

SERENA® DIMENSIONS® AND TEAMTRACK® WITH KEDAR IT CONSULTING SOLUTIONS

KEY FEATURES

SERENA DIMENSIONS

- Empowers IT and development teams with a process-centric solution that spans enterprise roles, platforms, and locations
- Reduces risks, costs, and diminished quality by integrating silos of change across the entire organization
- End-to-end process and infrastructure capabilities
- Comprehensive change governance
- Provides unprecedented visibility into change dynamics
- Platform independence
- Auditable results

SERENA TEAMTRACK

- Ensures uniform, repeatable, traceable processes across business teams
- Improves information flow and collaboration
- Enforces consistent process management practices across enterprise silos
- Provides visibility into quality metrics and change information

KEDARIT CONSULTING AND TRAINING

- ITIL assessment to measure “current state” process effectiveness and maturity
- IT services cost analysis to predict cost of services for accurate budgeting and forecasting
- Process design and controls to construct and model functional areas for improvement
- Business process analysis and mapping to link business metrics and objectives to IT services
- Operational support to establish baselines for appropriate service and support levels
- IT Service Management (ITSM) best practices and the theories behind them.

Learn ITIL and implement Serena tools for measurable results

The Information Technology Infrastructure Library (ITIL) framework can help organizations improve their IT service reliability and accountability, as well as deliver eye-catching returns and huge savings. But when companies consider ITIL initiatives to address their challenges, they are confronted with the enormity of implementing them quickly and successfully on their own. The right tools and ITIL training can help.

Both Serena Dimensions and Serena TeamTrack have helped thousands of companies deliver on their ITIL initiatives. Dimensions is a closed-loop, end-to-end change management system that manages both software and hardware assets in the enterprise. TeamTrack is a process tool for team change and issue management, which is fundamental to ITIL discipline. TeamTrack enables you to control and automate business processes, manage issues throughout the lifecycle of IT projects, and facilitate collaboration among stakeholders.

Serena Dimensions and TeamTrack have earned PinkVerify™ Service Support Enhanced approval in the ITIL process areas of Incident, Problem, Change, Release, and Configuration Management from Pink Elephant, the globally recognized ITIL Experts.

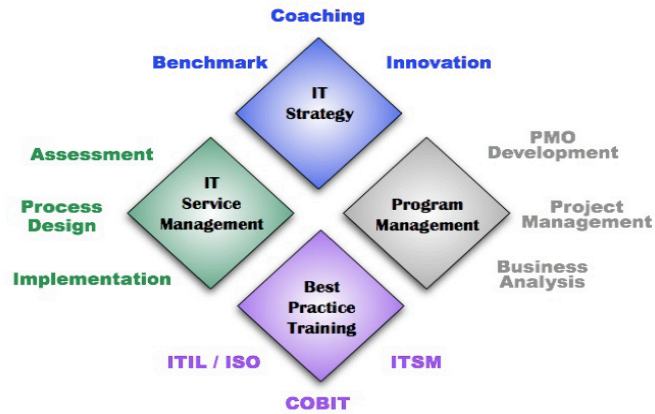
KEDAR IT MAKES ITIL ACTIONABLE

KEDAR Information Technologies, Inc. is an IT Service Management (ITSM) company that specializes in best practice frameworks such as ITIL, CMMI, ISO 20000 and COBIT. Help customers effectively integrate ITSM best practices to align IT services to successfully meet the velocity of change and business requirements.

KEDARit’s rich knowledgebase of IT consulting intellectual property (IP) and training courses are based on the Service Management portion of ITIL. KEDARit expertise and internal IP help customers avoid ITIL adoption pitfalls associated with:

- “Current State” maturity measurement
- Determining ITSM improvement value and roadmap
- Process design, modeling and simulation
- Controls and metrics development
- Policies and procedures
- Workflow automation and reporting

KEDARit helps organizations improve IT service management, reduce cost, and increase operational effectiveness to the business. KEDARit services include:



KEDARit's mission is to efficiently blend people, process and technical expertise, in partnership with customer staff, to provide the most effective business solutions available.

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

ABOUT KEDAR IT

KEDAR Information Technologies, Inc. is an internationally accredited Information Technologies Infrastructure Library provider. With a rich library of pre-built process models, in-depth knowledge of best practice frameworks and experienced staff of IT consultants and instructors, KEDARit has helped Fortune 1,000 companies, medium-sized businesses, academic, and government organizations across a broad range of industries.

CONTACT

Learn more about the power of Serena Dimensions and TeamTrack with KEDARit ITIL consulting by visiting www.serena.com, www.KEDARit.com or contacting one of our sales representatives in your area.

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