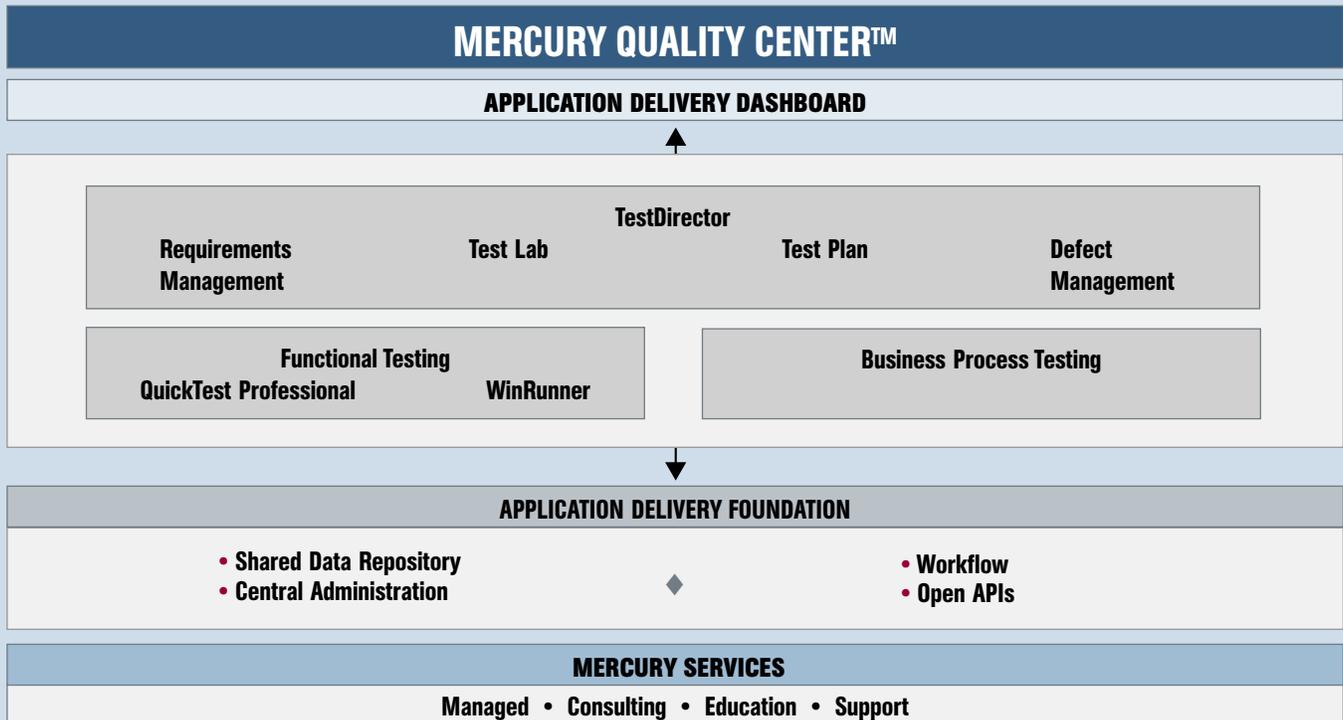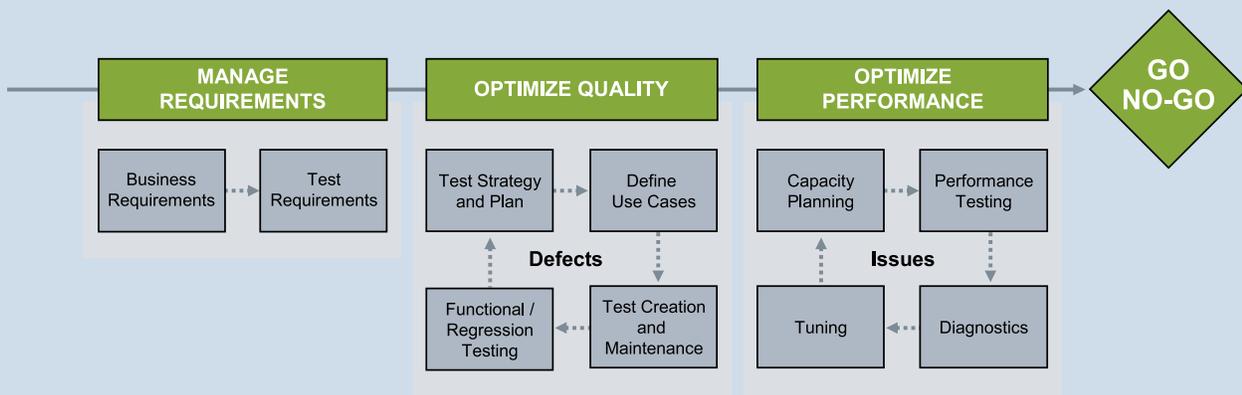# OPTIMIZE QUALITY

MERCURY QUALITY CENTER OVERVIEW

Mercury Quality Center™ provides a complete, Web-based, integrated system for performing quality assurance across a wide range of IT and application environments. It includes an integrated suite of role-based applications and best practices as well as an open, scalable, and extensible foundation — all designed to optimize and automate key quality activities, including requirements, test, and defects management; functional testing; and business-process testing.

