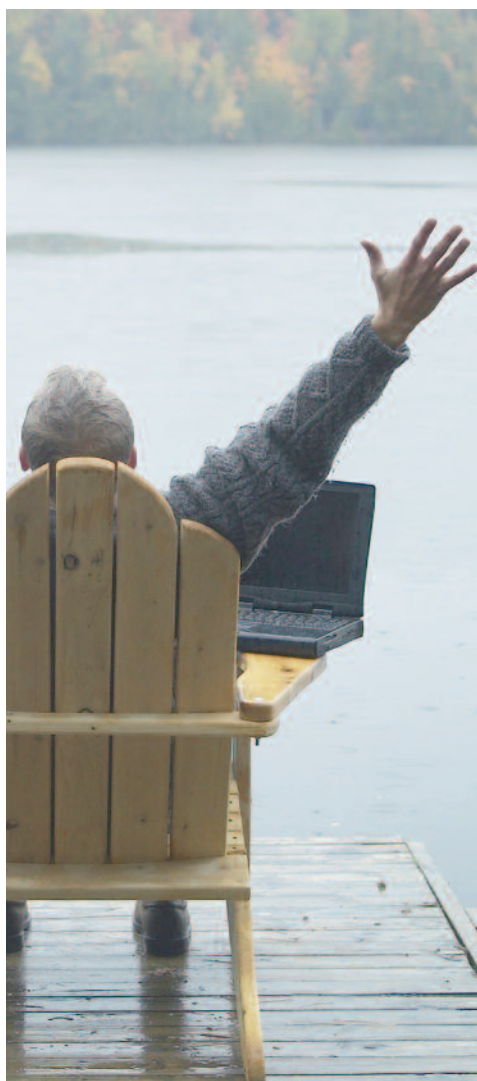




Helping IT organizations consistently deliver IT services that meet service levels while minimizing costs and mitigating risks.



SUPPORTING BUSINESS NEEDS

TeamQuest Corporation is the global leader in IT Service Optimization (ITSO). Dedicated to providing software that helps IT organizations consistently meet service levels at a minimum cost, TeamQuest provides quick and accurate capacity modeling and performance management solutions. Companies around the world trust TeamQuest to help improve IT service delivery while mitigating risks, allowing them to proactively optimize IT resources while minimizing infrastructure costs.

TeamQuest software can help organizations:

- Support ITIL objectives
- Align IT with business unit goals
- Ensure availability
- Make the best use of limited resources
- Implement a consolidation strategy
- Bring new services online

IT organizations using TeamQuest's five-step ITSO process can consistently meet IT service levels while minimizing costs and mitigating risks. Built upon ITIL best practices, ITSO outlines effective processes that complement several ITIL disciplines including service level management, capacity management and availability management. Specializing in performance management and capacity planning software, TeamQuest also provides software tools that support IT Service Optimization.

Experience these business benefits from ITSO:

- Reduced total cost of ownership
- Greater return on IT investment
- Consistent IT service delivery
- Improved asset utilization
- Enterprise view of IT
- Business and IT alignment
- 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

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

Bring new services online

Predicting service performance before putting into production

Reducing the costs of testing

Increasing the flexibility of testing and conducting what-if experimentation

Implement consolidation strategy

Reducing risk and maximizing results

Ensuring application performance is maintained in the consolidated environment

Determining the best technology approach

TEAMQUEST PERFORMANCE SOFTWARE SUITE**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 Model is used to:

- Predict if service levels will be maintained as a workload increases
- Identify which components will negatively impact response time
- Find the least expensive way to accommodate workload increases

TeamQuest View

TeamQuest View offers powerful analysis tools for ensuring quality service delivery, such as early bottleneck detection, in-depth investigation and analysis, and trend analysis. TeamQuest View is used to:

- Analyze service performance
- Investigate performance issues that affect service levels
- Monitor and report service levels
- Identify potential problems before service levels are affected
- Measure service response time

TeamQuest On the Web

TeamQuest On the Web displays IT performance reports using a Web browser, making it easy to report on service levels. TeamQuest On the Web is used to:

- Report service levels and key performance indicators to management
- Automatically produce and distribute performance reports to business units and IT management

TeamQuest Alert

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

- Monitor services across the entire enterprise and report on events
- Spot and report impending problems before they impact service levels

Contact TeamQuest

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