IBM

Moderator: Angelique Matheny
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Operator: Good afternoon my name is (Jessica). And I will be your conference operator today. At this time I would like to welcome everyone to the teleconference. All lines have been placed on mute to prevent any background noise. After the speaker's remarks there will be a question and answer session.

If you'd like to ask a question during this time, simply press star then the number one on your telephone keypad. If you would like to withdraw your question, press the pound key. Thank you. Ms. Matheny, you may begin your conference.

Angelique Matheny: Thank you (Jessica). Hello everyone and welcome to this Rational Talk to You teleconference, Migration from HP Quality Center to IBM Rational Quality Manager the Sogeti Practice. I'm Angelique Matheny. And I'll be your host for today's call.

Now you won't find any slides for this teleconference. These calls are really for you. We want this to be interactive and this is your chance to get your questions answered directly and discuss what's on your mind. As the operator mentioned you should press star one and the operator will open up your line.

If you'd like to submit questions to our panelists after this teleconference, please email us at askusnow@us.ibm.com that's A-S-K-U-S-N-O-W@us.ibm.com. Just put the title of this teleconference in the subject line. Well I think you've heard about enough from me so let's get started. Brian Bryson, Solutions Marketing Engineer is joining us today. Welcome Brian and why don't I let you make the introduction.

Brian Bryson: Yes sure thank you Angelique. And thank you very much for the opportunity to host this call today. I think we've got something different than we've done in the past. And something just to a little bit more of a case study sort of experience from which a lot of people I think are going to benefit.

So what we've got today is effectively a story that went on with one of our premier partners in the Netherlands where they moved, migrated their - some of their test operations from HP Quality Center over to Rational Quality Manager.

Now as you know this particular case happens to be a migration from Quality Center to Quality Manager. But I think the lessons learned here apply a little more broadly than that so this, you know, this whole conference and discussion will probably be a value for anyone considering moving from Quality Manager whether it be from another system, whether it be from something, you know, from an internal system or, you know, from or just moving maybe from some of our Rational products.

I think we've got some great experience here so we're quite honored today. Sogeti is a very large partner and we have from us today with us today Paul Benevelzen. I always struggle with the name. He's the manager of various sort of the test lines doing work for Sogeti.

So you've got to understand Sogeti's got an army of consultants that are out there doing all sorts of great tests, working on all sorts of various teams. And Paul is essentially the manager of the managers of the army. So we've really got a big fish and someone who can share a lot of interesting and visionary thoughts really on optimizing people and work across the lines without compromising quality and work or time or budget.

It's - and, you know, he's got a whole approach on software testing as a service and we're very pleased to have quality managers one of the building blocks in that solution. So Paul's going to be our first speaker today. And along with Paul we have a representative from the technical crew from IBM Mr. Marc Vanlint.

Now Marc has an interesting job. Marc's one of our technical representatives. It's one of the most rewarding jobs at IBM Rational. Marc gets to go out and talk to new customers and new clients about all of our testing portfolio be that functional testing, performance testing or as far as the case today it's on key test management.

And then once customers actually start to get rolling Marc acts as kind of a technical consultant and guru so we got - we've really got two of the key players for implementation especially, you know, obviously for the Netherlands.

For these are at least in Marc's case a resource that's used - utilized world wide. So very glad to have these two people here today and thank you Paul and thank you Marc for taking the time. I realize it's much later in your neck of the woods than it is here.

And I appreciate you staying after hours to talk to our clients. So Paul, let me - since you're really our guest of honor today let me start with you and maybe I could get to just lay some context with us and tell me a little bit about yourself and Sogeti and the test service operations that you run.

Paul Benevelzen: Okay thank you Brian. Well as a manager of the Sogeti best service center in the Netherlands as you were told earlier I'm responsible for over 400 people working in test lines on daily basis in the Netherlands and in India for the Netherlands.

And all these people are working for customer related projects and we have them situated in test lines so these people are working every day on testing and are very experienced in that. So the test service center is then responsible for the process in the organization how to test our (unintelligible) and also for the test environment and the test tooling.

Sogeti is a large company of 20,000 people in 14 countries and only in the Netherlands we have about 750 people working on testing. But worldwide we have 2,800 professionals dedicated to their focus on testing. Well Sogeti is sole leader on testing methodology.

