SERENA® TEAMTRACK® JUMP START

A straightforward approach toward implementing change control for your business and applications

The Serena TeamTrack Jump Start is a straightforward approach to begin automating and enforcing change control over your business and application processes. Not only does this Jump Start accelerate control of those processes, but it will also return your technology investment in the shortest amount of time. By leveraging our subject matter expertise and experience, Serena's Professional Services Consultants will create a change management solution to begin supporting your business needs. Within a week, the Serena Consultant will install, configure and test your change control system in a non-production environment. Serena's experienced professionals will also provide knowledge transfer to your staff while automating your change control processes.

Serena Professional Services works with your organization to provide a fast, efficient implementation of Serena TeamTrack. Our ultimate goal is to deliver the full value of Serena Professional Services to your enterprise, from planning the groundwork to tailoring the implementation to your specific requirements.

SERENA TEAMTRACK JUMP START PROVIDES YOUR ORGANIZATION WITH:

- Accelerated implementation of your applications
- Faster return on your software investment costs
- Leveraged industry knowledge and product-specific expertise
- Full and immediate access to all Serena resources

Installation and Configuration

Planning and Review

- Kickoff meeting
- Review TeamTrack Installation Guide
- Technical architecture meeting
- Network and server meeting
- Document configuration

Installation and Configuration

- Install license manager
- Install and test TeamTrack
- Setup ODBC connection to database
- Identify current business processes and workflows
- Define new processes, workflows, roles, and responsibilities
- Document configuration updates

Deployment

Team Deployment and Knowledge Transfer

- Knowledge transfer
- Final walkthrough
- Engagement closeout
- Complete satisfaction survey
- Engagement completion and signoff

OVERVIEW

The TeamTrack Jump Start is a five-day engagement that establishes change control processes built upon workflows to automate and enforce your organization's business and application processes. This offering permits the implementation and configuration of one small project, which is ideal for organizations that understand the importance of controlling and automating their business processes. During implementation, a project team of up to 10 users are provided access, then roles and security privileges are established for each user. The Jump Start includes one seat in a scheduled TeamTrack public training course to prepare a selected user for knowledge transfer during the engagement. These classes are held in various locations across the country and are also offered online. The schedule for upcoming classes can be found on our website.

Implemented workflows can be chosen from among the following:

- 1 to 2 solution or wizard workflows
- 1 to 2 custom solutions
- No more than 3 to 4 total implemented workflows.

PRE-ENGAGEMENT PLANNING

Before the Serena Professional Services Consultant arrives on site, the client completes and returns a survey that gathers data about the organization's IT environment, security, user roles, and processes used. This gives the consultant an opportunity to begin formulating various change management solutions.

ENGAGEMENT PLANNING AND REVIEW

Engagement planning and review validates the objectives, deliverables and priorities for the engagement. The stakeholders begin by attending a kickoff meeting to discuss project commitments, the Statement of Work (SOW), and pre-engagement survey results. They schedule meetings for detailed discussion regarding technical architectural, network and server environments, and process requirements.

PRODUCT INSTALLATION AND CONFIGURATION

Once the customer requirements are determined and agreed upon, the Serena Consultant installs and configures the components of Serena's TeamTrack product, which include License Manager, TeamTrack, TeamTrack Web Sever, and ODBC Drivers. The team verifies and tests all configuration settings to ensure correct process flows and proper security for access.

ENGAGEMENT COMPLETION

When the consultant completes the TeamTrack Jump Start engagement, the client receives confirmation that all objectives and deliverables were achieved. They also receive full copies of all the documents created during the engagement to complete the knowledge transfer, and examine and discuss the lessons learned during the engagement. Then Serena's Professional Services Consultant provides an opportunity for next steps planning and assistance before departing.

PRICING

The TeamTrack Jump Start is priced competitively. The Serena TeamTrack Product must be purchased separately. Please contact your Serena sales representative for details.

ABOUT SERENA

Serena Software, the Change Governance™ leader, helps more than 15,000 organizations around the world—including 96 of the Fortune 100 and 90 of the Global 100—turn change into a business advantage. Serena is headquartered in San Mateo, California, and has offices throughout the U.S., Europe, and Asia Pacific.

CONTACT

Learn more about the enterprise-wide power of TeamTrack Jump Start by visiting www.serena.com or contacting one of our sales representatives in your area.

Serena Worldwide Headquarters
Serena Software, Inc.
Corporate Offices
2755 Campus Drive
Third Floor
San Mateo, California 94403-2538
United States

800.457.3736 T
650.522.6699 F
info@serena.com

Serena European Headquarters
Serena Software Europe Ltd.
Hertfordshire
Abbey View Everard Close
St. Albans
Hertfordshire AL1 2PS
United Kingdom

+44 (0)800.328.0243 T
+44 (0)1727.869.804 F
ukinfo@serena.com

Serena Asia Pacific Headquarters
Serena Software Pte Ltd
360 Orchard Road
#12-10
International Building
Singapore 238869

+65 6834.9880 T
+65 6836.3119 F
apinfo@serena.com

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