

CA Technologies - CA Service Management Solutions r12



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Introduction

CA Technologies Service Management portfolio of software solutions has the potential to position IT as a true business enabler, rather than merely a support center, and CA Technologies should be on the shortlist of potential ITSM solution providers for any medium-to-large organization seeking to introduce ITSM-enabling technology, adopt ITIL best-practice processes, or complement existing tools.

Features and benefits

- Aligned with the ITIL v3 Service Lifecycle concept and processes, it is functionally rich with cross-process integration and an easy-to-use interface
- Strong set of automation capabilities. With enhanced service level management capabilities across enterprise and cloud environments.
- Integrated workflow and identity management across all products.
- Highly scalable with strong third-party product integration capabilities.
- Collaborative enduser self-service capability to help reduce the number of support tickets by bringing together people and knowledge to solve problems

Highlights

CA Technologies Service Management solutions are suitable for larger small and medium-sized enterprises (SMEs) upwards, across all industry verticals and around the world.

CA Technologies automation and collaborative self-service capabilities differentiate its Service Management solution within the wider ITSM software marketplace.

CA Technologies 2010 acquisition of Oblicore has strengthened its ability to set, measure, and optimize service levels to meet business expectations across enterprise and cloud environments.

Your key questions answered

- CA Service Management solutions should be considered for any medium-to-large organization looking to introduce ITSM processes and/or supporting tech.
- CA Service Management solutions is a vertical-agnostic offering that is appropriate for organizations across a wide range of industry sectors.
- Any organization with an extensive array of critical services, or service providers, would do well to evaluate CA Oblicore Guarantee.
- CA Service Desk Manager On-Demand can remove the burden of providing and supporting an IT-focused support solution internally.
- CA Service Desk Manager On-Demand is also appropriate for smaller organizations and those starting out on the journey of ITIL adoption.

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