And we have (unintelligible) and business driven test management and test precision improvement as our standard methodology. So for the (Dutch) practice we have about as I told earlier about 400 people working in our test service center.

And 50% of them are working on Sogeti locations. The other 15% are working on the premises of our customers. And today we are world leader in many world testing and we are aiming for being world leader for automated

testing and that's why we want to make further steps in our test tooling and using new and appropriate test environment.

Brian Bryson: Those, you know, it's funny I mean we're very familiar with Sogeti here as a partner but every time I hear those numbers those 2,800 professionals and, you know, half of them on India and 400 people working in the test service center.

Those numbers are staggering and it's amazing the out sourcing service that you provide. So let me tell you so let's get to the action straight into then Paul. Can we talk a little bit about or tell me why, you know, why you decided to move from HP to IBM for these - for this project?

Paul Benevelzen: Yes sure. Because that's where it's all about. For us it's very important to have an open environment so that we can use our tools and our investments over and over again for various projects. We had a problem with a license model from HP.

Because that is project related and this is in conflict with the needs of service center that works for various customers. We hold it the IBM license model its service center related so with the same tools I can run project across customers and countries.

And that makes the IBM license model fits my needs for the service center and enables me to scale up or scale down when I want it in a flexible way. And on the other hand when I was discussing this with my IBM partners in the Netherlands they really want to understood and to accomplish maybe understood and wanted to accomplish my problems.

So the people from IBM understood my drive for standardization and industrialization of the test service centers. And as we at Sogeti wants to grow to worldwide leader for us made testing IBM wants to grow to the worldwide leader for test tooling.

So we had a goal together for growing in this market for growing in our innovations. And that helped me a lot in my development with my team and my specialists of bringing this tools to next level.

Brian Bryson: Excellent yes I think that's a fairly standard approach. Funny we try to partner as much with, you know, our big service center partners with you as well as we do with, you know, our individual clients.

I mean that's kind of the IBM philosophy. And it's nice to see it sort of bearing fruit here. Tell me so when you made this move can you talk a little bit about the process that you under took kind of from a business perspective to make this happen?

Paul Benevelzen: Okay. Well as we are responsible for the test line process and responsible for how we organize our test projects in that we have also full control of the choice of tooling and the choice of which - how we - well how we develop the process with the tools.

And the IBM licensing model enabled me to develop a financial calculating model so we can charge now our project just by the usage of the test tooling and the test environments. So we made a calculation for our whole investments with a return on investment of three years on multiple project.

And that is a huge step forward because now we can charge our project low cost for one project because we made those calculations over a much longer period. And we share the costs over various project then.

And then again flexibility and multiple we use it in a multiple project organization for multiple clients. And that's the way we organized our own test center and that's the way we can organize our test tooling now as well.

Brian Bryson: So effectively the tooling actually supports the business which is I guess the way it should be and the result means some better ROI.

Paul Benevelzen: Yes definitely.

Brian Bryson: Oh excellent that's I mean that's what we try to do. I mean, you know, I'm almost kind of proud to say that. So Marc let's turn to you and I'll also remind the audience that if you press star one at any point you can jump in with some questions for Paul or for Marc.

And the operator will queue those up and let us know when anything comes in. Maybe I'll even take a second to pause here now. Operator is there anything in the queue line before I switch over to speak to Marc?

Operator: No not at this time.

Brian Bryson: Perfect. Well no hesitation if anyone wants to speak to Marc or Paul at any time star one and we'll peak periodically to see if there's anything in the queue. Let's switch gears a little bit, you know, and talk a little bit more about the technical side.

Obviously people have different business models and different business reasons to move to Quality Manager. I mean we just talked a little bit to Paul about the Sogeti needs and how everything lined up well with the IBM licensing model and the partnership model.

But let's talk a little bit about some of the more technical aspects. So Marc you were kind of the technical lead or guru on this one. Can you tell me about some of the technical challenges that were involved in this migration? I don't hear Marc.

Paul Benevelzen: Me neither.

Brian Bryson: Oh at least we're still here. Let me see. I can ping him online. Let's see if we can bring him up.

Angelique Matheny: Hi (Jessica). It's Angelique. Can you check and see if Marc is still with us online or on the phone:

Operator: Yes hold for one moment.

