



WTC Almeda Park
Cornellà de Llobregat (Barcelona)

CA Technology Development Spain SA

CA Technologies (NASDAQ: CA), formerly CA, Inc. and Computer Associates, Inc., is a Fortune 500 company and one of the largest independent software corporations in the world. Headquartered in Islandia, New York, the company supports software which runs in mainframe, distributed, virtualized and cloud environments and which a majority of the Forbes Global 2000 has installed. In 2010, CA Technologies announced its cloud computing management strategy and its new suite of products that address the emerging challenges presented by the cloud.

CA Technologies, which posted \$4.4 billion USD in revenue for fiscal year 2010 (ending March 31, 2010), maintains 150 offices in more than 45 countries. The company employs 13,200 people (March 31, 2010), including 5900 engineers.

Shared Services Centre (SSC) active in Catalonia since 2004

Competences

Customer care, front-office call center, translations, European help-desk, license renewals, sales by distributors.

Languages spoken

9 (Spanish, English, French, Italian, German, Norwegian, Polish, Russian, Swedish).

Scalability

The centre started focused only in sales generation, its main goal. Few months later they added customer support and help-desk services. One year ago, the rest of the services provided today were added.

Reasons to choose Catalonia

Availability of multilingual talent at convenient price, infrastructures and Real Estate facilities.

Candidates per position

The company cannot provide a number of candidates per position since it varies too much whether the position requires proficiency of English (200 candidates are feasible) or a lawyer with proficiency of Russian (3 to 5 candidates). However, for any position that they create they easily find 2 or 3 final candidates with all the requirements.

Number of employees: 200

Turnover rate: 6%