

CA Clarity PPM User Group Iberia

jueves, 24 de enero de 2013

agility
made possible™

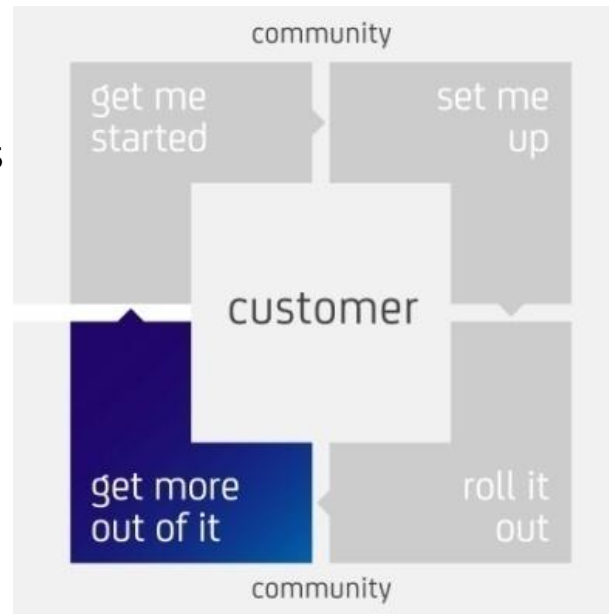


Hoy veremos ...

- CA Customer Value Program (CVP)
- Información y Documentación CA Clarity PPM
- Repaso Objetivos alcanzados 2.012
- Nuevos Retos para 2.013
- Renovación Cargos Grupo
- Próxima reunión Grupo Usuarios
- Q&A

A complete set of programs and activities across all stages of your lifecycle

- Welcome to CA Technologies
- Invitation to Communities
- Project kickoff
- Customer Value Program
- Online Solution Assessment
- Customer Value Analysis
- Software Rationalization



- CA Integrated planning
- Pre-production planning
- Transition to Support
- Go Live with CA Technologies Central
- Proactive issue monitoring
- 45 day health watch



ONLINE SOLUTION ASSESSMENT

Assess your current product usage with powerful online tools

VALUE PROGRAMS

Maximize the power of the software you are currently using

VALUE ANALYSIS

Helping you determine the real ROI before and after you buy

**Maximize the
Value You Receive
From CA
Technologies**



**Reduce Overall
Costs &
Increase Efficiency**

SOFTWARE RATIONALIZATION

Save money, reduce complexity and increase capability through consolidation & standardization