Mercury™

Mercury Quality Center

MERCURY QUALITY CENTER™

APPLICATION DELIVERY DASHBOARD

TestDirector

| Requirements Management | Test Lab | Test Plan | Defect Management |

| Functional Testing QuickTest Professional   WinRunner | Business Process Testing |

APPLICATION DELIVERY FOUNDATION

- Shared Data Repository
- Central Administration
- Workflow
- Open APIs

MERCURY SERVICES

Managed • Consulting • Education • Support

Application Delivery Process

| MANAGE REQUIREMENTS | OPTIMIZE QUALITY | OPTIMIZE PERFORMANCE | GO NO-GO |

| Business Requirements → Test Requirements | Test Strategy and Plan → Define Use Cases | Capacity Planning → Performance Testing |

Defects

Issues

| Functional / Regression Testing | Test Creation and Maintenance | Tuning | Diagnostics |

OPTIMIZE QUALITY

MERCURY QUALITY CENTER

Are you confident that your application will work as expected when you go live?

Did you capture and test all the critical use cases?

Can you keep pace with the volume and frequency of application changes?

Do you understand the risk to your business if your rollout fails?

Today, IT faces an array of challenges unlike ever before. And none are greater than delivering the enterprise applications that run the entire business. These applications enable the critical business processes that make everything work. In a way, it's simple: The quality of your enterprise applications determines the quality of your business.

Delivering what's required, however, is not simple. Companies must manage complex quality processes involving many different roles and teams, with members often scattered around the globe. All with less time. Less money. Fewer resources. The only thing there seems to be more of is complexity.

Mercury Quality Center™ provides a complete, Web-based, integrated system for performing quality assurance across a wide range of environments. Its applications support and automate key quality activities, including requirements management, test management, defect management, and automated functional and business-process testing. And Mercury can provide expert services to ensure the fastest implementation and a rapid ROI.

Mercury Quality Center enables you to:

• Standardize and manage the entire quality process.

• Improve application quality and reliability.

• Reduce application deployment risk.

• Make go-live decisions with confidence.

Mercury TestDirector® provides a consistent, repeatable process and support for gathering requirements, planning and scheduling tests, analyzing results, and managing defects. Mercury Application Delivery Foundation™ consists of a central data repository, workflow capabilities that enforce the quality process, central system administration, and an open API to enable integration with other IT systems and tools. Mercury Application Delivery Dashboard™ presents Key Performance Indicators (KPIs) based on the latest results of everybody's work, giving you real-time visibility and helping you make fact-based decisions about application readiness.

Mercury QuickTest Professional™ and Mercury WinRunner® allow you to automate functional tests based on critical uses cases and data, enabling you to identify defects and ensure applications work correctly. Mercury Business Process Testing™ works hand-in-hand with QuickTest Professional. This powerful combo enables business analysts — the people who know the application — to apply their expertise to the automated functional testing process.

Mercury Services help you achieve the fastest ROI at the lowest total cost of ownership. We offer two Mercury Quality Center Consulting Services to help you successfully implement the Center and roll out quality initiatives: Mercury Quality Process Service™ and Mercury Functional Test Automation Service™. You can also implement Mercury Quality Center through Mercury Managed Services™.

Learn more about the key components of Mercury Quality Center. ▶

MERCURY TESTDIRECTOR

Mercury TestDirector® enables you to deploy high-quality applications quickly and effectively by providing a consistent, repeatable process for gathering requirements, planning and scheduling tests, analyzing results, and managing defects and issues.

TestDirector is a single, Web-based application for all essential aspects of quality management – Requirements Management, Test Plan, Test Lab, and Defects Management. You can leverage these core modules either as a standalone solution or integrated within a global Quality Center of Excellence environment.

TestDirector supports high levels of communication and collaboration among IT teams. Whether you are coordinating the work of many disparate QA teams, or working with a large, distributed Center of Excellence, TestDirector helps facilitate information access across geographical and organization boundaries.

Using TestDirector, multiple groups throughout your organization can contribute to the quality process:

- Business analysts define application requirements and testing objectives.

- Test managers and project leads design test plans and develop test cases.

- Test automation engineers create automated scripts and store them in the repository.

- QA testers run manual and automated tests, report execution results, and enter defects.

- Developers review and fix defects logged into the database.

- Project managers create application status reports and manage resource allocation.

- Product managers decide whether an application is ready to be released.
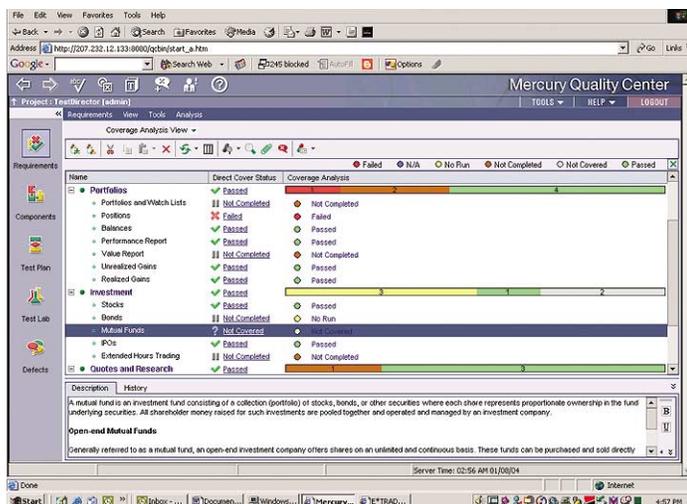
The testing process based on requirements ensures that the finished application meets end-user needs.