Angelique Matheny: There's some technical difficulties here.

Brian Bryson: Yes now Marc's telling me from the chat window that we've got going here that he's there.

Angelique Matheny: Is he on mute perhaps?

Brian Bryson: Let's find out. No he's not on mute we apparently just can't hear him. We'll give (Jessica) a second to clear it out.

Angelique Matheny: Maybe she can figure this out that's right.

Brian Bryson: You know, Paul...

Paul Benevelzen: Maybe I can step in here Brian because...

Brian Bryson: Well I was going to actually - let's give Marc a second. One of the things you mentioned Paul that we hear a lot about that I'm not sure is an exception well understood is the TMap process. It's one of the things I was going to ask a little bit about later. But could we maybe jump ahead and talk a little bit about that? Is that something we could chat about?

Paul Benevelzen: No problem go ahead.

Brian Bryson: Well I just wanted to get, you know, we hear a lot about it. We've seen a lot of success stories around it. But I'm not sure everybody knows about it so I was wondering if you could give us an overview of the TMap process.

Paul Benevelzen: Okay. Well Sogeti in the Netherlands we say Sogeti and international we say Sogeti.

Brian Bryson: Okay.

Paul Benevelzen: But the TMap process is the process that we use for our testing practice and we have found it and followed this practice 15 years ago. And so Sogeti is the owner of the TMap process. And one of the major - well TMap process is about a set of practices and techniques to test on a structured basis.

And on the other hand TMap next the next in the TMap process is about bringing the customer on the wheel of - in the where are because of the risks

that they seem through their application environment. To make an example if you have a financial process to test you don't want any risks on how the money gets through your application.

So you will put extra effort on the test cases involved on that particular object or requirements. So you put your money then on the requirements related to why you - the financial test cases and the financial flow of the application. And if you have an application that is less - well you don't need - if you have an application that is not so critical thank you.

It's not so critical you can put less test activities in it and you can have your choices then up front where you put your test dollar in. And so TMap has on one side the test techniques in it and on the other side the steering wheel for the business to make proper choices up front on based on risk and choices what is critical and what is not.

Brian Bryson: You know, it seems like it's got, you know, yes just from what you were saying it seems like it has a sort of a focus on the business aspect of testing and making sure you get the right return by testing the critical things as well as the technical stuff.

Is it anything that would - is it something that can fit into an agile environment? Do you have to be following a rep process? Do you have to have any specific software development methodology to be using this? Or is this something that you can globally run with regardless of how you're - what methodology you're following?

Paul Benevelzen: Well we might some extra addendums on TMap for rep or agile development also we are aiming now for the whole application life cycle management

application life cycle. Because we want to have testing in a early stage of the IT development.

And on the other hand we also are working on plug ins for our tooling so that we can use our TMap methodology in our tools. But I think we have to discuss that later on in the call maybe.

Brian Bryson: Yes we'll see if we get Marc back or Marc are you live back with us?

Marc Vanlint: I give it a try now.

Paul Benevelzen: Good.

Brian Bryson: Can you hear me now? Yes thank you we certainly can. Oh good I'm not sure - it's kind of funny that the technical guy is the one with the technical problems.

Marc Vanlint: Yes but I can fold them.

Brian Bryson: Well done. Well let me - I don't know where you dropped off so let me take a step backward. You know, we just sort of finished with Paul kind of on the business side of, you know, of the migration.

I was saying, you know, the business reasons will be, you know, from moving to Quality Manager I think will probably be different for every customer business situation wise.

But technically a lot of this stuff, you know, involved in the actual migration or the move will be something that a lot of people I think can benefit from. So

I wanted to start with you Marc and ask you really can you talk a little bit about some of the technical challenges of the move to Quality Manager.

Marc Vanlint: We have the focus on four environments for four of those fished lines which were running HP full sensor for fairly different customers. And it contained about to give some examples about 150 test slants and about (unintelligible) test cases and the same number for tests scripts, manual test scripts about 2,000 requirements and about 300 defects in total.

And what we did was we grabbed one of those projects and starts digging into how they are using it, how did they use HP Quality Center and how could we map those environments to the - to your new Rational Quality Manager because the goal of the project was really make an automated conversion going from HP quality vendors to RQM.

