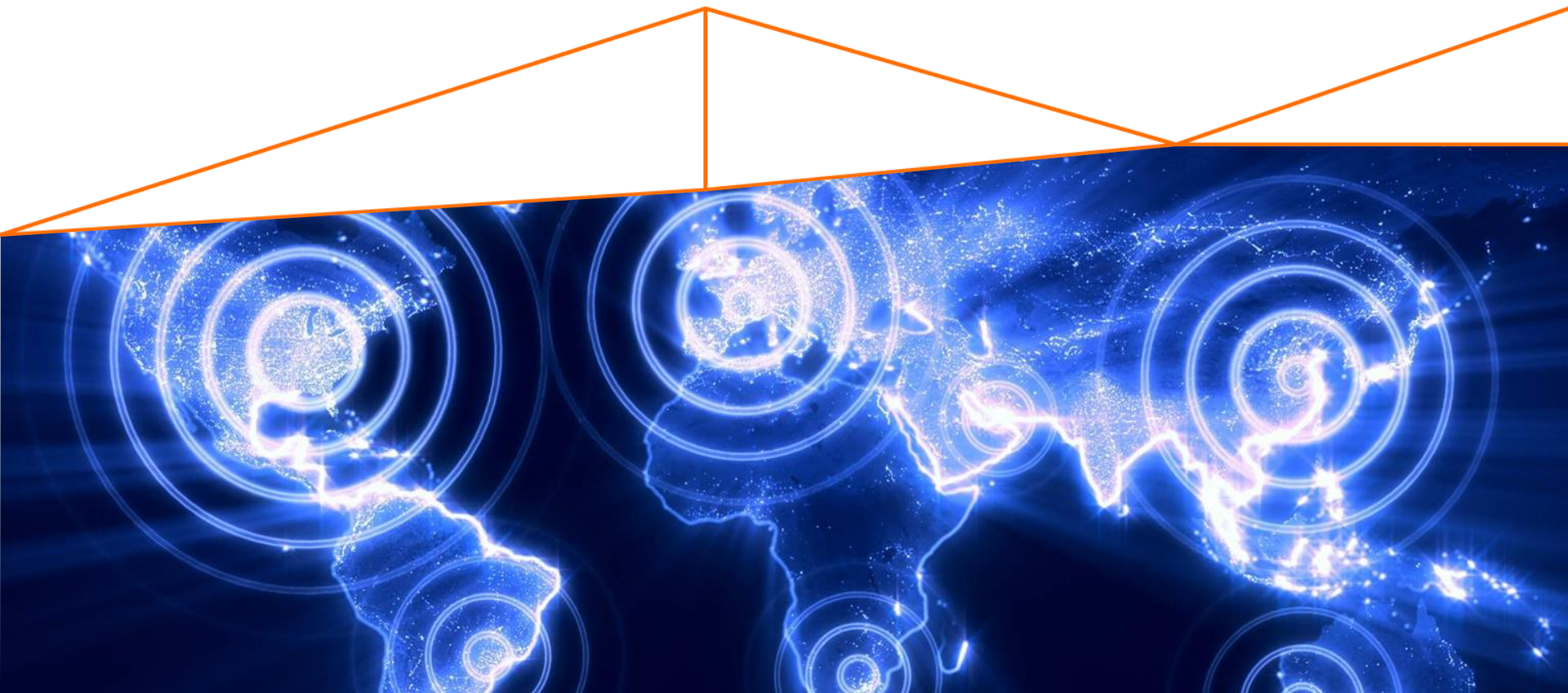


CA USER FORUM IN SANDVIKEN

SEPTEMBER 12TH 2015



CA USER FORUM IN SANDVIKEN

SEPTEMBER 12TH 2015

- Short presentation of Sandvik/Sandvik IT
- Current Situation
 - Versions
 - Upgrade project
 - Service Integrator
- Integration Bridge with IBM
- Global Web Shop
- CA SDM
- CA ITAM
- CAPA
- CA Accounting for Invoicing



CA USER FORUM IN SANDVIKEN SANDVIK

47,000
EMPLOYEES

89 BILLION
SEK
INVOICED
SALES

60
R&D CENTERS
GLOBALLY

WE OPERATE IN OVER

130
COUNTRIES
AROUND THE GLOBE

3 BILLION SEK
INTO R&D
EACH YEAR

8,000
ACTIVE PATENTS



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SANDVIK IT

We support Sandvik wherever needed

Sandvik IT Services has approximately 900 employees, 500 of which are located in Sweden. Our coworkers can also be found in, for example, the US, Australia, Germany, South Africa, China and Russia. We are present in all major Sandvik countries and have coworkers in approximately 40 countries.

Our mission is to identify and understand business needs to deliver suitable and cost efficient IT solutions that add value to the Sandvik business and IT consumers in transformation and daily operations.



