CA Business Service Insight
CA SaaS & Service Level Management

Wendy Arthur
SaaS Sales & Customer Enablement
SaaS Operations & Delivery

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Status Report: How did BSI Meet our 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 using manual services of creating monthly SLAs to automated paving way to SCALE for More customers , more services and demand for performance SLAs and detailed reporting.

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

- Multiple user personas by same system and users: 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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CA's BSI Implementation by the Numbers

|	Today
CA SaaS Services Currently on BSI	8
CA Vendors Currently monitored by BSI	7
Monthly SLA Booklets Generated	~450/month
Contracts in BSI	~450
Automated Management Reports	10
Dashboards	450+
Executive Management	1
Service Specific	9
Customer Facing	450 (Live) 1k (planned)

CA's 360° View of SaaS Service Levels

- ## For Customers
  – Customer Experience (SLA reporting)
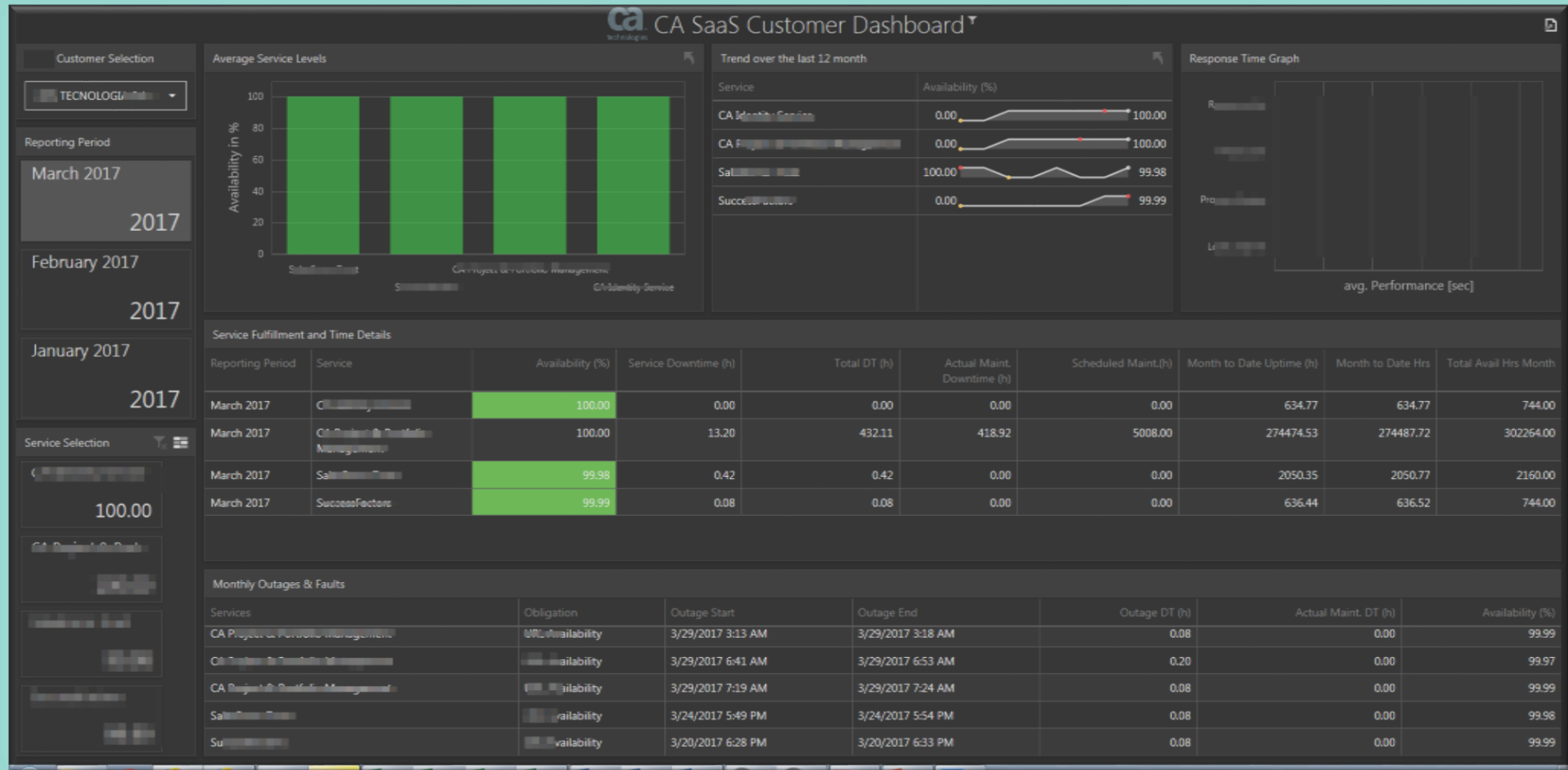
- ## Internally
  – Vendor Monitoring (SLA adherence)