How it Works

Requirements Management: Requirements-based testing keeps the testing effort on track and measures the application against business-user needs. The Requirements Manager links test cases to application functional requirements, ensuring traceability throughout the testing process.
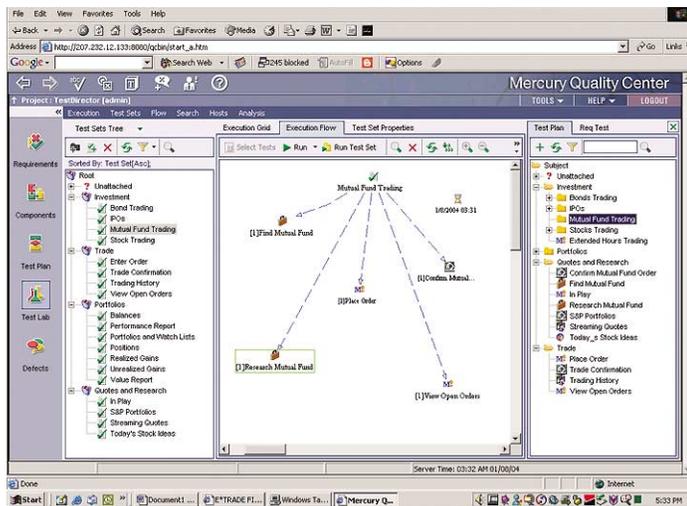
Using the Test Lab Manager, you can schedule tests to run overnight, unattended — with all run results stored in the central repository.

Planning Tests: Based on the requirements, testers can start building the test plan and designing the actual tests. Test plans can be created in Mercury Quality Center or imported from Microsoft Word or Excel. By maintaining all test planning information in a central repository, teams can easily reuse entire test plans or individual test cases for future application releases.

Scheduling and Running Tests: After test design and development issues have been addressed, the testing team is ready to start running tests. The Test Lab Manager allows scheduled tests to run unattended, overnight, or when the system is in least demand for other resources. By defining dependencies between tests, testing teams can realistically emulate real-life business processes, while making it easier to maintain and reuse the tests.

Defect Management: Analyzing defects and issues is what helps managers make the "go/no-go" decision about application deployment. The Defect Manager supports the entire defect lifecycle — from initial problem detection through fixing the defect and verifying the fix. This ensures that no defect is overlooked or closed before it has been addressed. Before any new defect is submitted, Mercury Quality Center checks the database for similar defects, minimizing duplicate defects and eliminating the need for manual checking.

Graphs and Reports: The testing process generates large amounts of data. Customizable graphs and reports help users analyze this data. In most organizations, it takes many hours to create a test-status report or a release-readiness assessment. With Mercury Quality Center, all of this information is readily available from the central repository, enabling an up-to-the-minute decision on application status or team productivity.

FEATURES AND BENEFITS

- Supports the entire testing process – requirements management; planning, building, scheduling, and executing tests; defect management; and project status analysis – through a single Web-based application.

- Allows teams to access testing assets anytime, anywhere via a browser interface.

- Integrates with the industry's widest range of third-party applications, preserves your investment in existing solutions, and creates an end-to-end quality-management infrastructure.

- Manages manual and automated tests. Helps jumpstart automation projects.

- Accelerates testing cycles by scheduling and running tests automatically, unattended, 24x7. Results are stored in a central repository, creating an accurate audit trail for analysis and enabling consistent quality processes.

- Allows teams to analyze application readiness at any point in the testing process with integrated graphs and reports.

MERCURY QUICKTEST PROFESSIONAL

Mercury QuickTest Professional™ is an advanced automated testing solution for building functional and regression test suites. It captures, verifies, and replays user interactions automatically.

Do you have a complete enterprise testing solution in place to ensure success? Do you understand the risk to your business and to your team's credibility when software fails?

Mercury QuickTest Professional provides the industry's best solution for functional and regression test automation for every major software application and environment.

QuickTest Professional is a next-generation automated testing solution that deploys the concept of Keyword-Driven testing to radically simplify test creation and maintenance. Unique to QuickTest's Keyword Driven approach, test automation experts have full access to the underlying test and object properties, via an integrated scripting and debugging environment that is round-trip synchronized with the Keyword View.

QuickTest Professional satisfies the needs of both technical and non-technical users, enabling companies to deploy higher-quality applications faster, cheaper, and with less risk. It works hand-in-hand with our new test automation system, Mercury Business Process Testing™, to bring non-technical subject-matter experts into the quality process in a meaningful way that results in better alignment of IT and the business — and ultimately superior applications.

With this product, your QA organization can achieve a number of advantages:

- Empower the entire team to create sophisticated test suites with minimal training.

- Ensure correct functionality across all environments, data sets, and business processes.

- Fully document and replicate defects for developers, enabling them to fix defects faster and meet production deadlines.

- Easily regression-test ever-changing applications and environments.

- Become a key player in enabling the organization to deliver quality products and services, and improve revenues and profitability.

How it Works

QuickTest Professional allows even novice testers to be productive in minutes. You can create a test by simply declaring the test steps using the script-free Keyword view. QuickTest Professional also enables you to capture test steps via an integration Record capability. The product documents each step in plain English, and combines this with an integrated screenshot via the ActiveScreen. Unlike traditional scripting tools that produce scripts that are difficult to modify, QuickTest Professional's Keyword Driven approach lets you easily insert, modify, data-drive, and remove test steps.
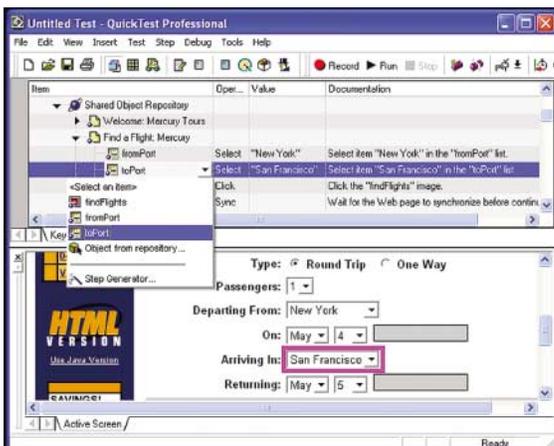
Using QuickTest Professional Keyword View, Auto-documentation, and Active Screen, you can create and modify test scripts without having to write a single line of code.