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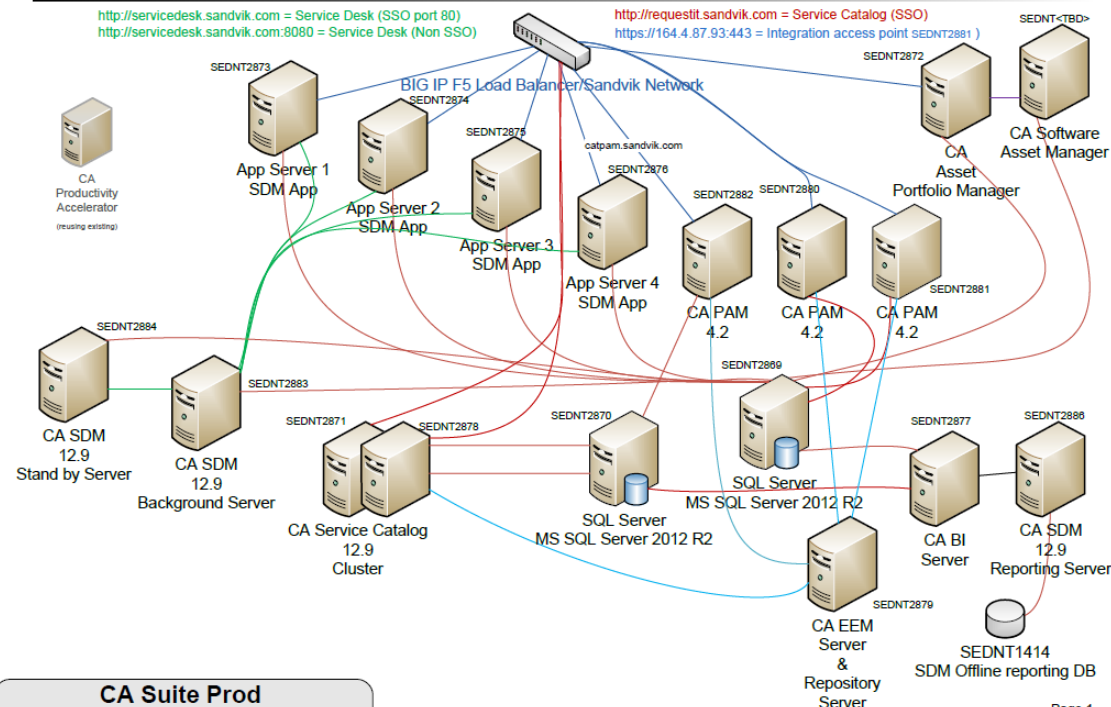
CURRENT VERSIONS

- CA SDM 12.6----12.9
- CA SM 12.8-----12.9
- CA PAM 3.1-----4.2
- CA PA R11-----12
- CA BI 3.1-----4.2
- CA ITAM 14.1

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CA SUITE UPGRADE PROJECT 2015

