



# CA Technologies - Global Customer Care Case Study

## Customer Context

CA Technologies, a Broadcom company, headquartered in New York City builds software systems that run in the mainframe, distributed computing systems, virtual machine and cloud computing environments. Their products and solutions help companies worldwide drive enterprise-wide productivity, offer differentiated user experiences and open new growth opportunities.

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## Business Challenge

CA Technologies had a pressing need to migrate their Case Management System to an improved and efficient platform which would allow for scalability, a simplified technical stack, and reduce the cost of ownership. Migrating their knowledge base and case content data while also fine tuning their other existing integrations to comply with the new platform was another challenge for them.

## Wolken Solution

- Wolken with its Enterprise Case Management Platform partnered with the customer to reach these goals in a timeframe of just 3 months.
- Wolken platform's characteristic configurability, simplicity, and ease of use features allowed for customisation of the Case Management System as per the business requirements of the customer. It allowed for a completely integrated CMS which is faster and has flexible deployment options.
- Given that the platform warrants very low maintenance, it saved the customer the trouble of maintaining an internal/partner IT team to support the system on a regular basis.

## Wolken Edge

- Faster time to market with our configurable and ready-to-integrate SaaS platform.
- Simpler platform with intuitive UI driving better ease of use and delight for Users/Agents and Customers.
- Enable agility with our 'configuration' module that allows users to set or edit configurations without the need for any code changes.
- Optimised TCO and license spend that allows for an extremely cost-effective Case management System.



Thank you for your work in Islandia this week to ensure the successful launch of our "Day 2" IT initiatives. I appreciate the personal sacrifice you made working over last weekend and being away from home and family. Being together was key; having us all in the same room and being able to directly engage with the Broadcom IT and Wolkensoft teams (who were also onsite) was critical to the rapid progress we made on problems large and small. Also, your 24x7 work ethic -working problems in the room, privately, over dinner, or in many cases in your hotel room - is greatly appreciated.



- Director, Technical Support