

# CA Oblicore Guarantee™

CA Oblicore Guarantee is designed to automate, activate and accelerate the management, monitoring, and reporting of service level agreements (SLAs) and service delivery for enterprises and service providers. Its unique top-down approach, starting with business-relevant service descriptions and measurements, enhances your ability to define service metrics, establish contractual obligations and performance targets in real-time, take action based on this performance, and collaboratively report performance to both service provider and the service consumer.

## Challenge

Most enterprises take a labor intensive approach to service level management (SLM). Using spreadsheets and custom databases to manually combine information from multiple operational metrics which do not speak directly to business concerns. As a result, reporting on service level agreements is labor intensive, time consuming, prone to human error, and incomplete.

## Solution

CA Oblicore Guarantee takes a top-down approach to SLM leveraging standard service descriptions to rapidly create IT-business agreements and obligations. The solution then aggregates and correlates operational data from your existing tools to monitor performance against business-relevant metrics. A comprehensive, scalable platform helps your enterprise manage service level obligations for underpinning contracts (UPCs), service level agreements (SLAs) and operational level agreements (OLAs).

## Benefits

CA Oblicore Guarantee helps enterprises and service providers to improve productivity by standardizing contracts, and by automating data collection and reporting. In addition the solution focuses the IT department to be attentive to the most business critical issues, thus helping to reduce over-delivery on non-critical services and improving business satisfaction surrounding service delivery.

## CA Oblicore Guarantee: Business-Centric Service Level Management

An operations-only approach to service level agreements provides an unbalanced view of service level reporting. In many cases your reporting tools might be able to accurately indicate whether the solution is up or down. This “bottoms-up” requires expensive manual reporting and doesn’t address service performance from a business perspective.

For business services where multiple applications function in tandem to execute the entire service, this incomplete picture is even more problematic as infrastructure solutions are unable to share information and assemble a comprehensive picture of business performance. Each application monitors only its own uptime without concern for the entire service chain. What you need is a solution that correlates the data from these tools and aggregates the data behind them and takes a top-down approach to service level agreements. Oblicore Guarantee is designed to provide exactly that.

As a result you are better able to:

- Reduce cost and increase productivity surrounding Service Level Management
- Improve customer acquisition, satisfaction, and retention
- Improve corporate governance and reduce business risk
- Understand the cost implications of service level agreements — in real time — for penalties, credits and ongoing performance.

## Key Features in CA Oblicore Guarantee

**SERVICE LEVEL ANALYTICS** A business integration interface allows you to export Oblicore Guarantee data and integrate with your standard interface without losing the power behind the solution. Business impact analysis enables you to more accurately predict where service levels will underperform, how much it is likely to “cost” and what the likely cause is so you can take corrective actions and avoid the service breach. Drill down capabilities and root cause analysis enable you to more rapidly identify and rectify problems causing service violations.

**SERVICE LEVEL REPORTING** Ad-hoc reports enable ongoing analysis of your infrastructure and service level performance. Service delivery dashboards utilize graphical Widgets to provide you both a real-time view of service obligations and the predicted, contractual view of these obligations. Real-time alerts provide up to the minute information about contract performance and breaches. They give instant notification to reversible and irreversible service delivery violations.

**CONTRACT MANAGEMENT** Out-of-the-box pre-defined content delivers ITIL V3 based services, metrics, and business logic to simplify the creation and implementation of SLAs. Contract templates enable you to more rapidly define contracts for governing service delivery. Workflow capabilities enable you to better establish approval workflows for contracts and performance agreements. Contract sections allow you to capture and model contracts in the application and to manage the assignment of duties to separate individuals. Life-Cycle capabilities for SLA contracts enable rapid changes but version control protects the audit trail.

Service Delivery Navigator enables you to visualize the top-down relationships between business services and underlying infrastructure across the entire end-to-end service delivery chain. This allows you to take faster action on underperforming services, conduct root cause analysis and report on service level metrics across geographies, service dimensions, customers and infrastructure elements.

**FINANCIAL MANAGEMENT** helps you to track forecasted costs and revenue against actual performance. Decision makers are able to actively manage operations to maintain the net margin of service delivery.

