



Helping IT organizations consistently deliver IT services that meet service levels while minimizing costs and mitigating risks



As the late CIO Bob Napier said, “Every business decision triggers an IT event.” Likewise, every IT event has a business consequence. The two are inseparable. You cannot address business issues like cost control, risk management, ROI, or even customer satisfaction without considering IT.

The efficiency of IT and the optimization of IT services have a significant impact on time and money savings to the business.

TeamQuest software and best practices help IT organizations increase efficiency and optimize services:

- Better align business and IT
- Ensure availability
- Optimize consolidation and virtualization strategies
- Support ITIL objectives
- Make the best use of limited resources
- Plan for new applications
- Manage service levels

Offering software for capacity planning, performance analysis, event monitoring and automated reporting, TeamQuest also provides best practices for IT Service Optimization (ITSO). IT organizations using TeamQuest’s five-step ITSO process can consistently meet service levels while minimizing resource costs and mitigating delivery risks. Built upon ITIL best practices, ITSO outlines effective processes that complement several ITIL disciplines.

Specializing in capacity management and IT resource planning software that supports ITSO practices, TeamQuest provides solutions with these business benefits:

- Reduced total cost of ownership
- Greater return on IT investment
- Consistent IT service delivery
- Improved asset utilization
- Enterprise view of IT
- Proactive adjustment to business changes

Specializing in IT Service Optimization

CHALLENGES

Align IT with business unit goals

Understanding and translating business unit objectives into IT priorities

Ensuring IT strategies reinforce business unit objectives

Demonstrating IT impact on business strategies

Communicating the value of IT to the business

Implement consolidation strategy

Reduce risk and maximizing results

Ensuring application performance is maintained in the consolidated environment

Determine the best technology approach

Optimize virtualization strategy

Verifying applications for virtualization

Testing scenarios prior to implementation

Providing objective data as input to virtualization strategy

Ensure availability

Minimizing unplanned, unbudgeted drains on IT capacity

Managing and analyzing IT availability in terms of SLAs

Understanding IT priorities and determining appropriate levels of investment

Make the best use of limited resources

Avoiding budget-buster purchase exceptions

Reducing costs for hardware/software acquisitions and upgrades, licensing and personnel

Right-sizing and justifying purchases

TEAMQUEST PERFORMANCE SOFTWARE SUITE

The TeamQuest software suite is built upon a powerful Capacity Management Information System (CMIS) that provides a single book of record for all capacity and performance information for IT components. The TeamQuest CMIS uses a distributed approach, storing detailed data close to the source while summarizing data centrally. Seamless access to data, regardless of where it is stored, means that you have all the detail you need for troubleshooting, without placing undue burdens on your network infrastructure. The same CMIS and the same analysis and reporting tools can be used across diverse platforms and audiences.



TeamQuest Model

TeamQuest Model is a capacity planning package that accurately predicts the resources required to support consistent service delivery at appropriate risk levels.



TeamQuest IT Service Analyzer

TeamQuest IT Service Analyzer offers powerful analysis tools for ensuring quality service delivery, such as early bottleneck detection, in-depth investigation and analysis, and trend analysis.



TeamQuest IT Service Reporter

TeamQuest IT Service Reporter displays IT performance reports using a Web browser, making it easy to report on service levels.



TeamQuest Alert

TeamQuest Alert monitors activity throughout the data center and watches for problem conditions that could impact services.

Contact TeamQuest

Corporate Offices and Americas

+1 800 551-8326
+1 641 357-2778 (fax)

info@teamquest.com

Europe, Middle East and Africa

+46 31 80 95 00
+46 31 80 65 50 (fax)
+44 (0) 1865 338100 (local U.K.)

emea@teamquest.com

Asia Pacific

+61 3 9641 2288

asiapacific@teamquest.com