

# TeamQuest Overview

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# TeamQuest in a Nutshell

- TeamQuest is a worldwide provider of IT Service Optimization solutions
- We focus on providing tools that support mature IT processes like ITIL
- Our products bring quick ROI due to ease of use and out-of-the-box solutions
- We have a comprehensive solution for performance, availability, capacity, and service level management

## IT Service Optimization

*Helping IT organizations consistently meet service levels while minimizing infrastructure costs and mitigating risks.*

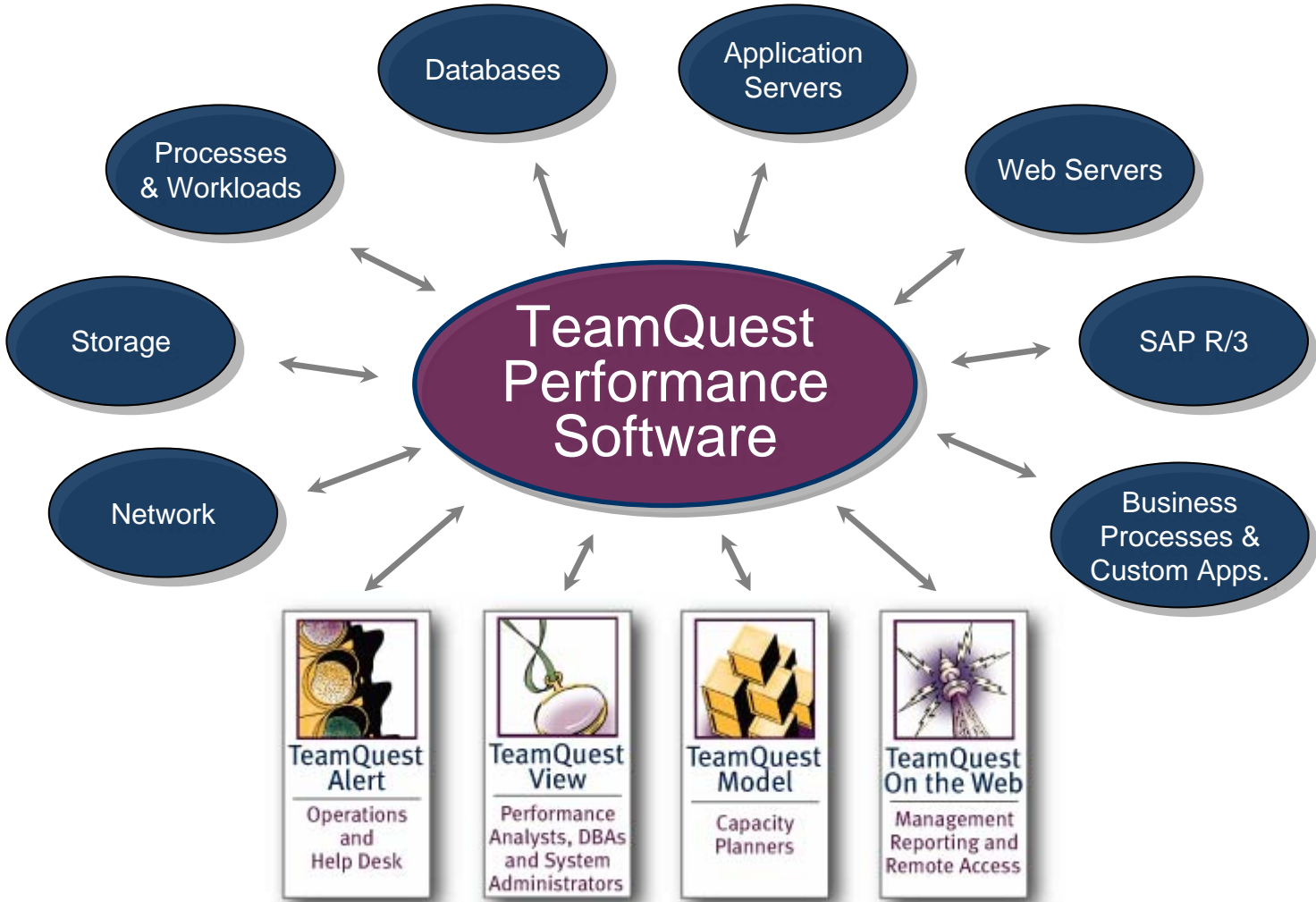


# IT Service Optimization (ITSO)

1. Understand business objectives
2. Prioritize services & assess risk levels
3. Establish service levels
4. Plan and provision services
5. Manage service performance



# Product Overview



## TeamQuest Performance Software

- Products share a distributed performance database
- Providing everything from monitoring to capacity planning
- Detect bottlenecks early & notify admins or a management console
- Drill down to the root cause of a performance problem
- Prepare for business forecasts or unexpected spikes
- Optimize systems and consolidate servers



**TeamQuest  
Alert**

Operations  
and  
Help Desk



**TeamQuest  
View**

Performance  
Analysts, DBAs  
and System  
Administrators



**TeamQuest  
Model**

Capacity  
Planners



**TeamQuest  
On the Web**

Management  
Reporting and  
Remote Access

- Ensure that business objectives are efficiently met
- Increase IT performance
- Avoid and/or reduce costs
- Manage service levels
- Manage service delivery risks
- Mitigate and resolve performance problems

- Inexpensively test and provision new apps
- Optimally size systems for server consolidation
- Manage performance and capacity for outsourcing
- Manage performance and capacity in virtualized environments
- Standardize performance tools enterprise-wide



# TeamQuest Background

- Evolved from Unisys in 1991
- Headquartered in U.S., EMEA HQ in Gothenburg, Sweden
- Privately-held, employee-owned corporation
- Profitable and growing every year since inception
- Major corporate and government customers throughout the world

- Companies supported by large data centers
- Dominant industries include finance, insurance, telecommunications, government and services

Bank One Corporation  
T-Systems International  
Vodafone D2  
DB Systems  
AT&T  
Orange PCS  
Internal Revenue Service  
Seiko Epson

Lockheed Martin  
Meredith Corporation  
Northwest Airlines  
Robert Bosch  
Ericsson AB  
Cox Services  
Sony Global Solutions, Inc.  
Air France

- Specialized in IT Service Optimization
- With expertise in capacity planning technology and processes
- Products are easy to deploy, configure and use – no consultants required
- Reputation for superior customer service
- Excellent ROI

“ \$2 million app saved due to TeamQuest’s ability to enhance performance. ”

“ \$5 million savings in hardware from software that cost \$500,000. ”

# Questions