

VisionWay helps customers reduce costs and increase efficiency with partnership



Since its formation in 2002, VisionWay has expanded from just two members of staff to 35. Founding partner José Ferraz explains how working with CA Technologies will help Visionway grow its revenues and provide added value to its customers.

Partner Profile

Name and Title:
José Ferraz,
CEO Managing Partner

Company:
VisionWay Sistemas
de Informação Lda

Location:
Lisbon, Portugal

Employees: 35

Industry:
IT solution provider

Key Capabilities:
Service level
management
consultancy, solution
design and
implementation

Length of Partnership:
Six years

Q: How did your partnership with CA Technologies begin?

In 2003, we started our search for a solution to complement our service level management consultancy practice. After much analysis of the market, in 2004 we selected Oblicore Guarantee due to its comprehensive functionality, ease of use and alignment with our best practice methodologies. When CA Technologies acquired Oblicore in 2009, the relationship naturally transitioned.

Q: What challenges do VisionWay and CA Technologies help customers to address?

We have seen service level management grow in importance over the last eight years as organisations recognise how this discipline can help IT departments deliver increased business value. For example, a holistic approach combining people, process and CA Oblicore Guarantee cannot only help customers enhance efficiency and address budget cuts, but also safeguard the availability and quality of IT services.

VisionWay and CA Technologies enable organisations to achieve these benefits by helping them to:

- Evaluate the service delivery requirements of the business and appropriately prioritise systems and applications
- Understand IT service costs and performance to provide a baseline for improvement
- Eliminate the manual tasks involved in service level reporting
- Establish service level agreements and key performance indicators (KPIs) to ensure service quality
- Create a framework to support cloud-based service delivery

Q: How do you help customers maximise their investment in CA Oblicore Guarantee?

We design service level management solutions based on customers' individual business needs, leveraging CA Oblicore Guarantee to enable us to provide a trusted foundation. Implementing new processes can be a significant cultural change for some organisations, so we help them to ensure as smooth a deployment as possible and provide access to CA Technologies training programmes to facilitate a rapid adoption.

We have designed a consulting methodology known as the Seven Steps to Success, which is based on industry best practices. The methodology helps us deliver added value to our customers around the CA Oblicore Guarantee solution.

Our work doesn't stop after the implementation of the technology; service level management can be a steep learning curve. Customers often ask us back to help them unlock further features of CA Oblicore Guarantee, or extend the KPI framework and reporting capabilities as the organisation matures.

Q: How does the relationship with CA Technologies benefit your business?

CA Technologies provides excellent account management and a wide range of support services for its partners, including a dedicated online partner portal, e-Learning systems and opportunities for joint events and marketing activities.

It is still early in the partnership, but we plan to take full advantage of these benefits in the future to help us improve our solution knowledge and boost sales.

Q: How do you expect the partnership with CA Technologies to develop?

We believe the relationship with CA Technologies will help take our business to the next level. We have been working closely with the CA Technologies sales' and account teams in Portugal around CA Oblicore Guarantee opportunities, and are hoping to achieve revenue growth as a result of our joint efforts. In particular, we are planning to expand our services to surrounding countries, which will provide us with a much larger customer base.

Although we currently only offer CA Oblicore Guarantee, we would like to extend our services in the future to include others like CA Service Desk Manager and CA Application Performance Manager, as these solutions could also provide significant advantages for our customer base.

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