CA Client Automation Usage Practices
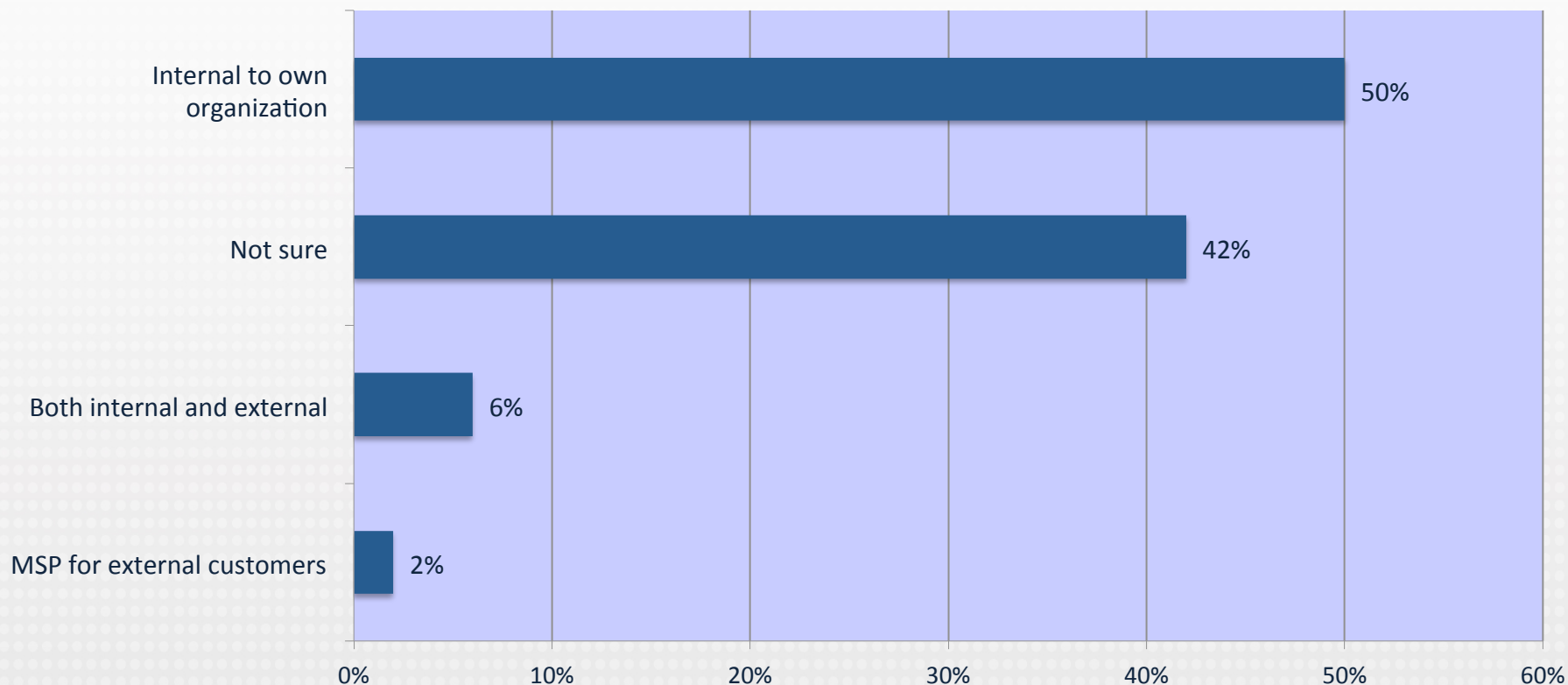
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Summary Results • December 2014

Program Overview

➢ Between October and December, Gatepoint Research invited selected technology experts to participate in a survey themed *CA Client Automation Usage Practices.*

➢ Candidates were invited via email and 50 executives participated.

➢ Survey participants are decision makers with technical and management titles: 57% hold titles of manager or above; 43% hold technical titles.

➢ Survey participants represent firms from a wide range of industries including business and financial services, manufacturing, telecom services, and wholesale and retail trade.

➢ 55% of firms represented by responders are in the Fortune 1000.

