



MANAGED SERVICES FOR CA TOOLS

Hosting and Management Services for CA IT Service Management Tools

Today's IT Services Management tools give IT leaders an unprecedented level of control and management of services provided to end users—a definite edge for many organizations. However, challenges can arise when configuring, deploying, and maintaining these tools on an ongoing basis, especially within global enterprises.

The costs are hard to control and the complexity requires experience and expertise. The IT resource requirements can also be significant. Who will provision the hardware? Customize the software? Support and maintain them on an ongoing basis – keeping up with patches, fixes, upgrades? Traditionally, you invest in skilled resources yourself... or pay for professional services. Now there is another option.

Stefanini TechTeam has a fixed cost, affordable solution. It's what we like to refer to as "Service Management as a Service." We meet the challenges for you by hosting and managing the CA IT Service Management tools.

Stefanini TechTeam is one of a few partners authorized to deliver the CA Service Management toolset as a managed service, allowing clients to receive the benefit of CA tools quickly with no capital expenditure required.



CA TOOLS INCLUDED IN THIS SERVICE

- CA Service Desk Manager
- CA Service Catalog
- IT Process Automation Manager
- IT Asset Manager
- IT Client Manager

"Stefanini TechTeam has deep expertise with our IT service management products, proven global capabilities, and the agility we need to support our customers in this fast-moving market."

Brian Bell, Senior Vice President and General Manager, CA Service Management



**EXPERTISE.
PROVEN RESULTS.
SATISFIED CUSTOMERS.**

Standard Hosted System Administration

- Secure, hosted services
- Monthly pay-as-you-go pricing with no long term contract
- Highly trained resources to configure, deploy, support, maintain

Customizations

- Proven expertise available to customize tools to meet unique needs or environments, including add, delete or modify many key features such as roles, form fields, required fields, searches, or self service.
- Time and material based pricing

**STEFANINI TECHTEAM
CLIENT PARTNERSHIP
MODEL**

Stefanini TechTeam is committed to building lasting business relationships with each of our clients by helping them to lower costs, improve service levels, and increase business flexibility. Our corporate and end user customer base includes Fortune 500 and other multinational companies that are leaders in automotive and industrial manufacturing, financial services and insurance, telecommunications, and chemicals. We remain especially proud of our decades-long relationship with industry leaders, which showcases our ability to meet the changing IT requirements of expanding global corporations and our dedication to consistently exceeding expectations.

Our team collaborates with your key stakeholders to define the solutions you need given your budget and timeline. Whether your solution requires a major development project or enhancements and upgrades, our team delivers.

Leverage our investments in tools, technologies and training to gain high-end solutions at competitive prices. Our global team can tailor a solution from onshore, nearshore or offshore resources can blend onsite management with remote delivery. We have worked with companies of all sizes, in multiple geographies, cultures and industries – we can build the applications you need.

SOLUTION HIGHLIGHTS

- No infrastructure investment required – we provide the hosting environment
- No upfront licensing cost – “pay as you go” monthly rate
- No IT personnel investment to support the application and infrastructure
- On demand consultant expertise available
- Single contact for managed support
- No additional cost or responsibilities for application maintenance and upgrades

**ABOUT STEFANINI
TECHTEAM, INC.**

We are a full service global provider of onshore, nearshore, and offshore managed services, systems integration/development, and consulting as well as strategic staffing services to Fortune 1000 enterprises around the world. We have over 13,600 employees in 28 countries in the Americas, Europe, Africa, Australia and Asia, and 450 active clients across a broad spectrum of markets. All of our services consistently achieve high client satisfaction ratings. We are recognized by our clients and industry analysts for exemplary leadership and execution excellence.



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