

# CA ARCserve Managed Service Provider Program

## Service Provider Licensing Overview

*The CA ARCserve® Managed Service Provider Program enables service providers and ISVs with a hosted offering to license CA Family of Products ARCserve Family of Products on a monthly basis to provide services to your clients.*

### Program Highlights

CA ARCserve ManagedService Provider Program makes adding new high-margin, recurring revenue services quick and easy, with focus on your profitability. Examples of new services you can launch include:

- Providing remote data protection and disaster recovery services via WAN data replication to your data centre
- Providing high availability services via WAN data replication and system failover
- Offering service level agreements for data protection and system availability on your existing application hosting services. e.g. hosted email service

To simplify licensing, CA is pleased to offer you four solutions:

- File Server Backup for Windows, Linux and UNIX
- Application Backup Windows, Linux and UNIX
- Full System Recovery for Windows
- Data Replication Windows, Linux and UNIX
- High Availability (system and user failover) for Windows, Linux and UNIX

### Key Benefits

- Enhanced data protection in line with existing client costing model
- Additional cost effective resilience to existing data centre environment
- Flexible licensing mechanism (pay as you use) – no up front costs
- Opportunity to expand services to include off-site data protection
- New business opportunity with remote server failover service
- Evaluation software available for testing internally before adding to a service
- Access to the latest software versions
- Use of CA Service Provider Logo
- Access to CA Technical Support
- Not for Resale (NFR) software

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## CA Deliverables

- > Once you become authorized, initial software license keys can be requested (in batches of 10)
- > License keys will be active for a 12 month period
- > Additional license keys can be requested via Service Provider Reseller (in batches of 10) or online
- > Support will only be granted to nominated Service Provider Engineers (up to 4)
- > Online video installation demonstrations

## Service Provider requirements

- > Must place a Purchase Order on the nominated CA Service Provider Reseller by the 7<sup>th</sup> of each month for the previous month's usage broken down by the 4 part codes
- > Upon approval of initial contract signing, CA will email welcome kit with initial 10 License Keys per product group
- > Nominate an authorized CA ARCserve Family of Products Service Provider Reseller as a preferred supplier
- > A minimum of 1 and maximum of 3 engineers must attend the free of charge 2 x 2 day implementations training courses for CA ARCserve® Backup, CA ARCserve Replication (formerly known as CA XOsoft™ Replication) and CA ARCserve® High Availability (formerly known as CA XOsoft™) High Availability products

## **Become an Authorized CA ARCserve Family of Products Service Provider today by applying for membership.**

Complete your application and enrolment at <http://www.arcserve.com/spl>

### **About CA**

CA (NASDAQ: CA), one of the world's leading independent, enterprise management software companies, unifies and simplifies complex information technology (IT) management across the enterprise for greater business results. With our enterprise IT management vision, solutions and expertise, we help customers effectively govern, manage and secure IT. Customers can evolve their IT operations from being reactive and focused only on technology to being flexible, adaptive and focused on serving the business. CA relies on partners for the added value they bring to the delivery of our award-winning solutions to Fortune® 1000 companies, government organizations, educational institutions and thousands of other companies of all sizes in diverse industries worldwide