➢ 100% of responders participated voluntarily; none were engaged using telemarketing.
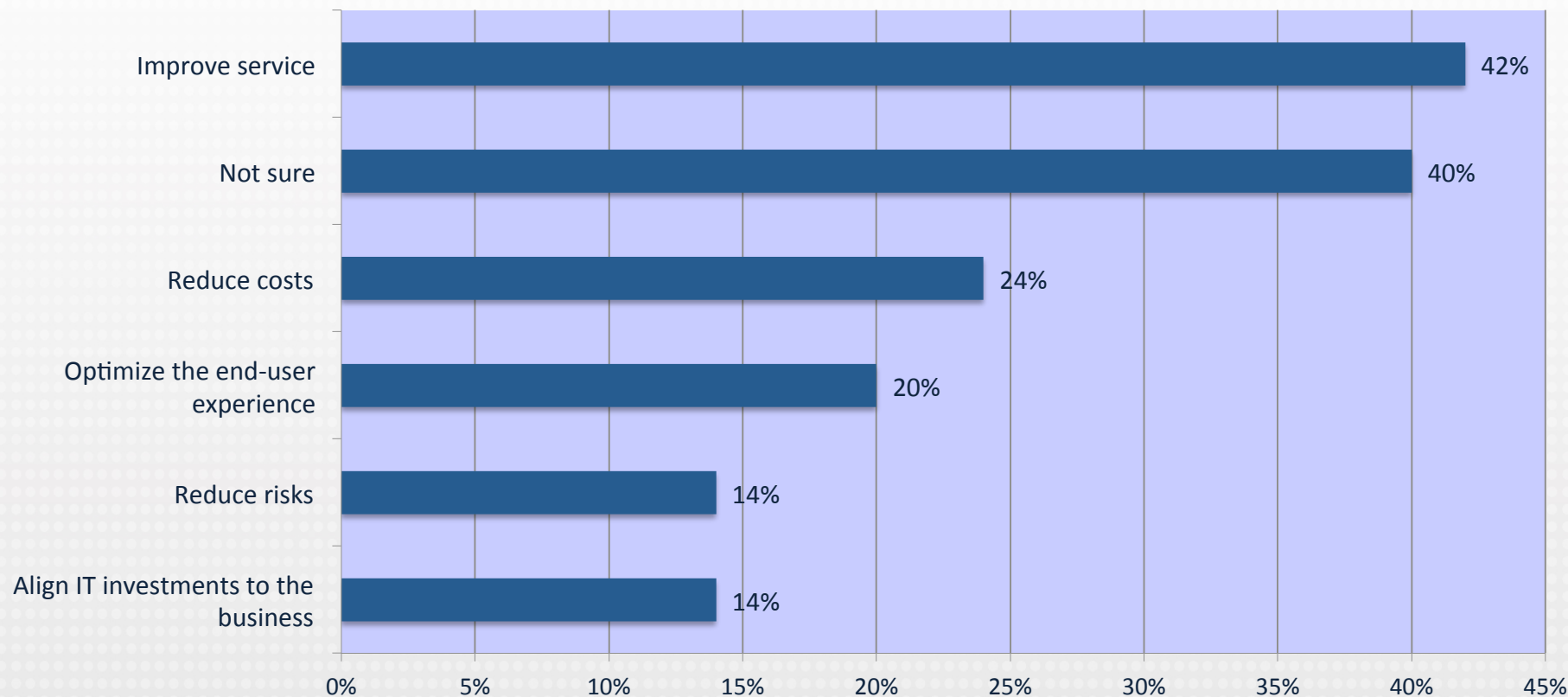
Observations and Conclusions

➢ 50% of responders use CA Client Automation internally to their own organization.

➢ The most cited benefit of CA Client Automation is improved service (42%).

➢ 46% manage operating systems for windows desktops and laptops with CA Client Automation; 40% use it to manage windows servers' operating systems.

➢ 50% use CA Client Automation to manage desktops and laptops; 38% use it to manage servers.

➢ Most cited product integrated with CA Client Automation is CA Service Desk Manager (28%).

➢ 54% of responders directly use or administer CA Client Automation in their organization.

➢ Of those who use CA Client Automation in their organization, 55% report that their satisfaction is better than average.

➢ Most responders (76%) aren't sure what version of CA Client Automation they are using. Version use is mixed among those who do know.

➢ When presented with an extensive list of possible features, Asset Management (38%) was the most popular with responders.

➢ 52% say that the stability of the new version is the most important factor when considering an upgrade of CA Client Automation.

➢ 30% currently have a device management solution for employee-owned BYOD devices; 34% have a solution for mobile devices (tablets and smartphones).

What benefits does CA Client Automation provide to your organization?

