

## CHANGEPOINT PREMIUM GUARDIAN SERVICES

Companies demand their IT organizations deliver reliable, high-performing services that support the core business. To meet this challenge, many organizations have invested in Compuware Changepoint to provide IT with an end-to-end perspective on service delivery, helping them optimize communications among business partners, align to organizational priorities, improve operational efficiency, deliver projects to budget and schedule, and optimize resource usage. To ensure that Changepoint customers get full value from their technology investment, Compuware provides Changepoint Premium Guardian Services. Premium Guardian Services offers skilled resources and leadership to enable IT and PSA organizations to effectively leverage the Changepoint solution in a cost-effective and high-value manner. Particularly critical in the current economic climate, Premium Guardian Services helps clients obtain the maximum leverage from existing investments to allow core resources to focus on new project delivery and cost management initiatives, while supporting ever-changing business needs.

### PREMIUM GUARDIAN SERVICES COMPONENTS

#### CHANGEPOINT OPTIMIZATION

Quality professionals trained in Changepoint will provide full or part-time FTE support for administration, configuration, report/workflow development and maintenance of the implemented system. Depending on the Premium Guardian Services package, these services may be provided by on-site or remote resources.

#### TYPICAL ACTIVITIES:

- Perform day-to-day maintenance of Changepoint application including resource setup, configuration updates and patch management
- Maintain and enhance workflows to meet ongoing needs of the organization
- Assist client staff in troubleshooting and root-cause diagnosis of application issues
- Provide functionality support
- Update Changepoint software with any necessary service packs and maintain accurate deployment documentation with Compuware Technical Support
- Develop ad hoc and standard dashboards, reports and views.

#### BENEFITS:

- Eliminate the effort and costs associated with recruiting, hiring, training and retaining internal staff
- Guardians leverage the knowledge of Compuware colleagues, ensuring the latest best practices are employed.

#### CHANGEPOINT MATURITY ASSESSMENT

A Compuware Solution Architect will conduct periodic workshops to identify opportunities for improvement, and rollout of additional functionality according to business needs.

#### TYPICAL ACTIVITIES:

- Interview key business and IT stakeholders to identify opportunities for improvement and assess progress/alignment
- Perform ROI analysis
- Consult on strategy and best practices for key components of ITPM including (1) Portfolio Planning, (2) Project Execution, (3) Resource Management and (4) Financial Management
- Align approach with overarching corporate initiatives and priorities
- Evaluate staff proficiency and adoption
- Deliver recommendations and action plans to drive value to the organization.

#### BENEFITS:

- Compuware Solution Architects, with an average of 7+ years in ITPM/PSA, provide exceptional strategy and guidance for a fraction of the cost of sourcing internally or through a typical consulting organization
- Solution Architects produce tangible report deliverables that provide a clear and concise assessment of the IT organization's progress toward ITPM objectives.



## UPGRADE ASSURANCE

Compuware provides a managed migration service to successfully upgrade to one major and one minor release of the Changepoint software.

### TYPICAL ACTIVITIES:

- Evaluate current deployment and plan migration path
- Back up current system configuration and data
- Upgrade software components to new release and validate functionality
- Educate client's IT and business users on new release capabilities and make design recommendations
- Document new system specifications with Compuware Technical Support.

### BENEFITS:

- Compuware consultants are trained in new release functionality and leverage a proven migration methodology to dramatically reduce time, effort and risk associated with major software upgrades.

## EDUCATION SERVICES

Compuware provides training for IT and business users on Changepoint software and ITPM best practices.

### TYPICAL ACTIVITIES:

- Understand overall client education requirements
- Perform training at client site or at Compuware location.

### BENEFITS:

- Customers continually improve their understanding of Changepoint and industry best practices.

## PREMIUM GUARDIAN SERVICES PACKAGES

INCLUDED COMPONENTS	SILVER	GOLD	PLATINUM
Changepoint Optimization	N/A	Remote, Part-time	On-site, Full-time
Changepoint Maturity Assessment	Annual	Semi-annual	Quarterly
Upgrade Assurance	Semi-annual	Semi-annual	Semi-annual
Education Services	Up to 5 days per year	Up to 10 days per year	Up to 15 days per year

In addition to the defined packages outlined in the chart on the left, Compuware can work with clients to create custom solutions to meet specific requirements and budget. Contact your Changepoint Account or Client Manager for more details.

To learn more, visit:  
[compuware.com/changepointguardian](http://compuware.com/changepointguardian)

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