

OakTree is a successful global solutions provider, with a portfolio of CA® services to suit the widest range of IT and business needs. We have been formally recognized by CA® as a leader in the implementation of Release 12. With a proven track record in customer service, and a blended, cost effective service we ensure that your needs are met using the right mix of people, processes, and technology. OakTree's size, flexibility and lower operational costs, can offer many advantages and benefits not provided by large global providers.

ITSM Consulting

OakTree's ITSM consulting provides a structured, pragmatic, results-oriented approach to defining, integrating, implementing and managing business-focused IT services.

- » Advanced Workflow and Standard Workflow Development
- » ITSM Solution Design
- » Custom fields development
- » MultiTenancy development
- » Cohesion
- » Test and development Environment Setup and Creation
- » Hosted & Managed CA@ Solution Offerings
- » Custom Reporting Services

CA® Solutions

Implementations + Upgrades + Migrations + Readiness Assessments

- » CA® Service Desk R12
- » CA® CMDB
- » CA® Asset Portfolio Management
- » CA® DSM
- » Single MDB Migrations
- » CA® Spectrum
- » CA® eHealth

ITIL® Consulting

From strategic assessments to complex initiative implementations and expansions, our ITSM and ITIL® consulting teams have the expertise to accelerate your ITIL® initiatives. Our ITIL® areas of expertise include:

- » ITSM Assessment & Strategy
- » ITIL Maturity Assessment and Alignment
- » ITIL Process Improvement Consulting
- » ITIL Training & Knowledge Transfer

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