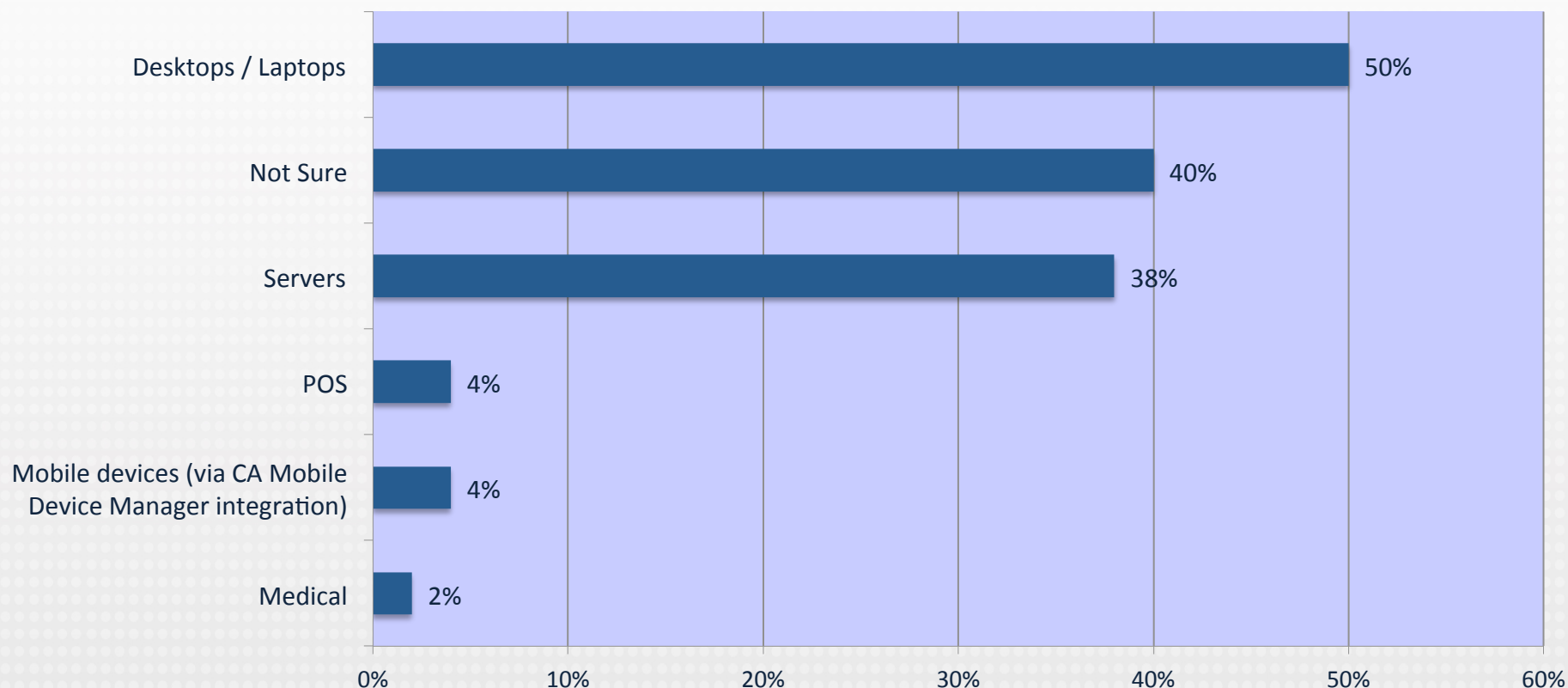| Benefit	Percentage
Improve service	42%
Not sure	40%
Reduce costs	24%
Optimize the end-user experience	20%
Reduce risks	14%
Align IT investments to the business	14%

The most cited benefit of CA Client Automation is improved service (42%).