CA Suite 12.9 – Production Environment – 2015 Sandvik



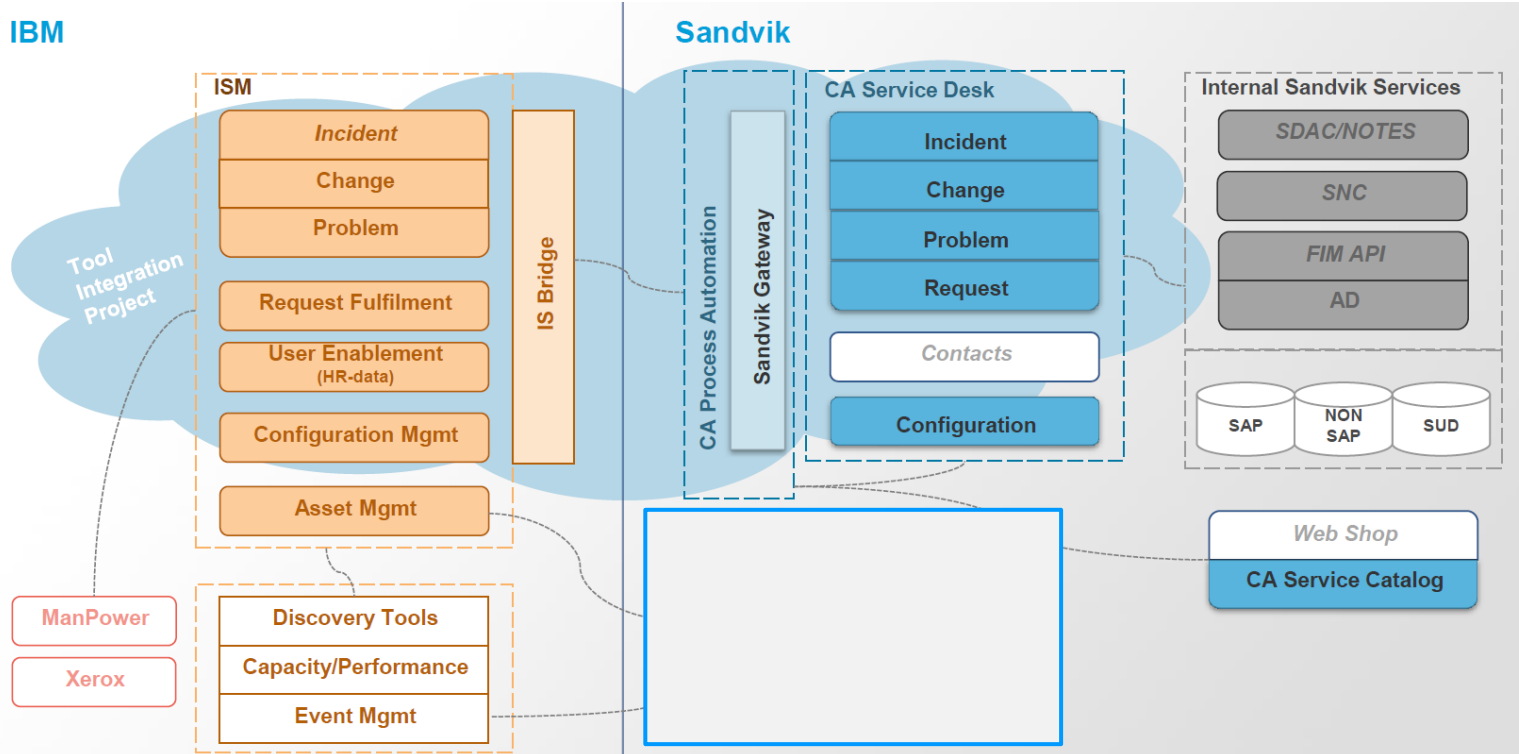
CA USER FORUM IN SANDVIKEN SERVICE INTEGRATOR

- Main Objective for many years...challenging
- Sandvik Service Desk central role

CA USER FORUM IN SANDVIKEN INTEGRATION BRIDGE WITH IBM

IBM

Sandvik



CA USER FORUM IN SANDVIKEN GLOBAL SERVICE CATALOGS

The screenshot displays the Sandvik Request IT web application. At the top, the Sandvik logo is on the left, and the title "Request IT" is in the center. On the right, user information is shown: "Ohlin, Henrik", "Log Out", "Requests", "Business Unit: 0180", "Dashboards", "Help", and "Role: Catalog User". Below the header, there is a search bar with a dropdown menu set to "Entire Catalog", a "Search Catalog" button, and a "Go" button. To the right of the search bar is a "Use Catalog Of:" dropdown menu set to "Self".

The main content area is divided into three sections. On the left is a "Browse" sidebar with links to "Business Service Catalog", "IT Webshop", and a list of categories: "Applications", "Computers and Accessories", "Internal IT", "Telecom", and "Users and Accesses". The middle section is titled "Request Lookup" and contains a "Find Request By ID:" field with a "Go" button and a link to "Advanced". Below this is a summary bar with four items: "1 Cart", "3 Open", "45 Completed", and "0 My Approvals". Underneath is a table titled "My Recent Requests (of Last 30 days)".

| ID | Name | Created | Modified | Status |
|-------|----------------------------------|-------------------|-------------------|-----------|
| 69513 | Order for others | 9/8/2015 20:46:15 | 9/8/2015 20:47:11 | Completed |

On the right side of the main content area is a "Featured" section with links to "Need IT Support?", "Order for others", and "User Guide" (which has an information icon). At the bottom of the page, there is a pagination bar showing "Page 1 of 1", "Results per page: 10", and "Displaying 1 - 1 of 1".

Demo?



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CA SDM FUTURE ADJUSTMENTS

- How should we remove Sandvik Customizations?
- How should the Tool adjustments be aligned with processs changes?

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CA ITAM 14.1

- 14.1 ITAM installed in Dev within a POC project
- Read data from IBM/SCCM and TAD4D

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CA PA

- Only some own Recordings
- Our Customized SDM views, makes it very hard to use the Content Packs
- CA PA not used as planned
- Future unclear

CA USER FORUM IN SANDVIKEN

CA ACCOUNTING FOR INVOICING

- Web Shop Catalog does not create any transactions to our current invoicing
- CA Mediation and CA Invoicing will give us "Order to Cash"
- Solution implemented two years ago
- Pilot ongoing
- Main part of the home built code will be removed
- Still a very big Process change is needed to achieve Request driven charging

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Questions?