QuickTest Professional can automatically introduce checkpoints to verify application properties and functionality — to validate output or check link validity, for example. For each step in the Keyword View, an ActiveScreen shows exactly how the application under test looked at that step. You can also add several types of checkpoints for any object to verify that components behave as expected, simply by clicking on that object in the ActiveScreen.

You can then enter test data into the Data Table, an integrated spreadsheet with the full functionality of Excel, to manipulate data sets and create multiple test iterations, without programming, to expand test case coverage. Data can be typed in or imported from databases, spreadsheets, or text files.
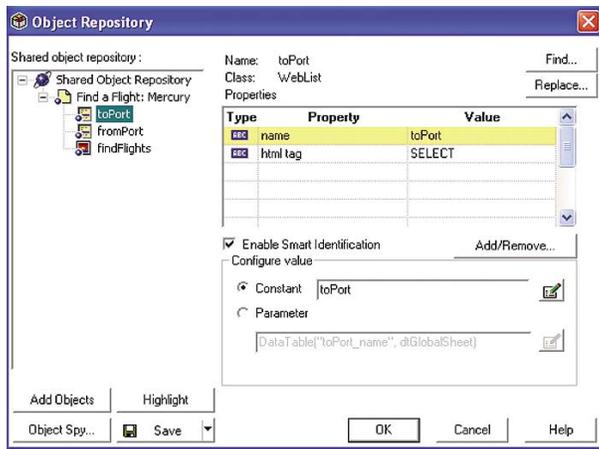
QuickTest Professional's Object Repository features Rapid Object Import, which enables you to easily define action words used in keyword-driven tests.

Advanced testers can view and edit their tests in the Expert View, which reveals the underlying industry-standard VBScript that QuickTest Professional automatically generates. Any changes made in the Expert View are automatically synchronized with the Keyword View.

Once a tester has run a test, a TestFusion report displays all aspects of the test run: a high-level results overview, an expandable Tree View of the test specifying exactly where application failures occurred, the test data used, application screen shots for every step that highlight any discrepancies, and detailed explanations of each checkpoint pass and failure. By combining TestFusion reports with QuickTest Professional, you can share reports across an entire QA and development team.

QuickTest Professional handles new application builds. When an application under test changes, such as when a "Login" button is renamed "Sign In," you can make one update to the Shared Object Repository, and the update will propagate to all tests that reference this object. You can publish test scripts to Mercury TestDirector®,

enabling other QA team members to reuse your test scripts, eliminating duplicative work.

Through its integration with Business Process Testing, QuickTest Professional is used to enable automation through a Web-based system, allowing non-technical users to easily build tests in a completely script-free environment.

QuickTest Professional supports functional testing of all enterprise environments, including Windows, Web, .NET, Java/J2EE, SAP, Siebel, Oracle, PeopleSoft, Visual Basic, ActiveX, mainframe terminal emulators, and Web services.

Mercury Functional Testing

Customers with a large investment in Mercury WinRunner® test assets who want to move to QuickTest Professional can use Mercury Functional Testing™ to facilitate the transition. Mercury Functional Testing combines QuickTest Professional and WinRunner into a single integrated product that can leverage test assets from both WinRunner and QuickTest Professional scripts. Quality engineers can use Mercury Functional Testing to create "composite scripts" consisting of tests built in both WinRunner and QuickTest Professional. Mercury Functional Testing leverages the integration between WinRunner and QuickTest Professional, where each product can call scripts of the other, and test results are reported into a common reporting interface.

FEATURES AND BENEFITS

- Ensures immediate return on investment through industry-leading ease of use and pre-configured environment support.
- Operates stand-alone, or integrated into Mercury Business Process Testing and Mercury Quality Center.
- Introduces next-generation "zero-configuration" Keyword Driven testing technology in QuickTest Professional 8.0 — allowing for fast test creation, easier maintenance, and more powerful data-driving capability.
- Identifies objects with Unique Smart Object Recognition, even if they change from build to build, enabling reliable unattended script execution.
- Handles unforeseen application events with Recovery Manager, facilitating 24x7 testing to meet test project deadlines.
- Collapses test documentation and test creation to a single step with Auto-documentation technology.
- Easily data-drives any object definition, method, checkpoint, and output value via the Integrated Data Table.
- Provides a complete IDE environment for QA engineers.
- Preserves your investments in Mercury WinRunner test scripts, by leveraging TSL assets from QuickTest Professional/WinRunner integration.
- Rapidly isolates and diagnoses defects with TestFusion reports.
- Enables thorough validation of applications through a full complement of checkpoints.

MERCURY WINRUNNER

Mercury WinRunner® is the standard functional testing solution for enterprise IT applications. It captures, verifies, and replays user interactions automatically, so you can identify defects and ensure that business processes work as designed.