What types of operating systems are you managing with CA Client Automation?
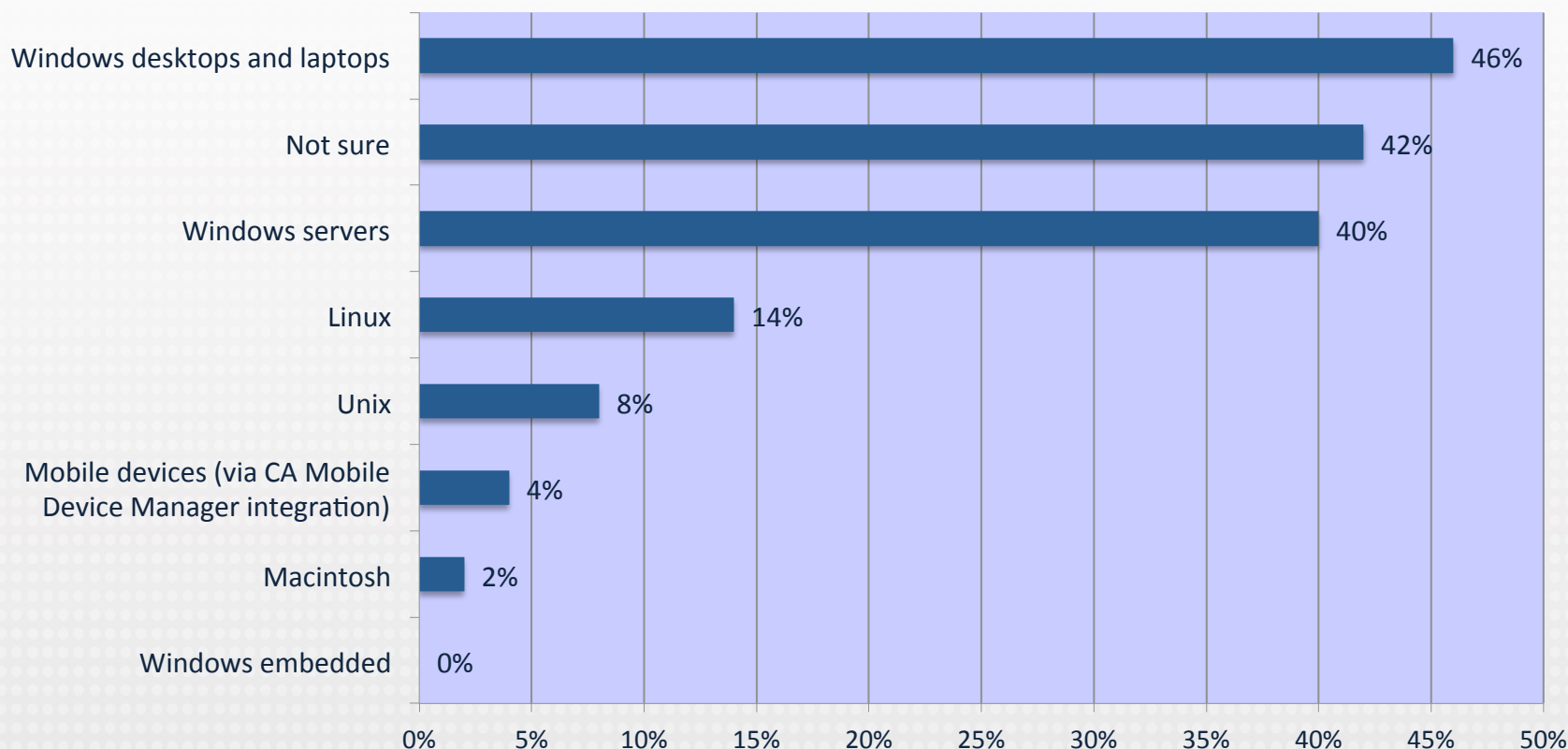
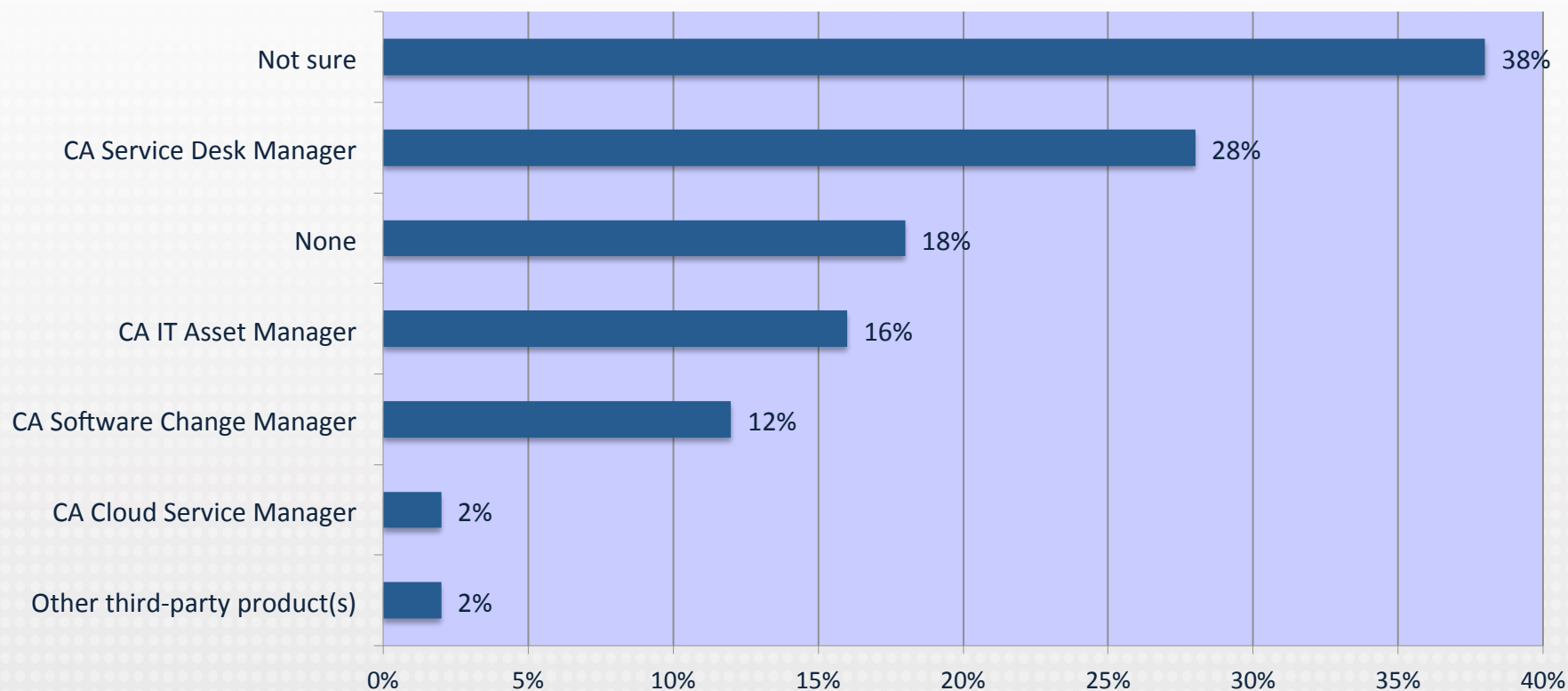| Operating System	Percentage
Windows desktops and laptops	46%
Not sure	42%
Windows servers	40%
Linux	14%
Unix	8%
Mobile devices (via CA Mobile Device Manager integration)	4%
Macintosh	2%
Windows embedded	0%

46% manage operating systems for windows desktops and laptops with CA Client Automation; 40% use it to manage windows servers' operating systems.