And additionally it must be general applicable because several projects had to be run through it and we'd looked in the market and there was no development done in the way we liked it. So it was kind of venture for us all to see if it is possible and how we could do it.

The biggest challenge was not a technical one but it was time. We had only about two to two and half months to start from scratch, really from scratch we had nothing only from the knowledge on HP Quality Center and the knowledge on RQM. And we had to do it by them because the licensing of the HP was at its end.

So the biggest advantage though was for Sogeti and IBM we have a fully committed management. We all were clear on the goal. We want to move all those projects to IBM and start working on it on first of January. So we had very clear goal in that environment.

From things maybe that people want to hear about how we could tackle that in two and a half months I think one of the main ingredients of being flexible it start with small team. We had of course it had to be prevalent to convert the data. We had of course Java's developer at so both supplied by Sogeti. Sogeti had developed the code itself.

And for the (unintelligible) how objects, how is information in HP Quality Center stored and how should it be mapped to RQM? That was done also by Sogeti and we had some fierce discussions on how to do that because in HP you have a very, very flexible tree meaning that for every project you can have a different set of and different environment, different way of working.

So standardization was very in a broad way implemented on HP Quality Center. RQM you have more a structured way and the storing the architect and the information. We have a project leader, an active project leader also from Sogeti and the kind of project coach from IBM who was approaching us on the progress itself.

My role was to be a kind of technical interface on the thousands of questions how to do this in RQM and how to do that in RQM or in the conversion itself. And I was - had my back up to development in there. All that was done in just one room so it was very thin boarding room with very enthusiastic team.

And for these that was very helpful also in making quick decisions very important architectural decisions on how to do it because all disciplines, (unintelligible), the developer, the management was all involved in those discussions that's another very big issue advantage.

Furthermore we did the - we made the decision. We had to do it with RQM 1 and the course it must be a general applicable conversion tool. There's no conversion or no customization done on the RQM side. And so any discussions on how to customize RQM to benefit full of RQM that was delayed after the conversion.

So the conversion created now the tool now developed is based on a really basic implementation of RQM. The technique used is fairly straightforward I can say we made a dem of the HP Quality Center called database. So - and we converted that into XML, XML files.

So we don't need any HP Quality Center (unintelligible) to do the conversion. We just need a (unintelligible) which can be a back up of an archived database or something like that. And we can fix it as a target point for the conversion itself.

This XML file goes in XML files are then introverted by the Java coach written by the Java developer of Sogeti and using the (unintelligible) which was defined and generated the various XML files which then was rather into RQM and that's done for all the full project delivering thousands of test cases to hundreds of test points all related with the relation to the text relations to requirements. So we had pretty complex results from that.

Brian Bryson: Wow there's just volumes of data that actually converted in an automated fashion. It is pretty impressive. I would have thought you'd have to do more manual than that but it sounds like you're really just did dump the database to XML and remapped essentially what I - maybe tell me if I'm getting this right but remapping Quality Center fields to Quality Manager fields. And then using the Quality Manager XML import just pumped it all in. Is that over simplifying it or is that really how it all really worked?

Marc Vanlint: Yes the biggest challenge is to do that within two and a half months first of all and secondly is the knowledge of Sogeti was a big help in really what's a good mapping.

Brian Bryson: Sure.

Marc Vanlint: And that's is also a challenge for each HP constant of project to be converted. How introduced in HP and how can we use it or map it to RQM environment in such a way that it's opened up all the new features of RQM to benefit most of those because there is far more functionality in RQM to be explored from there. Of course after the conversion then it starts.

Brian Bryson: Right you want to make sure your conversion works on your base RQM and then from there on go and leverage some of the special features of RQM and do the specialization from there. I get it.

So how does - how do you recommend someone who wants to move and hopefully has a little more than two and a half months to do it? I mean you've gone through it once. You know, when you look back how would you recommend somebody actually go about, you know, performing such a move?

Marc Vanlint: Okay. After the project or proposing of the project we did evaluation of what went wrong, what went okay, etc. And most important was set common goals for your own organization and IBM to get IBM involved in the project and set some common goals so you're completely focused to achieve that goal.