**Promote Your
Organization &
Build Your Network**

RELATIONSHIP PROGRAMS

Providing you with opportunities for publicity and networking

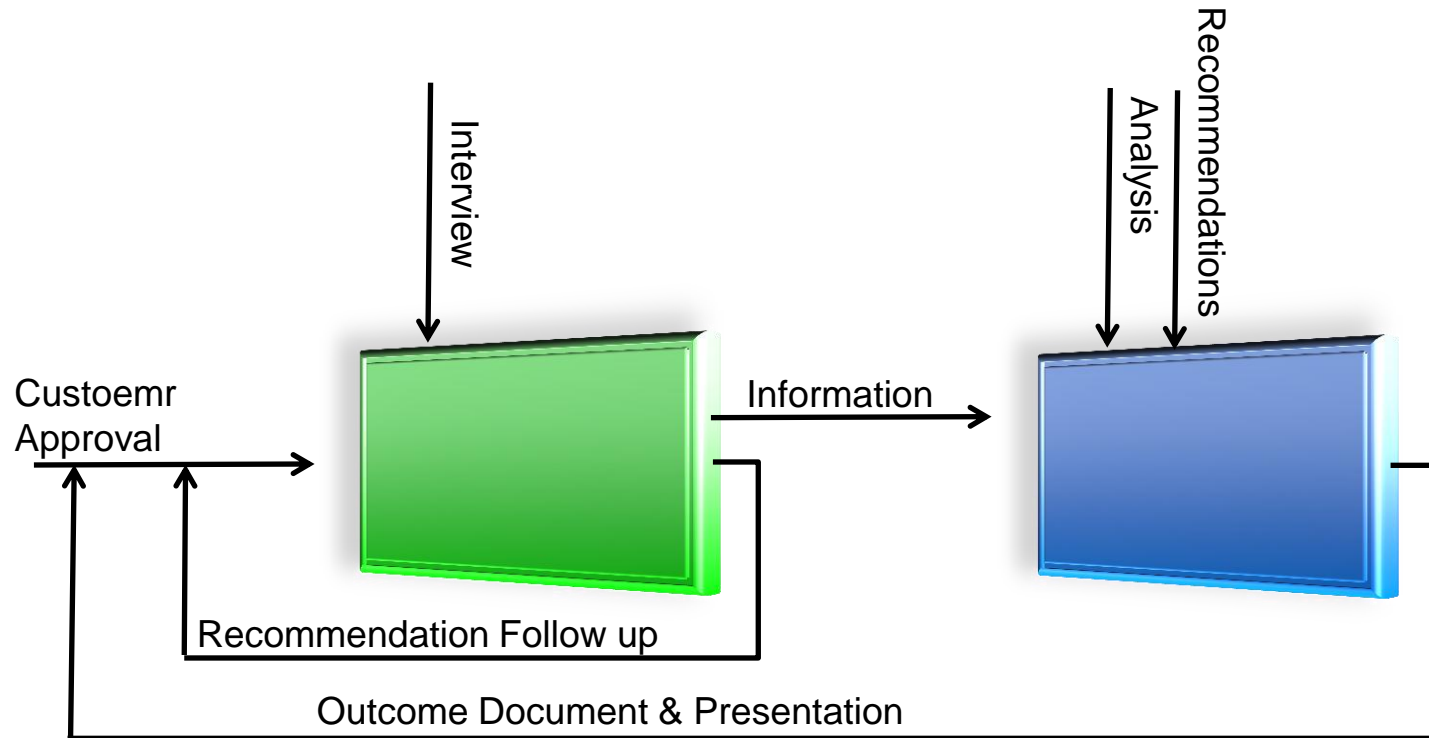


Value for the Customers

- Help our Customers get additional Value & Benefit out of the solutions they already own
 - ✓ Identification of area's for potential Cost Savings
 - ✓ Productivity and Performance Improvements
 - ✓ Apply industry Best Practices
- Leverage existing technology to align to your Business & IT Goals
- Enhance the CA/Customer Relationship & Partnership



Free of cost, our interest is the Customers Interest.



Customer Resources:

- ✓ Session: 1/2 morning / Product for the Interview
- ✓ 1 hour: For Outcome presentation
- ✓ Follow up: Recommendation implementation

CA Resources:

- ✓ 1 Session 1/2 morning / Product for the Interview
- ✓ 1 or 2 weeks for document creation
- ✓ 1 hour: For outcome presentation
- ✓ Follow up: Recommendation implementation



Contents



PROGRAM OVERVIEW	3
EXECUTIVE SUMMARY	4
Industry Overview	4
Business Initiatives	5
IT Initiatives	7
General Findings	8
Did You Know?	9
OPERATIONAL SUMMARY	10
Environment Overview	10
Recommendations Summary	11
TECHNICAL RECOMMENDATIONS	12
Section 1: Key Findings and Recommendations	13
Section 2: Additional Product-Related Recommendations	22
CA SERVICES AND CA EDUCATION	24
ACTION ITEMS	25
APPENDIX	28
Licensed Products	28
Support Statistics	28
Contacts	29
Company Contacts	30
CA Technologies Contacts	30



AGENDA

- Introduction
- Customer Value Program: Objective
- Recommendation Review
- Next Steps - Follow up