Organizations of all sizes face a common dilemma — how to efficiently test multiple applications that are constantly evolving and required to work in diverse environments. In addition, companies are struggling with limited resources and increased pressure to deliver high-quality products on schedule. How can you ensure that mission-critical applications work as expected and meet business requirements?

The answer is functional and regression testing prior to deployment. Mercury WinRunner offers your organization a powerful tool for enterprise-wide functional and regression testing. WinRunner captures, verifies, and replays user interactions automatically to identify defects and ensure that business processes work flawlessly upon deployment and remain reliable. With WinRunner, your organization gains several advantages, including:

WinRunner's workspace enables you to easily manage and monitor breakpoints, watch points, and call chains.

- Reduced testing time by automating repetitive tasks.

- Optimized testing efforts by covering diverse environments with a single testing tool.

- Maximized return on investment through modifying and reusing test scripts as the application evolves.
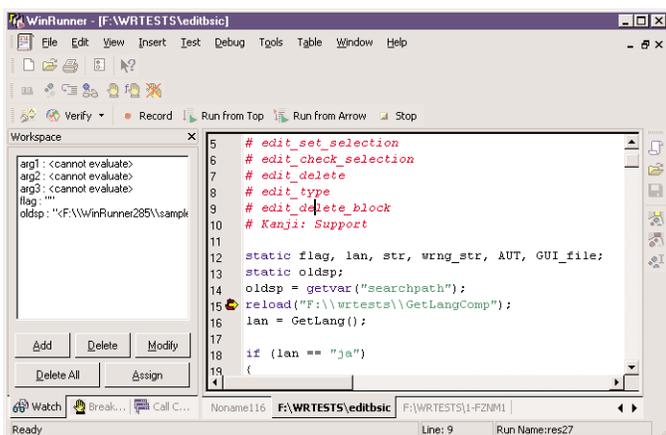
How it Works

WinRunner's intuitive recording process allows users to produce robust functional tests. To create a test, WinRunner simply records a typical business process by emulating user actions, such as ordering an item or opening a vendor account. During recording, you can directly edit generated scripts to meet the most complex test requirements.

Next, testers can add checkpoints, which compare expected and actual outcomes from the test run. WinRunner offers a variety of checkpoints, including test, GUI, bitmap, and Web links. WinRunner can also verify database values to ensure transaction accuracy and database integrity, highlighting records that have been updated, modified, deleted, and inserted.

With a few mouse clicks, WinRunner's DataDriver Wizard lets you convert a recorded business process into a data-driven test that reflects the unique, real-life actions of multiple users. For further test enhancement, the Function Generator presents a quick and reliable way to program tests, while the Virtual Object Wizard enables you to teach WinRunner to recognize, record, and replay any unknown or custom object.

As WinRunner executes tests, it operates the application automatically, as though a real user were performing each step in

the business process. If test execution takes place after hours or in the absence of a QA engineer, WinRunner's Recovery Manager and Exception Handling mechanism automatically troubleshoot unexpected events, errors, and application crashes to ensure smooth test completion.

Once tests are run, WinRunner's interactive reporting tools help your team interpret results by providing detailed, easy-to-read reports that list errors and their origination. WinRunner enables your organization to build reusable tests to use throughout an application's lifecycle. Thus, if developers modify an application over time, testers do not need to modify multiple tests. Instead, they can apply changes to the GUI Map, a central repository of test-related information, and WinRunner will automatically propagate changes to all relevant scripts.

WinRunner emulates and captures user actions into test scripts that can be used throughout the application's lifecycle, using the above process.

Mercury Functional Testing

Customers with a large investment in WinRunner test assets who want to move to Mercury QuickTest Professional™ can use Mercury Functional Testing™ to facilitate the transition.

Mercury Functional Testing combines QuickTest Professional and WinRunner into a single integrated product that can leverage test assets from both WinRunner and QuickTest Professional scripts. Quality engineers can use Mercury Functional Testing to create "composite scripts" consisting of tests built in both WinRunner and QuickTest Professional. Mercury Functional Testing leverages the integration between WinRunner and QuickTest Professional, where each product can call scripts of the other, and test results are reported into a common reporting interface.

Supported Environments

WinRunner supports many environments, including the following. For more information on WinRunner and a complete list of supported environments, please visit www.mercury.com/products/winrunner.

Client-Server
- Windows applications (Win32)
- Visual Basic
- Java
- ActiveX

Web Technologies
- HTML
- DHTML
- JavaScript

Browsers
- Internet Explorer
- Netscape
- AOL

Enterprise Applications
- Oracle
- PeopleSoft
- Siebel
- Baan

Operating Systems
- Windows XP
- Windows 2000
- Windows 98
- Windows NT
- Windows ME

Programming Environments
- PowerBuilder
- Oracle Developer
- Delphi
- Centura
- VisualAge Smalltalk
- Forte
- Janus Grids

Terminal Emulators
- 3270
- 5250
- VT100

Server Technologies
- Oracle
- Microsoft
- IBM
- ODBC

Languages
- European
- Japanese
- Chinese (traditional and simplified)
- Korean

FEATURES AND BENEFITS

- Simplifies the process of preparing functional testing scripts. This allows for optimal use of QA resources and results in more thorough testing.

- Examines and compares expected and actual results using multiple verifications for text, application objects, bitmaps, URLs, and databases. This ensures stable functionality and execution of business transactions when the application is released into production.

- Enables unattended recovery with Recovery Manager, by guiding users through the process of defining recovery scenarios.