Furthermore I'm really pleased with the corporation and how we worked together with Sogeti because they accept change. They not thinking in the terms of I've done that in HP this way so I want to do it this way the same

way in RQM. Now they were really thinking in terms of changing the working methods.

So they were open to change. And they were open to program to accept programs. Of course conversion is always searching for solutions for example (unintelligible) and you have to do it and find solutions for the problems you face those face in (unintelligible) conversion.

So that was very important. And I think to start small with a small environment with a small team, be agile to be quick and in a very effective way of working. And yes set a reasonable timeframe for the team I think starting with from scratch we had to develop the codes.

Now the code is available from Sogeti of course. The - set a reasonable timeframe to let the people also get acquainted with the new environment. And most important is of course like also in a rough environment full parking start working just download the RQM codes.

There is so much functionality, explorers so start working with your IBM contact person to actually get experience with the environment and the software itself.

Brian Bryson: That's just a great pass although some people like you won't have the luxury of having a decent timeframe. I don't know if everybody gets that choice but at least it's nice to know that it is possible even if you are a little bit rushed if you do sort of take a small agile sort of team based approach.

Paul, maybe I'll ask you the same question. You know, listening to Marc talk when he said, you know, Sogeti was sort of ready to accept change. You

know, where, you know, some times it's done one way in one tool and done one way in another tool.

How would you - I mean this, you know, that's probably going to be a big part of the move. And how would, you know, how would you recommend somebody get, you know, go through this, you know, similar migration from HP to IBM?

Paul Benevelzen: Yes well first of all I want to add something to the timeframe we had to all together because we have projects running over and over again all the time. We don't - we didn't want a large amount of time in a locked environment because we want to get through with the projects in the new environment.

But I can recommend everybody to create a test environment up front to support the project just make the development and acceptance of the new test environment in a proper development lab. And then also you can also have a new environment to educate your personnel and your staff including the management.

So with this training and this education you can speed up the communication among the project members and among a new process you have to follow or I'd better say the adaptive process because we use the TMap process and by using the tools now from RQM we are implementing the TMap process in RQM.

But you can educate your staff then in a lap environment and we did it actually in a project environment but that's more a cultural question from Sogeti to do it that way and well everybody has to make up his own mind whether or not you can create a separate environment.

Brian Bryson: Right.

Paul Benevelzen: And on the other hand well Marc mentioned it earlier don't start from zero because we didn't before. Now we have a tool set we have an automated Java code. The conversion experience is available from Sogeti. And we can help all the customers in the world in the Netherlands but also in USA.

And we have also a project now running in Switzerland for a conversion and we are happy to share this knowledge with our customers and do these projects together. So you can speed up enormously by the knowledge we now have in this conversion for the future.

Brian Bryson: Yes so effectively people can learn from your mistakes and all the things that you've learned along the way by going that way that's great. Now I wanted to - I had a bit of an announcement that I wanted to make or talk just for a few seconds about. We have a new version of Rational Quality Manager available coming out very shortly, Version 101 is going to be coming out.

Before I did though Marc or maybe Marc what is - to get your thoughts on some of the key things, you know, you'd mentioned before some of the powerful things in Quality Manager the current version. What are some of the key things that you'd highlighted, you know, strengths of the current product? And then I'll jump in and talk about some of the newer stuff.

Marc Vanlint: Okay. Thank you. First of all when you log on to give that base to RQM is the dashboard which it gives you an overview of the information you want to see at the various view that they call sees as kind of small windows with reports in it, with graphics on it, etc. giving you inside in the information of the projects or the information you want to see.

For example access manager wants to see is his best plan is executed according to plan but accessories only interested in his work to do on actual test execution. So you have these various roles want to have various dashboards a different desk board.

And I think that's very important because then you can focus your activities to derive the information. As mentioned it's role based that's throughout the whole just infrastructure including RQM. It's all role based implying not just that a person is a test manager or a tester.

The authorizations on the various activities and those kind of things are a test to that role base. Furthermore outward with VD we all Rational desk manager and also the (unintelligible) and the implementation of best plan in RQM is far, far more comprehensive, far more information is included in that first plan and can be maintained within RQM.

So the need for having separate documentation outside of our test tool around is eliminated. Furthermore what else do we have? A very nice feature I think is the object of assist execution record within the TMap (unintelligible) a lot about testing, etc.

