

FLEXIBILITY, SECURITY AND CONTROL IN A SINGLE SOLUTION

As enterprises look to the cloud to increase flexibility and drive down costs, Software as a Service (SaaS) solutions are gaining popularity as a viable implementation model.

Compuware's Changepoint is a leader in providing enterprise-level SaaS solutions. In fact, Changepoint has been providing SaaS to enterprise-size organizations for more than 10 years. Changepoint continues to attract a growing number of customers because it provides services and IT executives with full visibility into their investment — projects, applications and resources — improving their ability to manage costs, make better investment decisions and ensure business alignment. Changepoint's SaaS solution provides the best of both worlds: mature functionality and a browser-based delivery method.

THE CHANGEPOINT APPROACH

Changepoint's SaaS solution has been built with enterprise organizations in mind and is used by professional services organizations and IT departments worldwide. Our solution provides a high degree of security, as well as flexibility and control, while reducing costs. We do all of this while ensuring that the resulting system adheres to your business model. We manage the installation, administration and maintenance of the solution, and our industry-leading consultants oversee the process to ensure successful implementation and adoption.

"PRIVATE CLOUD" ENTERPRISE-LEVEL SECURITY

Security is an important consideration for companies looking at the cloud as a delivery method. Changepoint's SaaS solution is delivered as a private cloud solution. This means that each customer has its own instance "hosted," rather than the more conventional multi-tenant model where client data is stored on a single partitioned database.

FLEXIBILITY AND CONTROL WITH TURNKEY ADMINISTRATION

Within Changepoint's SaaS model, customers are up and running quickly. They are advised of newly available software upgrades and are given appropriate time to plan for the introduction of software updates, customizations and enhancements into their corporate environments. This approach ensures stability of each customer's system implementation, and protects and preserves business continuity. Unlike the multi-tenant model, it allows organizations to control timing of software upgrades, customizations and enhancements instead of having to follow a schedule designed to accommodate others.

CHANGEPOINT SAAS IN THE CLOUD – AN ALL-INCLUSIVE SOLUTION

Not all SaaS solutions are created equal. Changepoint's service,

flat-fee SaaS solution includes all the features and benefits that you would find in our hosted and on-premises solutions — something you won't find with all SaaS offerings. Features of this industry-leading portfolio management solution include:

- accelerators that encompass industry best practices
- system management and monitoring
- support desk access
- access to production, test and preview sites
- data back-up and secure storage
- software upgrade and patch management
- ongoing relationship management
- VPN access to enable integration with your on-premises business applications.

EXPERIENCED OPERATIONS TEAM

Compuware Changepoint's highly trained staff provides security, stability and reliability with our industry-leading technologies. Our operations team will assist with installation and maintenance, including software upgrades, application of maintenance releases, audit support and backup of your database.

THE CHANGEPOINT DIFFERENCE

- Three different delivery methods — SaaS, on-premises, and buy and host — provide the flexibility to easily transition between options as your business needs change.
- Highly experienced people who utilize best practices to ensure implementation success.
- A sophisticated, but flexible solution that can grow with your organization.
- Conforms to unique business environments through configurable

processes, dashboards and reports, providing the visibility needed to make the right business decisions.

- Built-in financial discipline to measure and monitor the value of your investments.

ABOUT COMPUWARE CHANGEPOINT

Compuware Changepoint allows technology companies to maximize professional services profitability while maintaining a focus on effective product decisions and delivery. Changepoint's integrated solution marries Professional Services Automation (PSA) with Project Portfolio Management (PPM) to provide total operational visibility, allowing product-centric technology companies to drive services growth with strong margins, deliver a competitive product and services mix for high ROI and maintain top-line revenues and bottom-line profitability.

To learn more about Changepoint, please visit:

compuware.com/changepoint or visit our blog: www.changepoint-blog.net

BENEFITS OF CHANGEPOINT SAAS:

AFFORDABLE

- Flexible approach to maximize ROI.

AVAILABLE ANYTIME

- 24/7/365 uptime with daily backup and off-site secure storage. Changepoint handles all technical administration and configuration management.

ENTERPRISE LEVEL SECURITY

- Delivered as a private cloud solution versus multi-tenant model where client data is only partitioned. Provides greater level of data protection for risk-averse enterprises.

TIME TO VALUE

- Rapid implementation with less risk.

EASE OF USE

- Easy to implement and easy to use anywhere in the world.

DELIVERY METHODS THAT SUIT YOU

- Three delivery methods — SaaS, on-premises and buy and host — provide the flexibility to easily transition between options as your business needs change.

Compuware Corporation, the technology performance company, provides software, experts and best practices to ensure technology works well and delivers value. Compuware solutions make the world's most important technologies perform at their best for leading organizations worldwide, including 46 of the top 50 Fortune 500 companies and 12 of the top 20 most visited U.S. web sites. Learn more at: compuware.com.

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