

xMatters (*alarmpoint*) for CA Service Desk Manager

The challenge

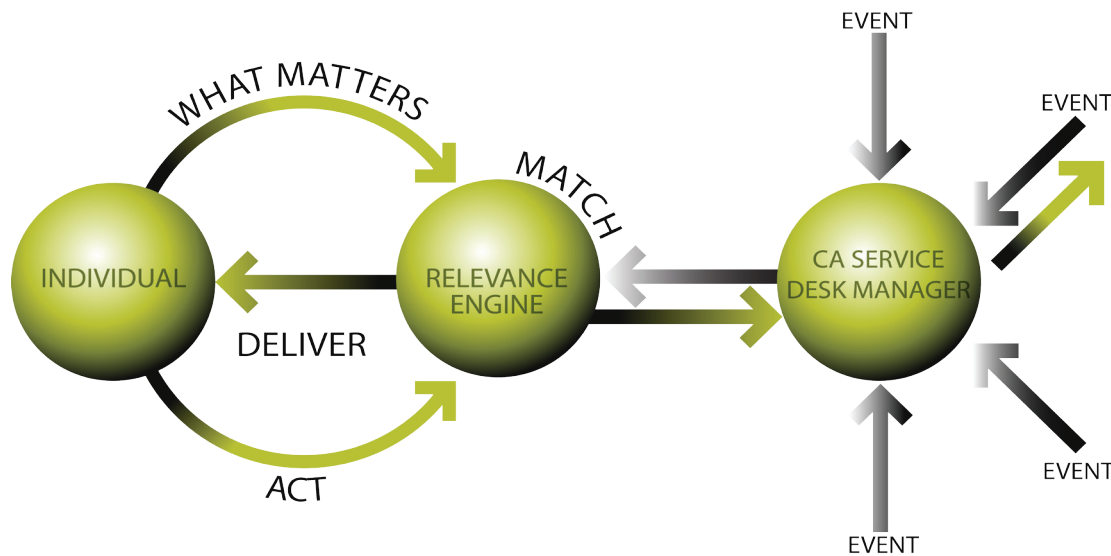
As IT professionals, your job is to deliver IT services that work on time, every time. Today you've been mandated to do more with less, use fewer human resources, avoid capital expenditures and innovate to beat your competition. A tall order! The good news is xMatters can help. Our relevance engines designed specifically for you, work with our partner applications to make them even more relevant and effective, your operating costs will drop while your firm's efficiency will soar.

The combination

That's where the magic happens - the intersection of CA Service Desk, an xMatters relevance engine and the people who need to be involved. Prevent service disruption, manage change risks and deliver on a 360 degree view of your IT services. Be a revolutionary, bent on positive organizational change and deliver on the promise of a more agile IT organization. Whether or not you consider yourself a "relevance revolutionary" or just a really smart IT professional, we can assist.



View, assign and accept a ticket in real time from any mobile device



Connect people with what they need to know at the exact moment they need to know it, so they can act quickly and intelligently to move business processes forward.

CA Technologies combinations

xMatters provides relevance engines for CA Technologies' service assurance, automation, delivery and support products including:

- CA Service Desk Manager
- CA Unicenter
- CA Spectrum Infrastructure Manager

xMatters also provides integrations for other leading monitoring, automation and service applications as well as business solutions.

The results

xMatters relevance engines are configured for common IT functions and processes:

Service Desk: Automates ticket assignment, incident notification and escalation leading to faster resolution times. You should expect a reduction from dispatch to assignment by 85% on average.

NOC: Automating the call out process, eliminating manual call outs, conference calls and schedule spreadsheets, you should expect a reduction in incident response times by more than 33%.

Change: Accelerating the change approval process for run book automation, provisioning and emergency changes, our clients experience a savings of over 80%.

IT Operations: Providing self-service management, automated scheduling and automatic notification and escalation with mobile access to any IT system reduces the time it takes to complete core IT processes. IT Operations functions should expect to provide real time process and personnel visibility, accountability across the teams and service impact alerts. Net effect? Costs plummet, decision making cycles shrink, happiness soars.

Partners matter

xMatters is the leading provider of relevance engines. CA and xMatters have partnered to enable people to interact with products and processes at the moment that matters. This combination of technologies provides a rapid return of value and joy for our clients.

Who is xMatters?

xMatters builds relevance engines that connect people with what they need to know at exactly the right moment - so they can take immediate action. Over 900 global enterprises use xMatters to make processes, products and services more valuable and more effective. More information is available at www.xmatters.com or 1-866-xMatters (USA) and +44(0) 1483 722 001 (UK).

\$2.5 M

Saved by Sprint Nextel through efficiency improvements

33%

Faster response time for top 5 global bank

\$Millions

Saved, insert your name here!

30 min

Saved on every incident by General Electric

900

Clients are doing what matters better than before