Price modeling capabilities help you to connect service usage to cost based on performance characteristics such as performance metrics, penalties and credits.

**BEST PRACTICES** alignment to best practice standards (e.g., ITIL, CoBIT) for service level management enables you to leverage these standards and improve business operations.

**DATA INTEGRATION HUB** enables you to leverage information, using “push” or “pull” events, from a wide variety of data sources — regardless of the vendor. CA Oblicore Guarantee’s adapter technology provides an infrastructure agnostic approach to gather event information from any service component regardless of the vendor with no change to underlying data sources or systems. An Adapter Wizard employs an intuitive drag-and-drop interface to visually map input fields to their output fields.

**SERVICE DELIVERY CONFIGURATION MANAGEMENT** allows you to map infrastructure and inherit or add additional infrastructure attributes such as location, cost, and usage. This enriched data set is used to link services to underlying infrastructure and to improve root cause analysis and business impact analysis. It functions either as a stand-alone resource repository or can be linked to external CMDBs via certified integration.

## Automate, Activate and Accelerate Service Level Management

At the core of your business are the obligations that you make to your customers. And that is why many of the world’s largest companies and organizations have chosen CA Oblicore Guarantee. Its proven scalability facilitates true enterprise-wide Service Level Management, and its focus on standards reduces the total cost of ownership. The service level management solution helps structure complex and multilevel SLAs that helps provide that even the most challenging operating environment is measured accurately. Key CA Oblicore Guarantee business benefits include:

**AUTOMATE: SERVICE LEVEL MANAGEMENT, MONITORING & REPORTING** CA Oblicore Guarantee provides automated, real-time reporting to help you manage and improve service performance by creating accountability to the services provided. It aligns service performance to contracted obligations, and helps establish a collaborative environment for monitoring and reporting service performance. By enhancing your ability to define service metrics and establish contractual obligations with performance targets, CA Oblicore Guarantee helps you enhance your service delivery productivity. It monitors service performance against these targets in real time, and allows you take proactive action based on visibility into the performance of your services. Automatic performance reporting builds an open dialogue with a common lexicon between the service provider and the service consumer and will help to improve the customer retention of your business.

**AUTOMATE: STANDARDIZATION** CA Oblicore Guarantee automates the minutiae of your service level agreements. The pre-defined ITIL V3 content can be configured to your organization’s offerings, which promotes standardization at the SLA level. Standardization enhances the productivity of your organization’s service delivery. Its library of templates enables you to leverage best practices of service delivery (e.g., ITIL), industry frameworks (e.g., eTom), and compliance requirements (e.g., HIPAA, Sarbanes Oxley).

**ACTIVATE: BUSINESS AND SLA EXPERTISE** Based on enterprise class implementations with over 110 customers in Global 1200 enterprises and service providers and thousands of service level agreements, CA is a domain expert for Service Level Management. This expertise is reflected in CA Oblicore Guarantee’s predefined contract templates and business logic templates. CA Oblicore Guarantee leverages such expertise in a manner that will help your organization better manage insourced and outsourced services delivered to your internal and external customers.

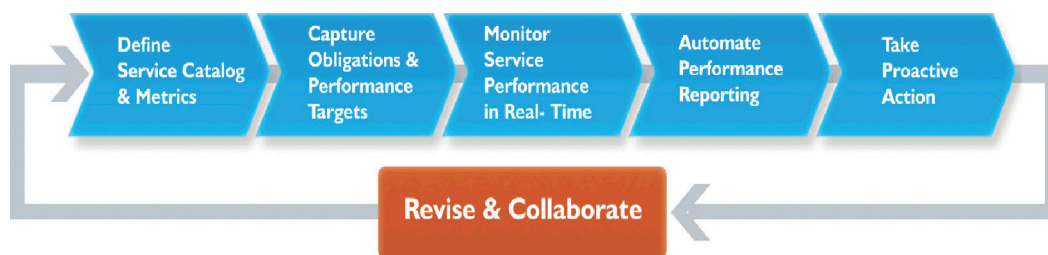
**ACTIVATE THE LINK BETWEEN OPERATIONAL PERFORMANCE TO CONTRACTURAL OBLIGATION** With the capability to manage combinations of outside suppliers, enterprise services, internal business units and external customers, CA Oblicore Guarantee gives you the ability to model your service delivery chain. CA Oblicore Guarantee’s unique aggregation and correlation engine (ACE™) is designed to help you to monitor actual performance against contractual obligations, and then it supports a comprehensive, top-down approach that correlates information from multiple data sources into a single service level performance indicator.

