

# MERCURY SERVICES

Mercury Services™ partners with you to successfully deploy Mercury's Business Technology Optimization (BTO) offerings – from planning to implementation to support.

Mercury Services offerings, including consulting, education, support, and our unique managed services, help you achieve the business benefits promised by BTO. Only Mercury offers a flexible delivery model that shortens your time-to-value, decreases your cost, and reduces your implementation risk. For both large and small implementations, Mercury Services uses our proven Mercury Best Practices™ to consistently guide customers down the fastest path to success.

There's a good reason nearly 90 percent of Fortune 100 companies have turned to Mercury Services to achieve success with their Mercury BTO Enterprise™ solutions. We provide a full range of services to help you deploy our BTO products quickly, while lowering your total cost of ownership (TCO) and reducing your risk. In addition to offering rapid deployment, Mercury Services offers long-term benefits – working with you to ensure ongoing value from your Mercury solutions.

Regardless of the size of your implementation, Mercury has the right services to help optimize IT governance and application quality, performance, and business availability. For strategic implementations, Mercury Services can help you at all stages of your Center of Excellence evolution – from getting started to tackling the most advanced, difficult issues. For project-based implementations, we offer quick service engagements to deploy products on your site and train your team – or we provide pre-deployed versions of our products and ongoing training through Mercury Managed Services™.

**Using a combination of Mercury Managed Services and Mercury Consulting Services, many customers see results in as little as a few weeks.**

## FLEXIBLE DEPLOYMENT

Only Mercury offers a flexible approach to deployment. You have the choice of deploying your solution in-house or through Mercury Managed Services – with optional migration, at a later time, to your in-house infrastructure. We help you determine the approach that best meets your business needs so you can achieve faster time-to-value, and we provide your team with ongoing mentoring on products and processes. Combine this with Mercury Education Services™ and award-winning Mercury Customer Support™ programs, and you will achieve long-term success with Mercury IT Governance Center™, Mercury Quality Center™, Mercury Performance Center™, and Mercury Business Availability Center™.

## MERCURY CONSULTING SERVICES

Mercury Consulting Services™ offers extensive onsite experience and a proven methodology to dramatically improve your project's success rate and quickly identify and resolve issues. We ensure your successful deployment by applying Mercury best practices derived from working with thousands of customers.

## **BTO SERVICES: EVERYTHING YOU NEED TO GO LIVE**

**Mercury Services addresses all of the critical success factors for a Mercury Optimization Center implementation: products, people, and processes.**

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

**People:** Mercury trains and mentors your team in the effective use of Mercury products and solutions. We also help you design an optimal organizational structure for using your Mercury Optimization Center.

**Processes:** Mercury applies our best practices, created from years of successful customer engagements, to your specific situation. You receive tailored, world-class strategy and processes for your business that deliver optimal value from a BTO implementation.

Mercury Consulting provides assistance on the product, people, and process aspects of all deployments. Our consultants help create the appropriate strategy for your situation, manage projects to ensure a smooth implementation, and provide hands-on training and knowledge transfer. We offer the following onsite services for an in-house implementation:

- Strategy services to help you create a long-term vision, prioritize projects, identify key success criteria and ROI, define optimal processes, and begin organizational change
- Complete project services, including installation, configuration, and integration of your Mercury Optimization Center on your infrastructure
- Organizational design based on your existing skill sets and desired result
- Product training in a structured “classroom” environment
- Creation and adoption of processes created based on Mercury's industry-leading best practices
- Mentoring on product use and process deployment
- ROI and success measurement

Mercury also provides installation, training, mentoring, and business process scripting through a series of Mercury Quick Start™ services. These packaged services are designed for organizations that already possess a high level of process knowledge and best-practice expertise but need help from Mercury Services to initiate a project and receive training on newly required skill sets.

## **MERCURY MANAGED SERVICES**

With Mercury Managed Services, you can achieve your BTO objectives by speeding your Mercury Optimization Center deployment while reducing costs. When you choose Mercury Managed Services, we work with your team to drive success. Mercury Managed Services hosts your Mercury products; plus we provide full 24x7 expert support tailored to your specific situation; plus we proactively work with you to ensure you receive maximum value, providing as-needed training and mentoring.