But execution record is fairly simply, straightforward object storing who's doing what, when, and where. It's that simple but based on that information you can do your planning. You can do your career around the various plans so that's a very powerful nice little object.

A more comprehensive one is the actual test labs. Yes in HP Quality Center you have also a test lab but this is totally different. Test lab within Rational Quality Manager is a real reservation of the test lab machine that you have don't have to find your way through the actual (unintelligible).

But you can do your planning of the machine you want to have can be done within RQM meaning that when you plan the test lab manager can grow - can also intensify which machine he has to install. If you want to also (unintelligible) we have in addition to the Rational Quality Manager which is called test lab manager which enables you to install automatically the additional software making and automatic install of your test environment.

Which gives you a lot of performance benefit in your processes and finally I think the work rep access is measuring I think it's a Web 2.0 environment and I've demonstrated it's now RQM who a lot of people and they all love to see the user interface and it has zero client install meaning that any computer in the internet is running Fire Fox or Internet Explorer can virtually execute the RQM.

There is no need for a local installation of widgets or those kind of things. And because of the lay out of that Web 2.0 screen it guides you through the test process with the test planning with the test cases with the reporting, access to the defects or the requirements. So it's a very ease of use environment that's only one according to zero so on the 1.1, 1.101.

Brian Bryson: Well let me first before I do want to talk - well I actually want to add one to your list and I want to talk about 101. And then I want to give the last question to Paul. We're running a little bit short on time. But what I do want to do is remind everyone on the phone.

If you want to jump in and ask either one of these guys a question, you can press star one at any time and be connected to one or our premier technical experts and business experts on testing. So I'll just do one final reminder for that.

And while we wait to see if anything comes in Marc let me add just one thing to your list. I think you listed almost all the features anyway but let me add one more and that's the work item support especially for distributed teams right.

The idea of work items is, you know, on a test project obviously you have, you know, a test plan and test cases and, you know, test execution records as you were talking about Marc. All that stuff is kind of standard test work but there's a lot of other little things that need to be done to make, you know, to take a test project from beginning to end.

Maybe that's, you know, getting someone to review a test case. Maybe that's getting someone to add some more detail to a particular test case things that are often done outside of the system. So you might, you know, have sent an email to your co-worker and say add some detail here or, you know, might call up or use an instant message and talk to someone and say can you review the test plan for us.

And a lot of the times those items don't get tracked and they kind of get lost. And what happens is at the end of the project you end up with that sort of well I thought you were covering that. I thought you were doing that. I thought you were doing that sort of finger pointing.

And so there's no mechanism in a traditional project to keep track of those things. And, you know, as projects become more and more distributed, you know, where just like Sogeti was saying, you know, half the team is in India or Switzerland or just distributed across even the same city.

That communication becomes more difficult and that's where the work items come in that it lets you formally track as part of your test process these little things that need to be done so you can at any point say you're looking at a test case and you realize there's not enough detail there.

Well you can create a formal work item in the tool and assign it to somebody on the team with a priority and a due date. And they'll get a notification on their dashboard that says, you know, Brian has asked Marc in the Netherlands to review the test plan because there's not enough detail.

And Marc gets a notification and it goes on effectively the to do list for the team. And as teams get more and more distributed it becomes more and more important to track those activities and that sort of activity management aspect of the work items is something that I found as something getting a lot of use in Quality Manager. So I wanted to add that one.

Marc Vanlint: Yes of course yes.

Paul Benevelzen: Please guys let me step in. This is Paul.

Brian Bryson: Jump in Paul.

Paul Benevelzen: I can't wait any longer. Brian what you told now about work items is exactly what I wrote down here front of me because that is our main thing to solve and we implemented that in the RQM too.

And we are building our process around those work items. And that is for is a large achievement in our international way of working and our globalizing and this is the future today. And I'm very happy to deal with that.

Brian Bryson: You know what it's just the reality right. Teams are more distributed. You need to make sure you track everything not just test cases and requirements and defects any more. And it's essential I completely agree. In fact we live on it, you know, obviously we use Quality Manager internally at IBM. And it's just - we couldn't live without it any more.