- Fully integrates with Mercury QuickTest Professional™, Mercury LoadRunner®, and Mercury TestDirector®.

MERCURY BUSINESS PROCESS TESTING

Mercury Business Process Testing™ is a complete system for test automation, enabling non-technical subject matter experts to become an integral part of the quality optimization process.

Do you find that most of today's functional testing products are too dependent on the programming to enable broad adoption in your team? Do miscommunications and different priorities between subject matter experts and quality engineers result in time-consuming test rework? Have you found that limited subject matter expert involvement during testing leads to defects and breakdowns in critical business processes? Are defects found in production instead of by your functional testing team — hurting your group's credibility?

The Business Process Testing system is the industry's first Web-based, script-free test development environment. Tests are designed using abstract terms and definitions.

Mercury Business Process Testing is the first complete role-based test automation system to overcome these challenges and bridge the quality chasm between subject matter experts and quality engineers. Business Process Testing is the first Web-based test automation solution designed from the ground up to enable subject matter experts to build, data-drive, and execute test automation without any programming knowledge.

Our solution reduces the overhead for automated test maintenance and combines test automation and documentation into a single effort. You are able to measure the quality of application deliverables from abstract business definitions defined within the Business Process Testing framework.

In our role-based solution, subject matter experts focus on creating high-level test flows that mirror actual business process, while quality engineers concentrate their efforts on areas than enable automation.

How it Works

Business Process Testing improves on technology known as "Table-Driven" or "Keyword Driven" testing. This next-generation approach to test automation introduces best practices into test design, and enables a complete solution for test design, maintenance, and execution. The system introduces the concept of reusable business components that drastically reduce test maintenance and improve test creation efficiency.

The Business Process Testing system is role-based, allowing non-technical subject matter experts to define test cases without the need for programming or scripting. Subject matter experts define test flows through a Web-based interface by declaring what steps to take and what data to use. By deploying a test-framework approach to test automation, QA engineers are focused on enabling automated testing assets.
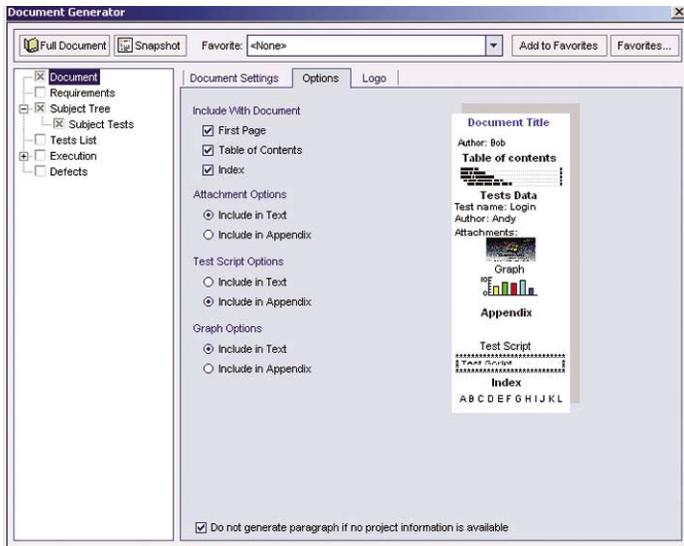

Business Process Testing automatically generates Test Plan documents in industry-standard Microsoft Word format.

Our system allows you to begin quality assurance efforts earlier in the lifecycle of application development. A major benefit is that it simplifies the creation of tests by leveraging a new technology, known as "Keyword Driven Testing," which allows English representation of test cases. This technology eliminates the need for scripting programming when building test assets.

Through the business component technology, Business Process Testing also streamlines the maintenance of testing assets, as both manual and automated testing definitions can use highly reusable business definitions. These business components centralize test maintenance in one repository. Furthermore, the system generates test-plan documents (in Word format) based on test definitions developed using Business Process Testing.

Business Process Testing sits on top of a Web-enabled enterprise-class technology platform that is fully integrated into Mercury Quality Center™. Our solution combines ease of use, scalability, fast deployment, and rich functionality to support the entire development lifecycle.

With Business Process Testing, you can test more thoroughly and, in less time, catch more defects and release better applications than previously possible.

FEATURES AND BENEFITS

- Allows non-technical subject-matter experts to quickly build, data drive, and document tests in one Web-based system.
- Eliminates the need for programming to define business process flows due to script-free test design.
- Reduces the effort required for test maintenance by deploying centralized Business Components.
- Facilitates organizations to start test automation earlier in the development lifecycle, even before an application is delivered to Quality Assurance.
- Automatically generates Test Plan Documentation through an innovative Auto-Documentation mechanism.
- Enables QA efforts to best leverage talent through specific roles and responsibilities.
- Enables User Acceptance Test (UAT) to deploy automation with minimal training.
- Centralizes test-maintenance so application changes are automatically propagated through automated test assets.

MERCURY APPLICATION DELIVERY DASHBOARD

Mercury Application Delivery Dashboard™ presents Key Performance Indicators (KPIs) in real-time, enabling users to make informed, accurate decisions about application deployment readiness.

To deploy new applications and upgrades flawlessly, companies must have access to critical information regarding application readiness. Do you have simple visibility into project status? Are you confident about the thoroughness of your testing — and whether the right metrics are being measured? When applications don't roll out smoothly, the company suffers, along with revenues and customer service.

Mercury solves these problems with Mercury Application Delivery Dashboard, which provides a complete, real-time business view into your IT operations. The dashboard enables you to:

• Manage the risk of mission-critical applications.