Because Mercury Managed Services provides the required infrastructure, resources, and expertise for successful deployment, you can focus internal resources on strategic projects – not operating, administering, and maintaining the software.

A dedicated technical account manager ensures that you receive:

- Initial configuration of your Mercury Optimization Center to meet your needs, as well as ongoing modifications, on the pre-deployed Mercury Managed Services infrastructure.
- Ongoing training and mentoring on how to improve your skill sets and best use the products to meet your needs.
- Optimized processes created based on our best practices.
- Initial and ongoing business process scripting.
- 24x7 customer support.

## **A WINNING COMBO**

You may also choose to combine Mercury Managed Services and Mercury Consulting Services. Even if you eventually want to deploy your Mercury Optimization Center in-house, you can first use Mercury Managed Services to help you deploy your BTO solution quickly and see results fast. We teach you to operate your Mercury Optimization Center through ongoing training and mentoring. When you're ready to migrate to internal deployment, we can help you do that, too.

## MERCURY EDUCATION SERVICES

Mercury Education Services features a comprehensive set of courses for all Mercury products, providing you with an ongoing curriculum to maintain and extend the skills of your individual team members. We offer these courses, based on Mercury best practices, in a variety of formats – around the world.

Our multi-tiered curriculum covers all aspects of Mercury solutions – from courses for first-time users to internal and professional consultants. We provide public training courses, onsite courses delivered by Mercury, and computer-based training. We can even customize courses to meet your specific needs, and help you to deliver your own training through corporate “train-the-trainer” programs.

Mercury also offers multiple levels of certifications for users, consultants, and instructors. Based on a combination of coursework, practical experience, and lab and practical exams, Mercury Certifications recognize those who have mastered Mercury best practices and product use.

## MERCURY CUSTOMER SUPPORT

Our award-winning Mercury Customer Support program provides answers to your technical questions about our products and offers you a venue to submit product-enhancement requests. Mercury Customer Support is recognized as a long-time leader in providing ongoing customer support. We have won the Service and Support Professionals Association (SSPA) STAR award five years in a row for delivering outstanding customer support, and are one of only nine companies to be inducted into the SSPA Hall of Fame.

The Mercury Support Service website covers topics ranging from planning and implementation to upgrades and ongoing use. You can submit questions directly to Mercury, participate in user discussion forums, and browse a knowledgebase of technical topics. Mercury also provides regular product information through newsletters and support updates.

If you need a higher level of support, we offer Mercury Premium Support™. You receive priority resolution for support requests and an assigned enterprise support manager. This manager will ensure your success and satisfaction, overseeing all of your Mercury support interactions and escalating support for you when necessary. You may also choose 24x7 support when you require around-the-clock attention.

All Mercury support subscribers are invited to Mercury User Group meetings, where you can share knowledge, experiences, and advice with fellow users. At local, national, and international meetings, you can join technical discussions with guest speakers from the Mercury staff, user community, and partner organizations.