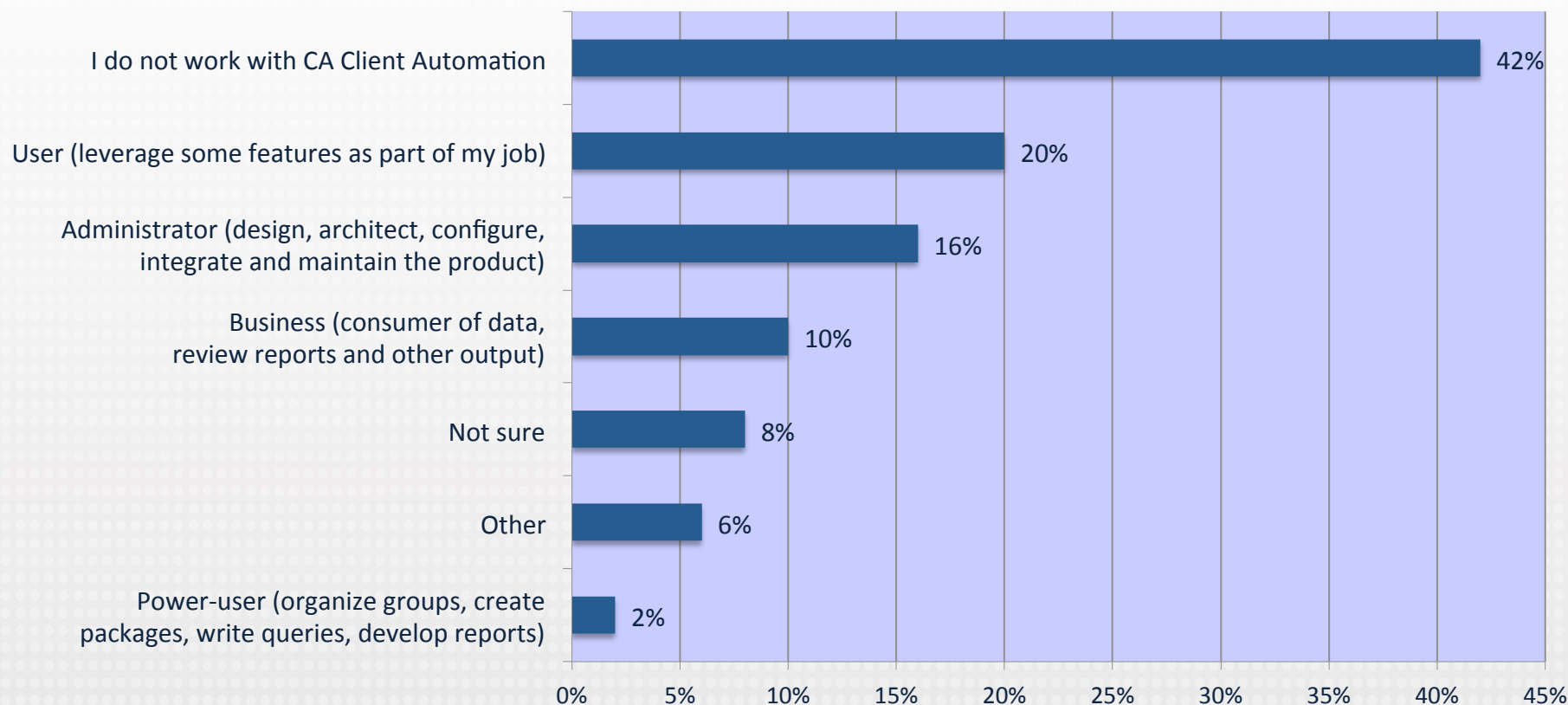# Which products do you have integrated with CA Client Automation?