Mercury Application Delivery Dashboard distills information into "traffic lights" to provide a CIO view.

• Rapidly recognize and resolve application delivery issues.

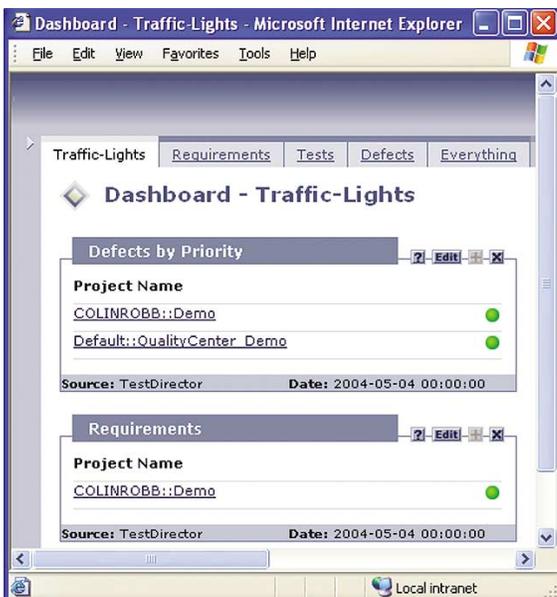• Measure application delivery effectiveness across projects, to determine best practices.

How it Works

The Application Delivery Dashboard works with Mercury Quality Center™ and its applications: Mercury TestDirector®, Mercury QuickTest Professional™, Mercury WinRunner®, and Mercury Business Process Testing™.

Information and data coming from Mercury Quality Center™ is combined with other key data from external sources and turned into quality Key Performance Indicators (KPIs), which you can then view via the dashboard. KPIs can be based on data from Quality Management, Microsoft Project, bug trackers, and any data source accessible via a Web service.

The dashboard tells you how to measure projects by automating the process of continually gathering the data behind the KPIs and normalizing data to enable cross-project analysis. It also helps you decide what to measure by providing pre-built KPIs that can be modified, as well as by helping you create your own KPIs from scratch.

The dashboard makes it easy for people throughout your IT organization to personalize which KPIs they see. Customization might be based on the role someone plays in the organization or on the projects someone manages. For example, a QA engineer might be interested in different KPIs than a performance engineer. The end result is that IT project teams can quickly ascertain project status and know when projects are ready for deployment.

Key Performance Indicators

Mercury Application Delivery Dashboard comes with a set of over 20 predefined KPIs for quality, performance, and process, which incorporate the experience of our leading customers and allow you to get up and running fast. Examples of these common KPIs include:

Defects

- Closed Defects per Day (by Priority)
- Closed Defects per Day (by Severity)
- Defect Fix Rate (by Priority)
- Defect Fix Rate (by Severity)
- Defects by Priority
- Defects by Severity
- Defects by Status
- Defects Injection Rate (by Priority)
- Defects Injection Rate (by Severity)
- High Priority Defects Traffic Light
- High Severity Defects Traffic Light
- Reopen Defects
- Reopen Defects per Day (by Priority)
- Reopen Defects per Day (by Severity)
- Total Defects per Day

Requirements

- Requirements by Status
- Requirements Status Rate
- Requirements Traffic Light
- Total Requirements

Tests

- Last Tests Runs
- Tests Execution by Status
- Tests Traffic Light
- Total Runs per Day
- Total Tests per Day

However, because each business is different, you may want to modify the KPIs to suit your company's needs. The dashboard supports this customization and gives you a vast amount of flexibility. Some of the areas you can customize include:

- Specifying what data to use for a KPI.

- Processing source data into KPIs.

- Displaying KPI data, whether in a chart or as a traffic light.

Distill Project Info Into Traffic Lights

Your IT organization may be working on more than 100 IT projects at any given time. It's practically impossible to view raw data when you have this many projects. Being able to distill project status into a set of traffic lights is critical to knowing where you stand and which projects require immediate attention.

A traffic-light display will show those projects in "critical condition" with one or more red traffic lights. Projects in "caution condition" will display one or more yellow lights, and those in "normal condition" will have all green lights. Because critical-status projects are at the top of a page, you can quickly ascertain which projects need immediate attention.

Multi-Level Drill-Down

The dashboard provides multi-level drill-down, from the project indicators and individual KPIs down to the KPI graphs and source data. This enables each team member to understand project status in the way that makes the most sense to that individual. Your team can work together to solve IT project issues quickly.

Analyze Trends and Compare Projects

The dashboard makes it easy to analyze historical trends, as well as to compare metrics and results on projects across the organization. You can view historical trends for KPIs. You can also compare between projects and answer the question: "Based on this particular KPI, is this one of my worst projects, best projects, or an average project?"

You have complete control over which graphs and displays you see and how each one looks. Similar to the type of customization available with other portals, you can specify which KPIs to view and can create tabs for showing a group of related KPIs.

The Application Delivery Dashboard's display options provide you with unprecedented flexibility and give your IT team members a means to instantly assess their projects' status.

FEATURES AND BENEFITS

- View real-time Key Performance Indicators (KPIs) to instantly assess quality across all pre-deployment projects.
- Use pre-built KPIs or build custom KPIs based on business logic.
- Track KPIs across all projects and through time.
- Drill-down to understand and resolve project issues quickly.
- Analyze trends and compare projects across the organization.
- Personalize the dashboard view for each user.

