



#### Core Differentiators:

- Automates and documents the patching process
- Offers complete change management and version control
- Provides user security and roles requires by compliance regulations
- Safeguards and locks down customizations to prevent overwrites
- Restores objects and files immediately to a prior version

# Stat<sup>®</sup>

## Control, Visualize and Automate Application Change

Industry analysts estimate that 80 percent of IT operations involve change to the application infrastructure. The massive volume of patches, configurations, customizations, upgrades and migrations can quickly overwhelm any staff.

Multiple patches can also introduce a significant risk of a breakdown in process controls and result in lapses of quality, availability, performance and delivery of business-critical applications. Manual approaches to tracking, managing, documenting and reporting on this extensive activity have proven to be resource intensive and generally ineffective. In addition, regulatory compliance legislation acts like Sarbanes-Oxley and others have exponentially increased the complexity associated with managing this continual change.

Stat<sup>®</sup> makes organizations more responsive to change through increased visibility and control over the change process. Stat<sup>®</sup> enables organizations to control and enact change without disrupting business through:

- Issue tracking and workflow
- Version control
- Patch management
- Impact analysis
- Object management
- Migration management
- Powerful reporting and auditing capabilities

### How Quest Professional Services Can Help

By utilizing Quest Professional Services, you can leverage a subject matter expert to seamlessly implement a custom change management process. This process will adhere to common best practices to address your specific business environment and audit team's requirements.

We have found that many customers who purchase Stat<sup>®</sup> also need assistance defining a change management strategy. In addition to consulting and training services, we also offer a pre-implementation analysis to help you determine the current state of your change management processes and how Stat can be integrated. Depending on your current change management requirements, we can help you to create:

- Change control policies and procedures
- Service level agreements
- Programming and development standards
- System configuration definition

- System administration procedures
- Formal testing methodology
- Programming and reporting templates

## **Implementation Approach and Activities**

Quest Professional Services has created a formal, phased implementation strategy by cultivating best practices from hundreds of engagements. Each stage represents major phases of the project.

### **Phase 1 – Project Initiation**

Project planning is a critical part of every technology project. We kick off the project by bringing your IT staff and our consultants together to: understand your strategic and tactical direction; determine the project objectives, scope and critical success factors; review your current change management system and business processes; define change management goals and business processes; train the implementation team; and document project plan and timeline.

### **Phase 2 – Design**

Unlike typical consulting organizations, Quest consultants have a deep understanding of the architecture and technologies where our solutions are deployed. Our consultants bring years of industry expertise to your company in order to: define organizational responsibilities and functions to be automated; establish network framework; process engineering; implement Quest product(s) in test environment; conduct proof of concept testing; and perform a pilot implementation in production.

### **Phase 3 – Solution Rollout**

During the final project phase, our consultants work with your team to fine-tune the live environment. Through preventive measures and corrective troubleshooting, we can ensure reliable operation without impacting the end-users. The final phase also includes: production set-up and roll-out planning; implement Quest product(s); end-user training; and product rollout and follow-up.

### **The Close-out Process**

After your implementation is complete, we have a formal meeting to smoothly transition the project to your IT staff. We will: determine if the project objectives were met; measure the critical success factors; start dialog with support engineers; and provide help desk information for all user and system support requests.

### **Why Team with Quest?**

You're not alone after we leave. Quest has a world-class support and customer loyalty group that includes an online knowledgebase with thousands of solutions and an advanced case management system. Your relationship with Quest is just beginning.

### **About Quest Software, Inc.**

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at [www.quest.com](http://www.quest.com).



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