**ACCELERATE: BUSINESS BENEFITS** CA Oblicore Guarantee helps you achieve rapid, tangible business benefit. CA Oblicore Guarantee is designed to help you better manage the costs of managing your IT and business operations, improve customer satisfaction and retention, increase company profitability and revenue, and reduce the risk of business operations.

**ACCELERATE: BUSINESS UNDERSTANDING FROM SERVICE LEVEL MANAGEMENT** CA Oblicore Guarantee gives you the capability to manage and visualize dependencies across your service delivery infrastructure. Whether the services you offer are made up of internal components or outsourced contracts, you will be better able to understand the impact of these components on your service delivery. CA Oblicore Guarantee also enables you to communicate service performance in both technical terms for technical consumers, and business terms for non-technical business consumers. Both business executives and IT consumers will have comprehensive tools to help run their business and better understand the business impact for services that you provide.

#### FIGURE A — CA OBLICORE GUARANTEE SLM PROCESS

CA Oblicore Guarantee supports all aspects of the Service Level Management Process.



## Architecture and Technology

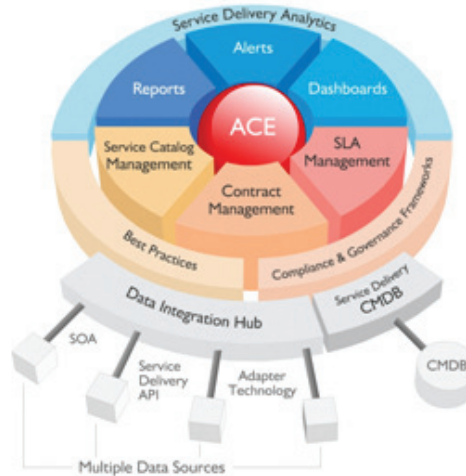
CA Oblicore Guarantee offers a comprehensive, scalable platform that helps you to manage service level obligations for underpinning contracts (UPCs), service level agreements (SLAs) and operational level agreements (OLAs). Whether you're ready to implement service level management for the first time, or replacing a customized reporting solution, CA has powerful out-of-the-box functionality to help get you up and running quickly.

CA Oblicore Guarantee's unique infrastructure-agnostic approach is designed to enable you to monitor and report service performance utilizing the infrastructure components (e.g., hardware, applications, network monitoring tools) that you already have in place, regardless of the vendor. Its adapters can "sit on top" of existing data sources and the new Adapter Wizard employs an intuitive drag-and-drop interface that is designed to allow users to visually map input fields to their output fields. As a result, you can get up and running rapidly with no change to underlying data sources or systems.

CA Oblicore Guarantee's Aggregation and Correlation Engine (ACE™) is designed to enable you to monitor actual performance against contractual obligations and removes the need to manually collect data for service level reporting.

FIGURE B — CA OBLICORE GUARANTEE'S AGGREGATION AND CORRELATION ENGINE

CA Oblicore Guarantee ACE is designed to enable you to monitor actual performance against contractual obligations.



## The CA Advantage

CA Oblicore Guarantee is a comprehensive tool for running IT as a business and delivering IT and business services that help meet the service level management needs of your business.

CA Oblicore Guarantee is a key component of CA Service Level and Catalog Management which also includes CA Service Catalog and CA Service Accounting. When combined with other CA Service Management products such as CA Service Desk Manager, CA CMDB and CA IT Asset Manager, you can build and customize a complete services-oriented system with a business-centric view.

## Next Steps

To learn more about CA Oblicore Guarantee and how you can benefit from the complete solution and rapid time-to-value, please contact your Sales Representative or visit us on the Web for more information.

To learn more, and see how CA software solutions enable other organizations to unify and simplify IT management for better business results, visit [ca.com/customers](http://ca.com/customers).

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