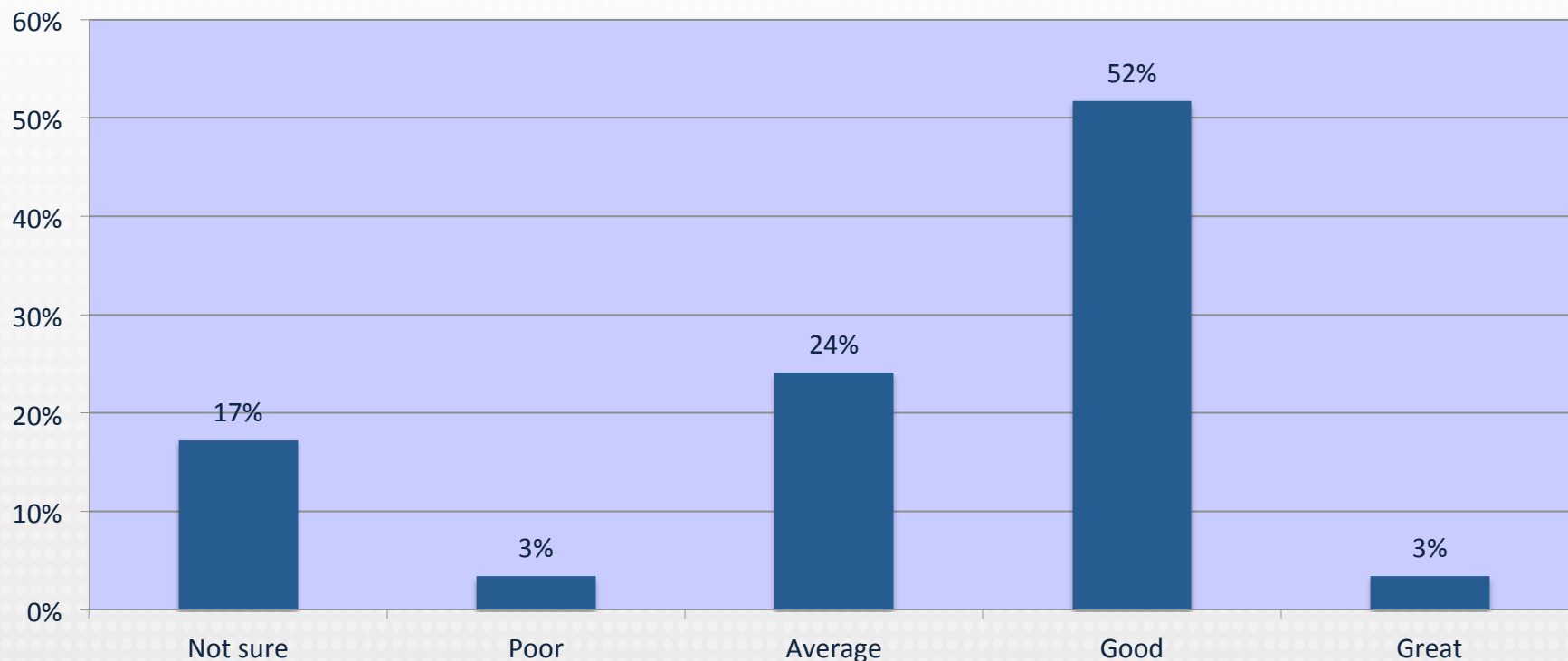| Product	Percentage
Not sure	38%
CA Service Desk Manager	28%
None	18%
CA IT Asset Manager	16%
CA Software Change Manager	12%
CA Cloud Service Manager	2%
Other third-party product(s)	2%

Most cited product integrated with CA Client Automation is CA Service Desk Manager (28%).

What version of CA Client Automation is your organization using?

Version	Percentage
Pre-r11	0%
r11.x	2%
r12	2%
r12 SP1	6%
r12.5	2%
r12.5 SP1	4%
r12.5 SP1 with Feature Pack 1	4%
r12.5 SP1 c1	0%
r12.8	2%
r12.8 with Feature Pack 1	0%

