

DICOS prepares for further growth after 10 successful years as a CA partner.



Partner Profile

Name and Title: Dr. Winfried Geyer,
Managing Director
Company: DICOS
Location: Darmstadt, Germany
Employees: 20
Business: Systems integration for
network and systems management
Key Capabilities: Consulting, solution
design, implementation and long-
term support
Length of CA Partnership: 10 years

DICOS was founded in 1998 and has since developed both its network and systems management expertise and customer base. Winfried Geyer from DICOS explains how the CA partnership has added value to the company and will facilitate its future expansion.

Q: Why did you choose to partner with CA?

A: DICOS specialises in delivering network, system and application management solutions as well as service desk systems.

When our company was established in 1998, we wanted to select the best products in the market that would enable us to meet the needs of our customers. During the past 10 years CA's monitoring solutions have proved to meet these requirements.

We believe that CA SPECTRUM® Network Fault Manager (NFM), CA eHealth® Network Performance Manager (NPM), CA Wily Customer Experience Manager™ and CA Wily Introscope® are the leading products in the market. These best-of-breed solutions have helped us support large and demanding network-oriented companies.

Q: What is the extent of your partnership today?

A: In addition to these products, we also offer CA NSM and CA Service Desk Manager to our clients. We have positioned ourselves to support our customers throughout the lifecycle of CA's solutions — from pre-sales and design through to development, support and training.

Our development capabilities, which are both customer-specific and product-oriented, enable us to enhance the functionality of CA products, such as CA SPECTRUM NFM and CA eHealth NPM. For example, we have developed management modules for Rittal enclosures as well as for various elements of NGN networks. We also offer a Port Access Monitoring security solution (PAM), which is based on and extends CA SPECTRUM NFM.

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Q: What are the benefits of being a CA partner?

A: Being a CA partner means we can deliver consistently high-value network management solutions to our customers. As a result, we have been able to grow both our revenue and customer base, which now includes more than 50 companies operating in different market segments, including the financial, industrial and highly competitive telecommunications sector.

We are one of only a select number of Partner Delivered Support (PDS) partners in Europe for CA SPECTRUM NFM and CA eHealth NPM. This means we can not only offer products and services to our customers but also ongoing product support, which makes it easier for us to win new business.

Q: Where do you expect your CA partnership to grow from here?

A: We expect CA's Enterprise IT Management (EITM) vision and product portfolio to facilitate the further expansion of our business. For example, we will be able to provide our customers with a 'one stop shop' experience for their infrastructure management needs. This will help our company to be more competitive as we will be able to provide a wider selection of CA solutions and services to both existing and new customers.

About The CA Partner Program

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