So Quality Manager 101 is coming up very shortly. And, you know, it's a smaller release. It's a .1.1 release so it's on a major over haul. But we have added some interesting things that are going to help out. There are, you know, all types of testing teams.

So sort of along the same lines as having distributed projects and distributed teams, you know, we have the work items that help out there but we've added a new feature called multiple project support. And what that does is it lets you segregate your test plans into different projects that are effectively independent silos of data.

So the data in one project cannot be viewed by the data in another project. So if you're a test team that services multiple projects and, you know, maybe some of them have confidential data that shouldn't be seen by everyone. You now have the ability to set up multiple projects to keep that information in its own container and so to secure from and accessible to only those that should have access to it.

Something that really helps on the distributed front. A couple of other things the Rational Quality Manager is built upon our JAZ foundation server and that's a server that's actually common to many Rational products, Rational team concert being one, Rational requirements composer being another.

And we've updated the underlying server version for Quality Manager now, you know, for most people that's it's an architectural change. It doesn't really change the user interface. But what it does change behind the scene is it gives us a couple of new options.

One it gives us a new database that we can use as the back end. So you get sequel server support where as before we had Oracle and DB2 and Derby we now add sequel server with this new server. We also add floating license support.

So what I would argue was even a strong licensing mechanism to begin with got even stronger and more flexible now with floating license support. The upgrade as well strengthens our interaction with Rational team concert. So Rational team concert is our change management tool for development teams.

And our ability to interact with teams that are using that whether for defect tracking, change tracking, work item tracking has been enhanced and there's several little, you know, there's several little tweaks that are done there and especially in the area of work items that really strengthens that integration.

I think there's really a couple of other things and we'll poll for questions here in a second as well. Some foundation has been laid so if you're using Quality Manager today you have the ability to manage your requirements in Quality Manager. You have the ability to link to requisite pro to manage your requirements.

We've also laid the foundation that's released for a linkage an upcoming linkage to Telelogic Doors another popular requirements management tool. So a linkage actually isn't going live yet but all the foundation work has been done and that's something that you can expect to see shortly in the plan.

And then finally there has been some performance tuning and just regular maintenance so I think if you have some large project on the scale of what Marc was talking about with 2,500 test cases, you know, as we get customers with more and more data in their systems we, you know, we continually tune our application for greater performance.

And I think you'll see some better performance there especially when you're manipulating large, you know, thousand amounts of test cases. So that's kind of the what's new in 101 version. Let's check in with (Jessica) the operator and see if there's any questions on the line. (Jessica), do we have anybody waiting?

Operator: Yes you have Paul Murray.

Brian Bryson: Great. Paul, welcome to the call. What can we - how are you doing today?

Paul Murray: I'm doing well. I've been enjoying listening to this question I have the work that was done to convert the database dump into the correct XML format. Is that going to be productized by Sogeti so that we can use it on other conversions? Or what's the - is it a plan in place for that yet?

Brian Bryson: Paul, maybe that's - Paul from Sogeti maybe that's a question for you probably.

Paul Benevelzen: Yes thank you. We are working on a blueprint for such immigration to use it over and over again for our customers. And now we are having another conversion project running in Switzerland.

We are reusing it again and so I think we are in a few months we have it all set and make it reuse and reusable for our customers as well. So I would suggest to get in touch with us and we can discuss this offline with each other when and how to act on this.

Paul Murray: Sure I know some of the suggested people on based are gone so in Scotland and I know some of the suggested people in London. So we're going to be meeting up soon so I'd be very interested to hear that they're aware of this as well.

Paul Benevelzen: Yes we'd like to.

Paul Murray: Perfect good thank you. Thank you so much.

Brian Bryson: Thanks Paul. (Jessica), anything else in the queue right now?

Operator: Yes Ugandhar Munagala.

Brian Bryson: Okay I'm sorry I missed the first name so let's go ahead and let's just get to it.

Ugandhar Munagala: Hi you can me Ugan.

Brian Bryson: Yes thank you.

Ugandhar Munagala: I'm the team leader here working for most of my testers work from different locations in the United States. I mean some teams are in California, some teams are in Europe. I would like to know the performance of RQM how it grows in the network.

Because based upon the way that management appears for us we need to set up this sort a particular place like in Florida and use the (unintelligible) internet explorer that's what I am understanding about here.