Most responders (76%) aren't sure what version of CA Client Automation they are using. Version use is mixed among those who do know.
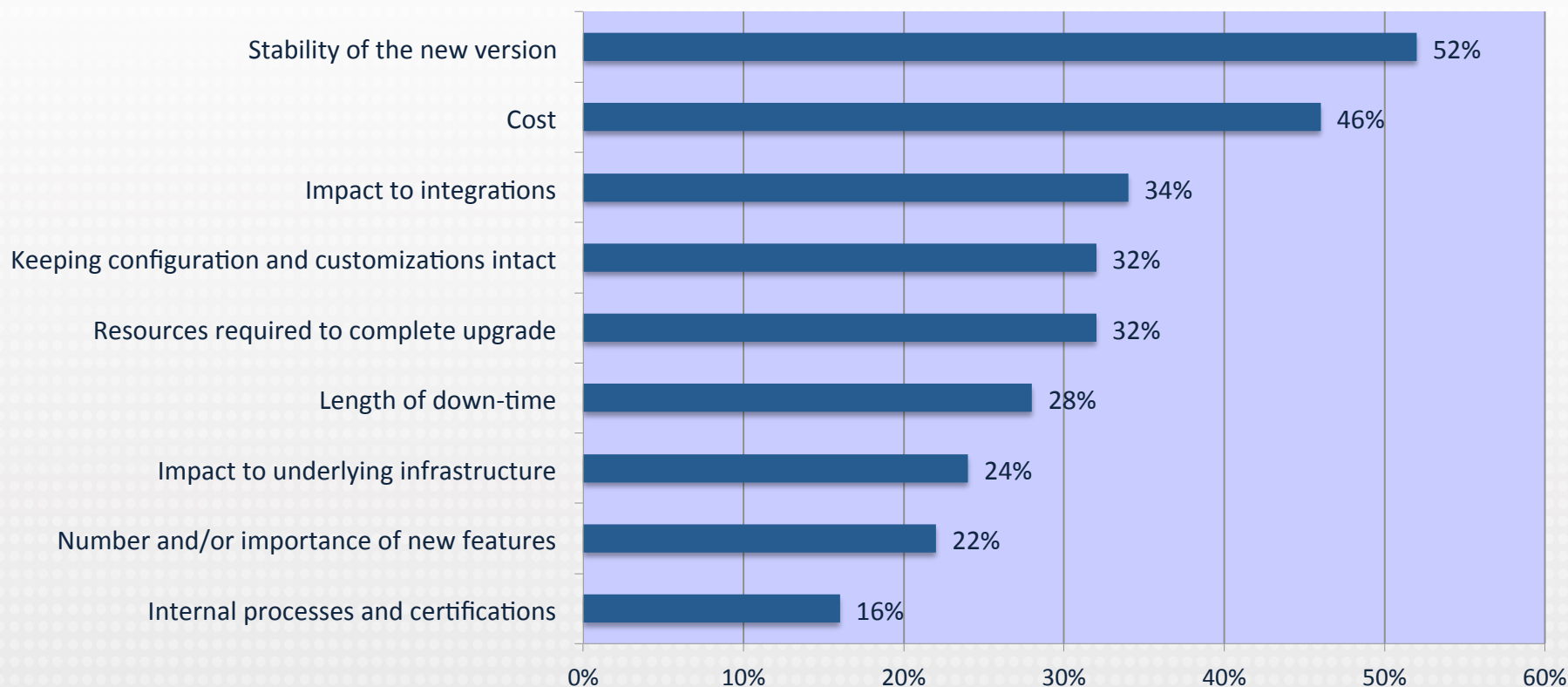
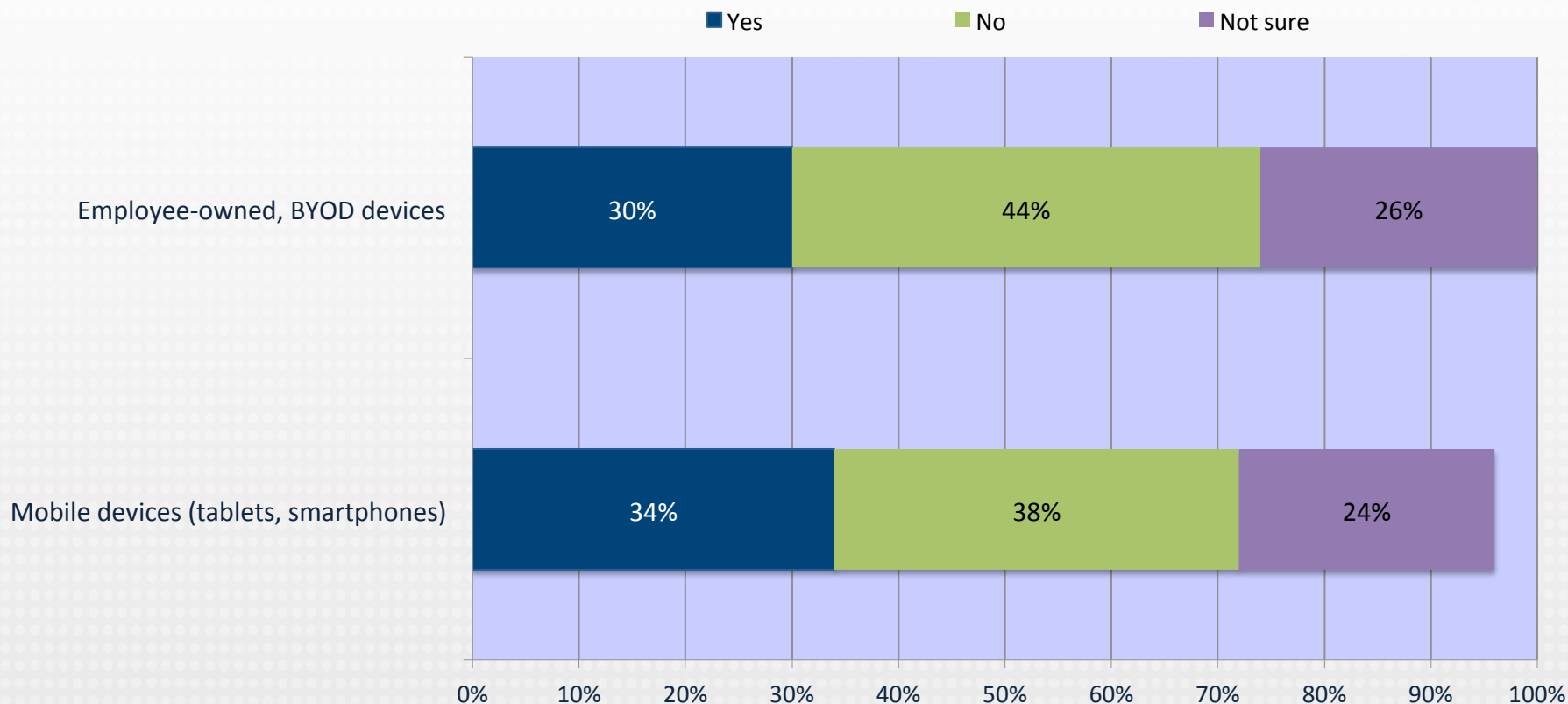# Which features of CA Client Automation are you using?

Feature	Percentage
Asset Management (HW/SW discovery)	38%
Software Packaging and Distribution	28%
Patch Management	24%
Remote Control	22%
OS Installation Management (OSIM)	12%
Desktop Migration Manager	12%
Infrastructure Health Monitoring	10%
CA Business Intelligence reporting	8%
Managing Virtual Desktops	8%
Location Awareness	8%
Automated Windows Migration (with CA Process Automation	6%
Managing Virtualized Applications	6%
Non-Resident Inventory / Elective Inventory (NRI/EI)	4%
Extended Network Connectivity (ENC)	2%

From a long list of possible features, the most used among responders is Asset Management (38%).

