graphs
- Dashboard
- PowerPoint
- Requires days to produce
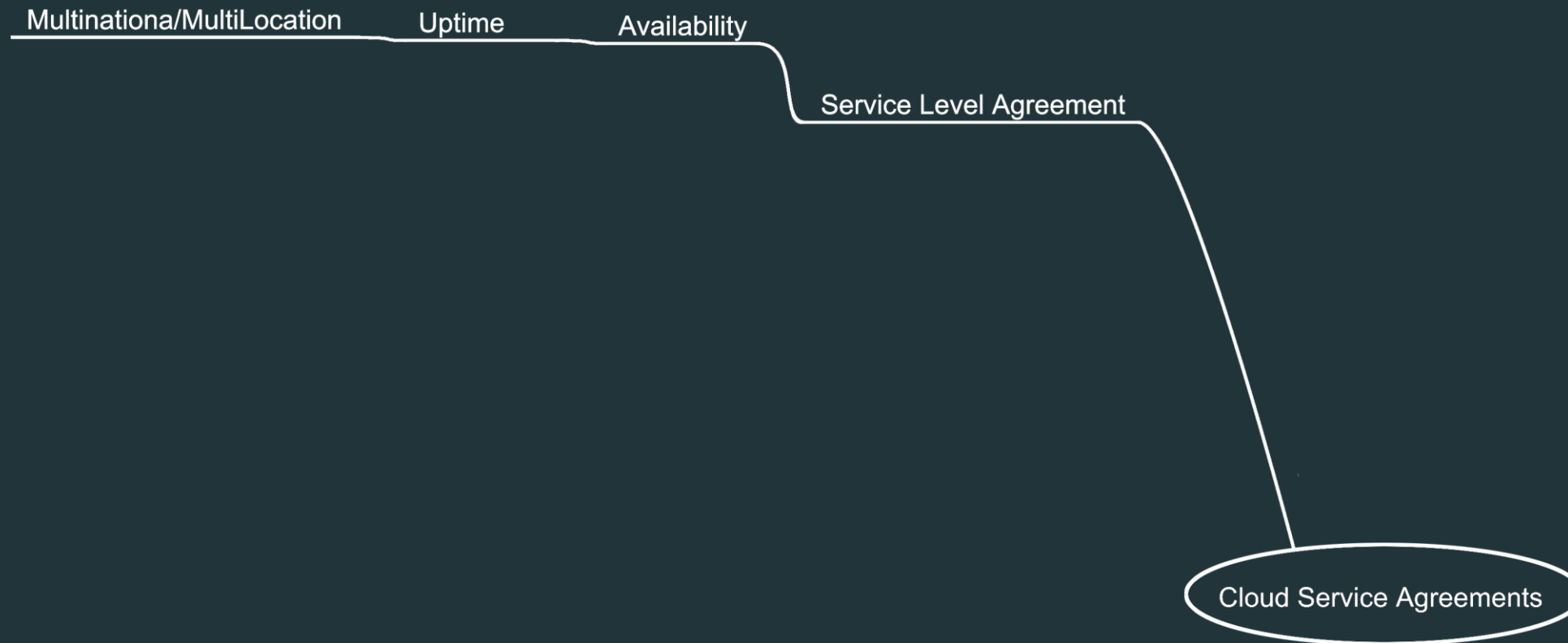- Does not include all services

Output

PowerPoint Emailed to Executives

PDF placed on SharePoint

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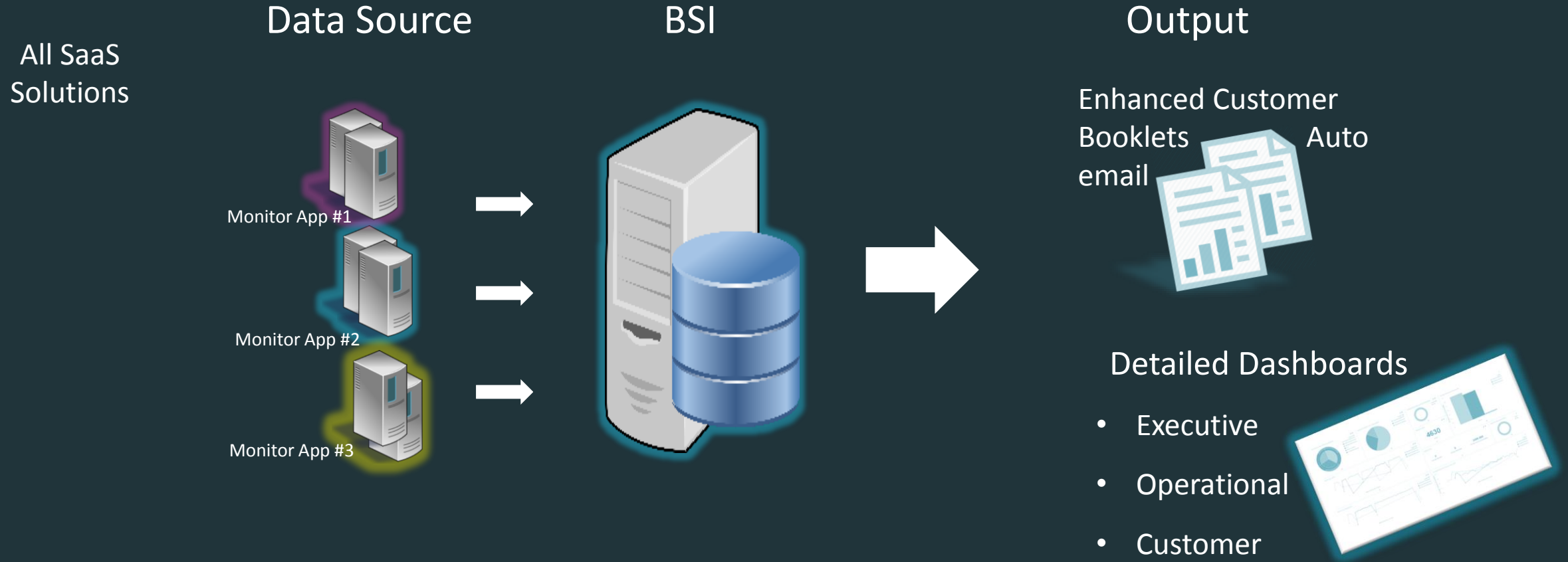
Current Service Level Obligation Reporting

Multinationa/MultiLocation   Uptime   Availability

Service Level Agreement

Cloud Service Agreements

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Potential of Service Level Obligation Reporting Using BSI

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Service Level Reporting with BSI

Data Source

BSI

Output

All SaaS Solutions

Monitor App #1

Monitor App #2

Monitor App #3

Enhanced Customer Booklets   Auto email

Detailed Dashboards

- Executive

- Operational

- Customer

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Thank you