MERCURY QUALITY CENTER SERVICES

Mercury offers a number of services focused on products, people, and processes to help you implement and realize the full benefits of Mercury Quality Center.

Mercury provides all the services you need to deploy a complete Center of Excellence (CoE) in the fastest possible way, while lowering your total cost of ownership and reducing your deployment risk. Our services can help you at all stages of your CoE evolution — from just getting started to tackling the most advanced and difficult issues of quality optimization.

Mercury Quality Process Service™ and Mercury Functional Testing Automation Service™ provide a proven method to deploy Mercury Quality Center™ applications in-house. To start achieving the benefits of Mercury Quality Center applications as quickly as possible, you can also use Mercury Managed Services™, even if you want to move to an in-house solution eventually.

In either case, Mercury will provide you the services you need to achieve continuous, long-term improvement in application quality. Mercury Services cover the three aspects that are critical success factors for any implementation: products, people, and processes.

Products

Whether you choose Managed Services or an in-house deployment, Mercury ensures that the products are correctly installed, optimally configured for your situation, and integrated with your environment.

People

Mercury trains and mentors your team in the effective use of Mercury Quality Center applications. Additionally, we help you design an optimal organizational structure for your use of Mercury Quality Center.

Processes

Optimizing quality presents a variety of challenges that call for specialized experience and expertise. Mercury applies our best practices, created over years of successful customer engagements, to your specific situation. We create customized processes, tailored for your needs, that you use to optimize the quality of your critical applications.

Mercury Consulting Services for Quality Center

Mercury provides a complete set of on-site services that can be used for an in-house implementation and in conjunction with Managed Services. You can choose from Mercury Quality Process Service and Mercury Functional Testing Automation Service. We also offer Mercury Assured Deployment Service™ for ongoing, on-site mentoring and assistance. These services provide all the assistance you need for successful deployment of Mercury Quality Center:

- Complete installation, configuration, and integration of Mercury Quality Center applications, dashboard, and foundation on your infrastructure.

- Product training in a structured "classroom" environment.

- Mentoring on product usage and best practices.

- Process creation based on our best practices.

- Best practice dissemination and adaptation.

- ROI and success measurement.

Mercury Managed Services for Quality Center

Mercury Managed Services is the fastest way to achieve value from Mercury Quality Center. Managed Services includes everything you need for a rapid, successful deployment — many customers see results within weeks.

Mercury Managed Services is much more than simply a hosted version of the Mercury Quality Center. Yes, Managed Services does provide an infrastructure that is available 24x7, saving you the time and expense of setting up and running Mercury Quality Center in-house. However, Managed Services provides much more: We essentially are your product experts on call each and every day to ensure that you get the full value from your investment. Managed Services operates centers for thousands of customers, leveraging our experienced resources, best practices, and scalable and robust infrastructure. You become the expert in managing quality and automating testing. We assign a dedicated technical account manager who helps you get there with the following:
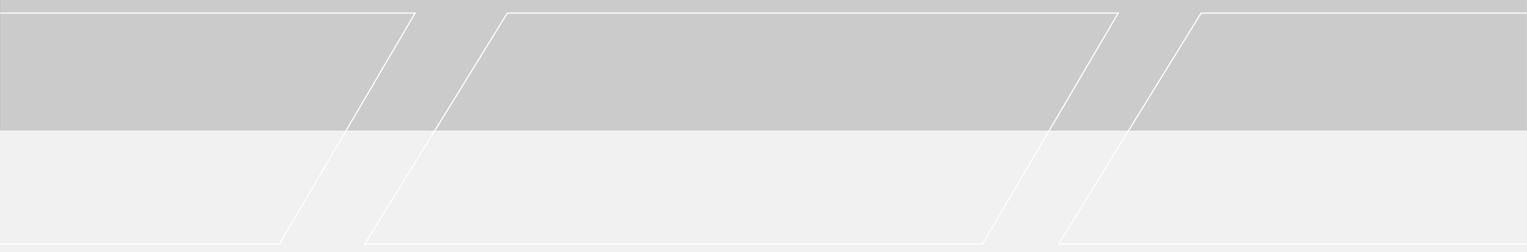
• Initial configuration of Mercury Quality Center applications to meet your needs, as well as ongoing modifications, on the pre-deployed Managed Services infrastructure.

• Ongoing training and mentoring on product usage, report interpretation, and best practices.

• Process creation based on our best practices.

• 24x7 customer support.

Even if you know that you want to deploy Mercury Quality Center in-house, Managed Services can help you see results fast. We can use Managed Services to deploy your Mercury Quality Center applications quickly, so you don't need to wait for hardware procurement, installation, or training. Our Managed Services experts then help you become experts in the use and operation of the Center. When you're ready to migrate to internal deployment, we use a combination of our on-site consulting and our Managed Services team to:

• Install the applications on your infrastructure.

• Replicate your configuration, data, and environment.

• Validate the installation and environmental setup.

• Transfer knowledge on center operation and administration.

• Transition support to our award-winning Mercury Customer Support team.

FEATURES AND BENEFITS

• Accelerated time to value.

• Reduced total cost of ownership of the products for the customer's Center of Excellence.

• Lowest possible implementation and deployment risk.

• Highest quality deployment of Mercury Quality Center.

• Product installation, configuration, and integration.

• Organizational design, and process creation based on Mercury best practices.

• Additionally, Mercury Managed Services offers the following:

  – Pre-deployed Mercury Quality Center Infrastructure.

  – 24x7 customer support with ongoing mentoring by dedicated product experts.

MERCURY ™