

# SERENA® CHANGE MANAGEMENT AND ORACLE SOLUTIONS FROM INTERNEXT GROUP

## KEY FEATURES

### SERENA VERSION MANAGER AND TEAMTRACK

Serena PVCS® Version Manager and TeamTrack are part of the Serena Professional™ Suite featuring:

- Team-based software change and configuration management
- Centralized change, defect, and issue tracking and management
- Version and change control, including pragmatic locking, synchronization, and differencing/merge to support parallel development
- Flexible, broad infrastructure platform and IDE support
- Integration with VS .NET and Eclipse-based IDEs

### INTERNEXT CM WEB CENTER FOR ORACLE

- An Oracle-specific CM solution
- Ensures higher ROI from your ERP installation by reducing change management cycle times
- Reduces time preparing status reports and answering the perennial question “Where’s my change?”
- Manages the Application Lifecycle (ALM) with advanced workflows for ERP
- Supports separate and distinct roles and responsibilities for SOX compliance
- Customized ERP change management training ties it all together
- Rapid implementation, typically 30 days
- Builds collaboration by including business people in the change process
- Helps eliminate the ERP challenge of “what changed?” and how to fix it when patches and updates affect service

## Bringing change management and SOX compliance to Oracle ERP

When it comes to the Oracle ERP (Enterprise Resource Planning) suite, change happens. But without a strong configuration change and version control solution in place, changes in Oracle Applications—whether from an Oracle update or patch or your own internal business changes—can lead to broken functionality and lost productivity.

Your company can stop struggling with Oracle Application performance issues. An effective performance management strategy, based on proven Serena configuration and change management tools, will dramatically reduce response times and build end-user confidence. You no longer have to reinvent the Oracle ERP wheel with every change.

Serena Version Manager is the award-winning PVCS change management tool used by thousands of enterprises and developers worldwide for decades. TeamTrack is the perfect complement, automating the defect, issue, and change tracking that supports Version Manager in a total change and configuration management solution.

InterNext Group takes these proven tools and applies them to the unique challenges of Oracle ERP.

### WHAT’S DIFFERENT ABOUT ERP?

It is said that implementing an ERP application can be compared to “re-wiring the enterprise central nervous system.” Once in operation, the ERP suite will be subject to a constant stream of changes driven by the business, numerous patches from the application vendor, and literally hundreds of other minor and maintenance changes each year. Each update, patch, or business change can wipe out customizations the business has worked long and hard to implement for its unique needs.

Worse, despite its cost and complexity, Oracle ERP is not inherently engineered for Sarbanes-Oxley (SOX) compliance. So, on top of the change management challenges, the enterprise is on its own to track and document Oracle Applications for SOX. Only a systematic, traceable change management discipline can help document SOX compliance.

### CM WEB CENTER SOLVES THE ERP CHANGE CHALLENGE

InterNext Group’s CM WebCenter provides the missing link to the Oracle ERP customer’s need for meeting change management and compliance needs. It is an out-of-the-box solution with an extensive set of process descriptions, processes, and workflows for companies to use to provide change management and reduce the time to implement Oracle ERP applications and their ongoing updates.

CM WebCenter is a web portal solution that runs Serena’s TeamTrack and Version Manager, combined with InterNext’s best practices for Oracle change management and ITIL best practices.

InterNext simplifies ERP change management for users, process owners, business analysts, IT professionals, and other stakeholders in making ERP applications cost effective and compliant.



### HIGHLIGHTS OF THE INTERNEXT SOLUTION

- Bridges the gap for ERP-user companies who want a simple, to-the-point change management solution for all stakeholders
- Provides an efficient alternative to non-SOX compliant and hard-to-use ERP change utilities
- Enhances the change management process with proven education and training for all levels of participants
- Minimizes time and resource drains on limited IT resources by streamlining change management communications and helping you “get it right the first time”
- Establishes both source code management and change management processes to ensure that all application changes are tracked and managed
- Provides metrics to guide future change control, enables change impact analyses, and helps document SOX required changes.

### ABOUT SERENA

Serena is the leader in Application Lifecycle Management for distributed and mainframe systems. More than 15,000 organizations around the world, including 96 of the Fortune 100, rely on Serena software to automate the application development process and effectively manage their IT portfolios. For more information on Serena software and services, visit: [www.serena.com](http://www.serena.com)

### ABOUT INTERNEXT GROUP

InterNext Group is a leader in ERP change and performance management services. Our practices and techniques use business-directed change and application lifecycle management processes to focus IT projects on optimizing business outcomes. Our goal is to help our client companies realize the full ROI potential from their ERP application investment by pursuing operational excellence using proven, best practice change management processes, and increased availability and scalability from proven performance management techniques.

### CONTACT

Learn more about the power of Serena Version Manager and TeamTrack ERP change management solutions by InterNext Group by visiting [www.serena.com](http://www.serena.com), [www.internext-group.com](http://www.internext-group.com) or contacting one of our sales representatives in your area.

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