

## When Technology Solutions Don't End At Implementation.....

The success of your CA® investment is often reliant on the ability to provide ongoing support and maintenance. Unfortunately, not all organizations have the capacity or specific skill sets to apply the necessary support services. Through the OakTree Operator engagement, we offer clients access to a comprehensive array of technical support and service options to assist in the ongoing maintenance of their IT investments. With a proven track record in customer service and the right mix of people, processes, and technology, we ensure that your solution is maintained and supported for the long term.

### OakTree Operator Offerings

- » Customizations
- » Migrations
- » Software Updates & Upgrades
- » Operations
- » Comprehensive CA® Product & Technical Expertise
- » Knowledge Transfer
- » Ongoing Support
- » Access to ITIL® Certified Consultants
- » Option For Remote or Onsite Services
- » On Demand Services With Convenient Scheduling Options

### Why Operator?

OakTree Operator anticipates all of the arising issues that you will be faced with tomorrow – new requirements, product updates, utilization problems, etc. Whether it's short-term onsite support, remote support, or other enhanced support options, OakTree Operator can tailor the right offerings to your organization's needs.

- » Utilize OakTree's strong relationship with CA® by letting us handle all vendor-customer interactions.
- » Access to on demand team members – highly skilled and certified for as long as your organization requires.
- » Free access to our experienced development team of architects, engineers, and designers.
- » Unlimited remote support.
- » Personalized web portal with secure, 24/7 access to reports, issue status, and new requests.
- » Ensure the optimum performance of your IT investments and the maximum value to your business.

### CA® Product Expertise

- » CA® Service Desk
- » CA® NSM
- » CA® DSM
- » CA® IT Asset Manager
- » CA® IT Client Manager
- » CA® Service Catalog
- » CA® Software Change Manager
- » CA® CMDB
- » CA® eHealth
- » CA® Spectrum
- » CA® IT Asset Portfolio Management
- » CA® Wily
- » CA® Clarity PPM

### OakTree CA® Service Areas

- » Infrastructure Management
- » IT Governance
- » Security Management
- » Service Management
- » Workload Automation