+ 1500 exercises

Recommendations for > 86% of cases

41% - Important Features

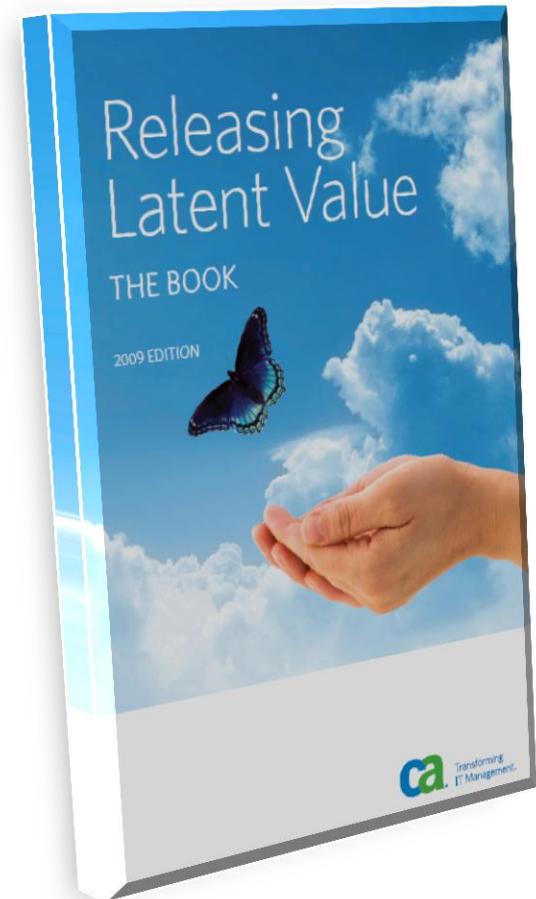
18% - Release Update

59% - New Options to Test

29% - Potential Replacements

33% - Service Proposal

41% - Education Proposal





We will ask you to become a reference client



Service Portfolio Management – North America



Service Desk Manager,
Service Catalog



Clarity,
Grants Management



Service Desk Manager,



Clarity PPM



Clarity PPM,
Service Desk Manager



Clarity On Demand



Entire SPM Suite



Service Desk Manager,
Service Catalog



Clarity PPM



Service Desk Manager



Business Service Insight



Clarity PPM



Clarity On Demand



Clarity



Clarity PPM



Service Portfolio Management – EMEA

DEBENHAMS

UK
Clarity,
Service Desk Manager

T26 TECHNOLOGY

Denmark
Service Desk Manager

TESCO

UK
ecoGovernance



Denmark
Clarity

PL.2012

Poland
Clarity

LOGICALIS
Business and technology working as one

UK
ecoMeter



BAKER TILLY
UK
Service Desk Manager

FINANSBANK

Turkey
Clarity

AVIS

UK
Clarity



Portugal
BSI

ERSTE

Austria & Czech Republic
Service Desk Manager

Capgemini
CONSULTING. TECHNOLOGY. OUTSOURCING

UK & France
ecoGovernance, Clarity

logica
So brilliant together

Portugal
BSI

PHILIPS

Italy
Clarity



Saipem

Italy
Clarity

Sol Melid

Spain
Clarity

Nordea

Denmark
Clarity

**TELEKOM
AUSTRIA
GROUP**

Austria
Clarity PPM



Lufthansa Systems

Germany
BSI



Global Blue
Switzerland
Clarity

s.Oliver

Germany
Service Desk Manager,
Service Catalog, ITPAM



Service Portfolio Management – Latin America



Bancolombia
Qui tan alto quieres llegar?

Colombia

Unicenter Service Desk,
USD Knowledge Tools,
Service Mgmt Assure, USM Catalog,
USM Accounting, USM Meter,
Clarity PPM



Colombia

Unicenter Service Desk,
USD Knowledge Tools,
Service Mgmt Assure, USM Catalog,
USM Accounting, USM Meter,
Clarity PPM



Brazil

Clarity On Demand



Brazil

APM, Infrastructure Management,
Service Desk Manager



Chile

Service Desk Manager



Chile

Business Service Insight



Brazil

CA Clarity PPM



Brazil

CA Clarity PPM



Brazil

Business Service Insight



Brazil

Service Desk Manager,
Clarity PPM



Brazil

Clarity On Demand



Service Portfolio Management – APJ



Service Desk Manager



Service Desk Manager



Clarity PPM



Clarity PPM



Client Automation, NSM,
Service Desk Manager



Clarity On Demand



Clarity PPM



Clarity PPM



Service Desk Manager

Hoy veremos ...

- CA Customer Value Program (CVP)
- Información y Documentación CA Clarity PPM
- Repaso Objetivos alcanzados 2.012
- Nuevos Retos para 2.013
- Renovación Cargos Grupo
- Próxima reunión Grupo Usuarios
- Q&A

thank you