Do you have a device management solution in place for the following?

■ Yes   ■ No   ■ Not sure

Employee-owned, BYOD devices
- Yes: 30%
- No: 44%
- Not sure: 26%

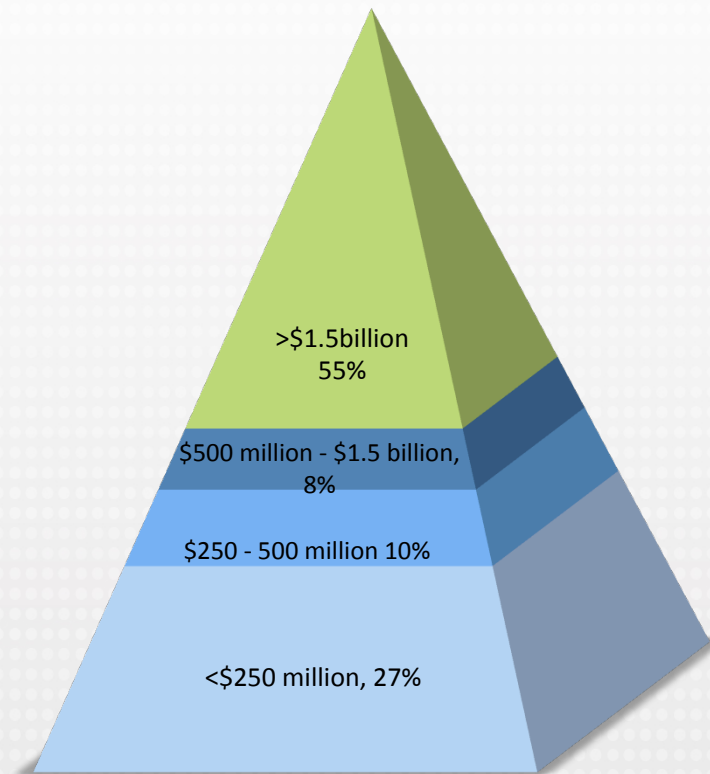**Mobile devices (tablets, smartphones)**
- Yes: 34%
- No: 38%
- Not sure: 24%

30% currently have a device management solution for employee-owned BYOD devices; 34% have a solution for mobile devices (tablets and smartphones).

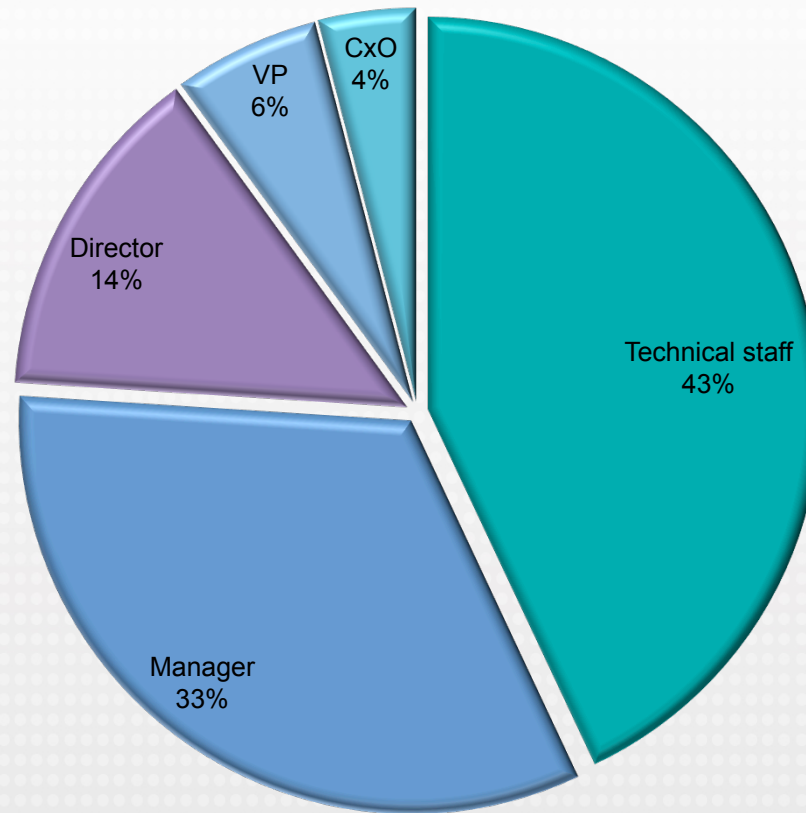# Profile of Responders:
Industry Sectors

Financial Services 39%

Retail Trade 7%

Wholesale Trade 7%

Telecom Services 10%

Mfg - High Tech 12%

Business Services 25%

Survey participants represent a range of industries.

Profile of Responders:
Revenue

>$1.5billion
55%

$500 million - $1.5 billion,
8%

$250 - 500 million 10%

<$250 million, 27%

55% of responders work for firms in the Fortune 1000.

Profile of Responders:
Job Level

57% of responders have titles of manager or higher; 43% have technical titles.

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CA Client Automation from CA Technologies delivers a complete view into your entire IT asset base and employs full automation and remote client management capabilities for managing the end user computing environment—whether physical or virtual.