Future BSI Integrations

- Customer Support Information

- Contract Management

Service Dashboard
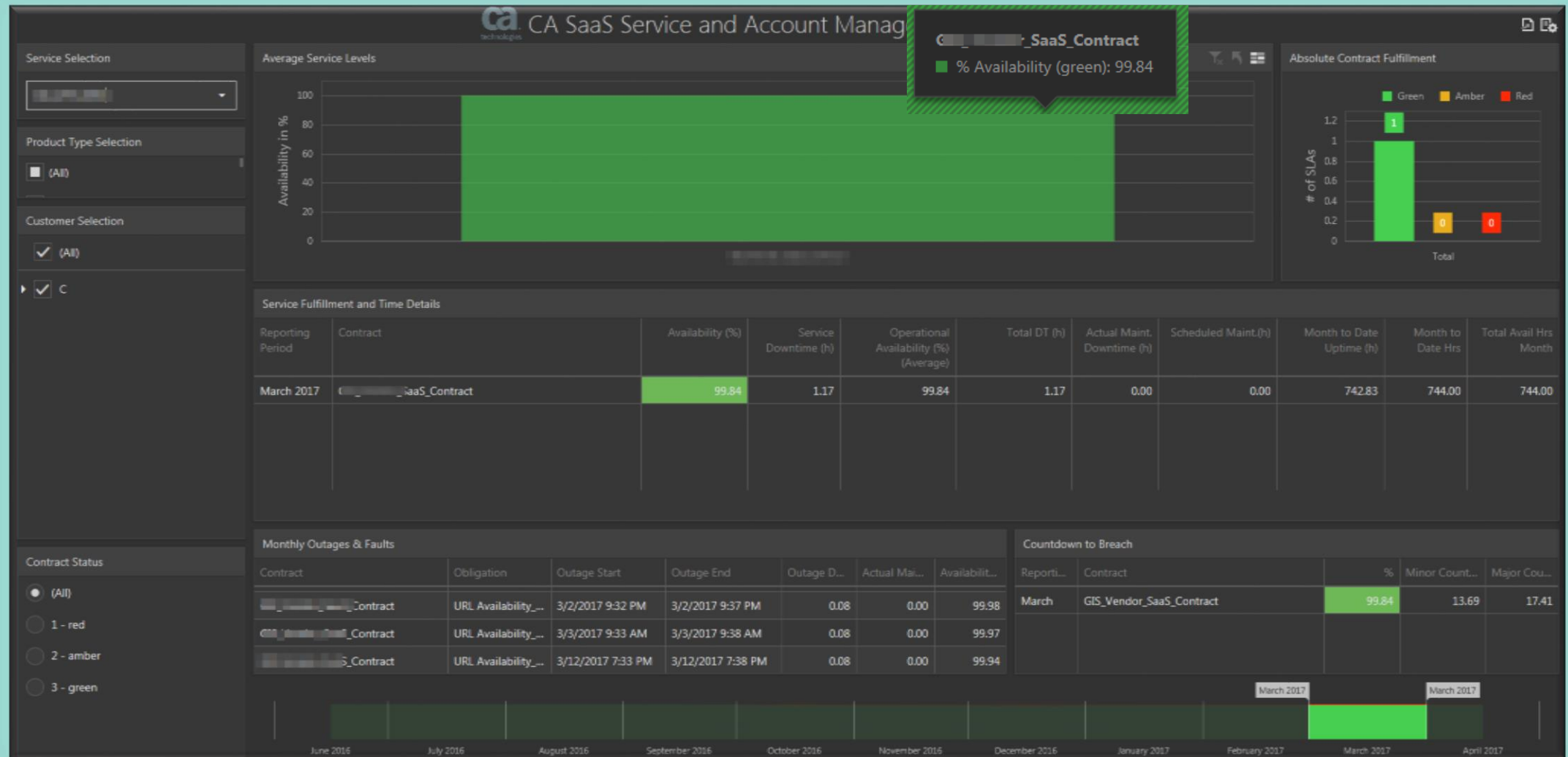
Customer Dashboard

Questions?

Wendy Arthur
SaaS Sales & Customer Enablement
wendy.arthur@ca.com