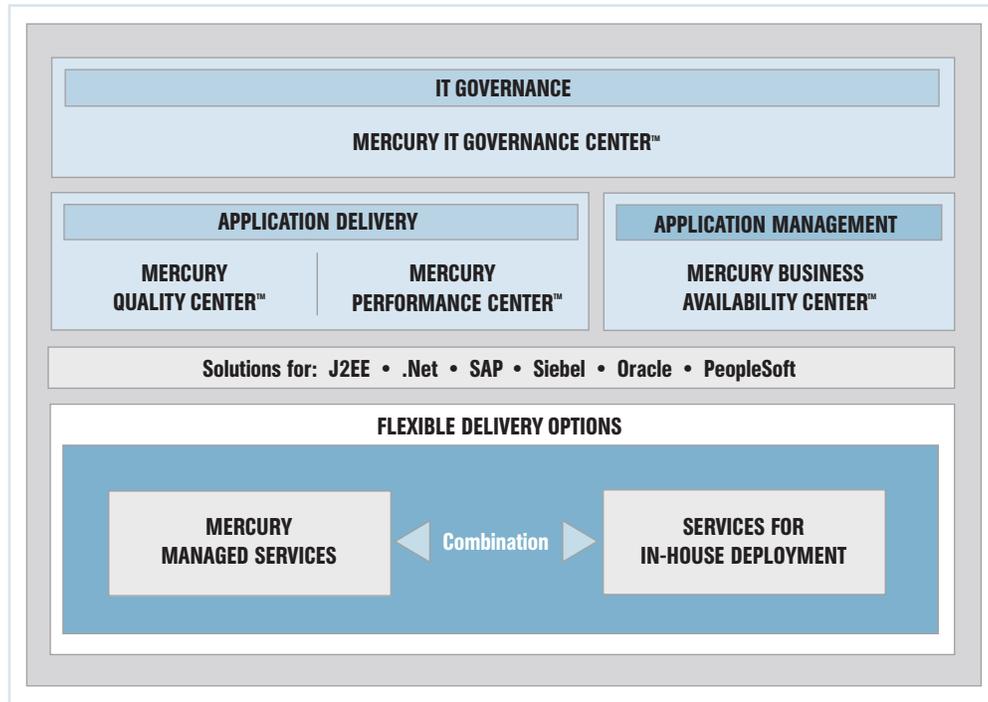
## KEY HIGHLIGHTS

- Mercury best practices, applied to your situation, create world-class processes.
- Incremental, ROI-driven deployment focuses on fast, measurable results.
- Flexible implementation choice enables your team to use Mercury Optimization Centers through our proven Mercury Managed Services, through an in-house deployment, or through a combination of the two services.
- Award-winning education and support ensure your long-term success.

## KEY BENEFITS

- Accelerated time to value
- Reduced total cost of ownership
- Lowest possible implementation and deployment risk
- Highest quality deployment





Mercury Services offers flexible delivery options for Mercury BTO Enterprise offerings.

## MERCURY BTO ENTERPRISE

Mercury BTO Enterprise™ is the industry's first software and services suite that ensures the business outcome of IT. Unlike other offerings that focus on improving internal IT processes, Mercury BTO Enterprise automates and integrates the strategic touch points between business and technology to ensure that IT investments produce the intended outcome. With Mercury BTO Enterprise, you can shift your focus from managing IT projects to optimizing business outcomes.

## MERCURY'S BTO OFFERINGS

Mercury provides the most complete offering of BTO software, services, and best practices for optimizing IT. Our BTO offerings enable you to govern and align IT strategy and execution as well as optimize the quality, performance, and availability of your applications and IT infrastructure.

- Mercury's IT Governance offerings are used by CIOs and IT executives to manage the priorities, processes, and people required to run IT like a business. The first to offer an integrated approach for achieving effective IT governance, Mercury combines software, services, and best practices to digitize, automate, and enforce your IT business processes from demand through production.
- Mercury's Application Delivery offerings are used by developers, QA, performance testing teams, and business analysts to test and tune custom and packaged software applications during the pre-production stages. These offerings enable you to make informed "go-live" decisions, decrease software defects, reduce the time and cost of deploying new software or software upgrades, and ensure your applications will deliver their intended business results.
- Mercury's Application Management offerings are used by IT Operations teams to manage the business availability of applications in production, monitor system and infrastructure performance, and proactively resolve problems when they arise. With Mercury, you can take an end-to-end, business-centric approach to ensuring your production applications perform at the levels required to meet business goals.
- Mercury Services enable global partners and customers to implement, customize, manage, and extend our BTO offerings. Many of Mercury's software offerings are available as a managed service over the Internet – giving customers the flexibility of choosing to deploy Mercury software in-house, and/or outsourced to Mercury.

# MERCURY™

Mercury is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business outcome of IT.  
[WWW.MERCURY.COM](http://WWW.MERCURY.COM)