So how the platformers will be because right now we are already using (unintelligible) and most of our users even though using the web some times they complain the performance is really - I mean not up to the mark something like that. So is this RQM really improve their performance on the network through the web or no?

Brian Bryson: So I don't know Marc I can answer this one or did you want to - did you have anything that you could throw in from this particular project?

Marc Vanlint: Yes I can first of all RQM is JF based which is a totally different architecture than the requisite pro environment (unintelligible). I've done - I had once a local set up on my environment with thousands of test cases on it's a simple laptop.

And a colleague in the United States could easily query and work with it without any problems. That - I think that because of two things. First of all completely different architecture and secondly the way things are organized within the RQM.

It's not a tree based it's doing queries so a limited amounts of information is going through the internet to the clients. And I've gulped very high hopes on this that you will experience a far better and response time and working environment than with let's say the traditional tools and from now a day. Maybe you can add something to that Brian.

Brian Bryson: I was going to add a similar positive experience that I won't, you know, replicate what you said. What I might add is that we've got the Rational software conference coming up at the first week of June is taking place and Orlando, Florida. And we've got a part of the agenda I don't that you handy. But if you were to just Google Rational Software Conference 2009 I'm sure you could come up with it in a second.

You'll see there's actually a couple of sessions where this exact topic is going to be addressed. There's a case study for a large global installation of Quality Manager. There's actually two case studies one is an internal one where we talk about how we've installed it within IBM.

And then there's a customer one as well and actually now that I think about it Marc and Paul I don't know if you guys have heard but congratulations you've also been accepted to speak at the conference and so we'll hopefully be seeing you there as well.

Paul Benevelzen: Oh thank you.

Brian Bryson: Now I noticed we're at the top of the hour. (Jessica) is there a lot of questions sitting in the queue because I wanted to give Paul the last word here.

Operator: No sir at this time there are no questions.

Brian Bryson: You know what that works out just fine. Paul I really want to thank you for taking the time here to join us. We very much appreciate it and realize that it's definitely later in your neck of the woods. And I wanted to give you the last word. Where does Sogeti go from here? Any last things that you wanted to talk about or tell us about?

Paul Benevelzen: Yes thank you Brian. Well we are working now on our software testing as a service solution and we put it into the market on various countries. And we made working with work items in our test services to a key for how we provide testing in the future.

So we want to make a maximum on flexibility and scalability with our test professionals and we are driving our professional test process through the world by so far testing as a service. And as you mentioned earlier RQM is one of the building blocks there.

And so for the future we will add on more extra tools around the RQM tool set like Rational functional tests therefore our automated testing or security testing with Rational scam and web services testing. And we are also working on TMap plug ins for test plans templates in RQM.

And in the TMap process plug in for Rational unified process for up in the Rational methods composer. So we have a whole road ahead for 2009 for our industrialization process and well I'm proud to be part of that because we are building the future in testing and that's what Sogeti is about developing new innovations and new ways of working for the future.

So I was really proud to share this information with you. I heard people from over - all over the world so when I come to America in May I can ask more questions so address more questions. So I will be willing to tell everybody about our experience with it.

Brian Bryson: Well that's great and it sounds like you've got a lot planned for the next year. I can only hope your timeframe for some of those things is as short as your timeframe for this particular project.

I'm sure a lot of people are going to want to see those things sooner than later. So thank you Paul and thank you Marc. And with that Angelique I'll throw it back to you if you can wrap us up with the final closing formalities.

Angelique Matheny: I'll do that. Brian thank you very much. We appreciate all of you for being with us today. And I just found that link for our Rational software conference. It's www.ibm.com/rational/rsdc so that should work. To learn more about IBM Rational Quality Management please visit www.ibm.com/software/rational/offerings/quality.

And that should get you where you need to go. If you would like to listen to this conference again or what it with your colleagues this will be made available for replay in MP3 format in about a week or so on the Rational Talks to Your site at www.ibm.com/rational/talks.

Our previous teleconferences are available there as well. We would like to thank you our audience for your interest in IBM. We hope to see you back for one of our events in the near future. Thank you very much. Talk to you soon.

Operator: This concludes today's conference call. You may now disconnect. Presenters please stay online.

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