



## XenonRTM

### Release and Transition Management for Enterprise IT Solutions and Maintenance Delivery

Effective release and transition management is central to nearly all IT projects at scale and one area that exposes the organization to the most potential risk. And yet, until now there have been no best practices for managing these complex projects built into software. Instead, IT and Project Management professionals along with their Systems Integrator colleagues have had to rely on general-purpose project scheduling software, spreadsheets, presentations and documents to communicate and manage a complex web of interdependent, time-critical activities.

The challenges facing IT and Project Managers during releases and transitions are amplified by the current climate of reduced budgets and shortened project timeframes coupled with the visibility that accompanies high profile projects. What is needed is a way to reduce the risk of these releases and transitions by exposing potential pitfalls early in the process, manage scarce resources, increase stakeholder visibility from end-to-end, and to easily replicate successful releases and transitions so that no team is burdened with reinventing the wheel.

- Increases visibility, frequency and consistency of release and transition management
- Reduces complexity for rollouts of concurrent mission critical applications
- Supports global operations
- Built on Force.com; social, mobile and real time

### XenonRTM™ for Release and Transition Management

XenonRTM is the command center for release and transition management – to take organizations from planning to execution to steady state. As a purpose-built solution for either Release or Transition Management, XenonRTM fills critical process gaps not addressed by traditional solutions.

For Release Management, XenonRTM provides crucial planning, coordination, and communication steps across phases such as environmental build, object migration, backup, and testing – regardless of the number of teams involved and whether they are located down the hall or across the globe.

For Transition Management, XenonRTM handles phases such as knowledge transfer, resource planning, logistics, process integration and governance, all while providing key metrics to ensure smooth, scalable, and replicable transitions.

Built from the ground up on Salesforce.com's proven Force.com platform, XenonRTM can scale to thousands of simultaneous users; support hundreds of simultaneous work streams; and can be rapidly deployed in the cloud. And, Force.com's extensive security model is trusted by many of the world's most security conscious organizations. With XenonRTM, users can access the software from web-connected devices using instantly familiar navigation and can be up to speed in minutes.

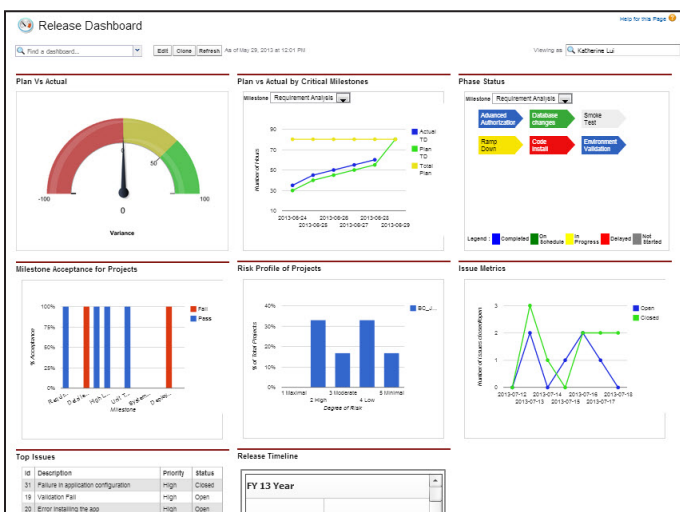


XenonRTM manages the entire release and transition life cycle



## XenonRTM Capabilities

CAPABILITY	ALLOWS...
Custom Release/Transition Process Definition	Planning of releases or transitions and their milestones and phases, while considering holidays, quarter boundaries, and fiscal years.
Flexible Project Definitions	Defining of projects with all of their details, including milestones, deliverables, risks, and impacts. Approve projects for inclusion in a particular release or transition.
Milestone Gating	Gating of project entry to and exit from release/transition milestones through criteria defined for the organization.
Phase Management	Managing of phases of releases/transitions through tasks and their assignments and statuses. Log issues encountered and link to specific phases.
Post Go-live Tracking	Tracking of incidents that arise in the first few weeks following transition.
Role-based, Configurable Dashboards	Each user to see information that is relevant to his/her role in a release or transition and to view a customize dashboard based on interests.
Configurable Approval Processes and Workflows	Release Management organizations to tailor XenonRTM to match internal processes.
Customizable Fields and Objects	Customization of XenonRTM to match internal approval processes and nomenclature.
Object Copying	Teams to copy some or all elements from one release to another including key messages, key contacts, approvers, milestones, phases, entry/exit criteria, etc.
Predesigned and Configurable Reports	A quick start with existing reports that can be modified to meet the visibility and reporting needs of organizations.
Email Templates	More responsiveness and visibility by leveraging preconfigured emails containing key charts and information conveying status before and after go-live.
Environment Management	The creation of environments and requests for their use; management of environment load and conflicts by viewing bookings in a graphic timeline; capture environment details as incidents.
Remedyforce Integration	Companies that use Remedyforce to leverage bi-directional integration where support incidents and execution issues can be pushed into Remedyforce and XenonRTM can be updated with changes made to Remedyforce.
Mobile Support Available	Viewing of XenonRTM dashboard and the creation and updating of tasks and incidents on portable devices.



The XenonRTM Home page displays a detailed list of milestones and tasks. Below is a summary of the milestones table shown in the screenshot:

Action	Milestone Name	Approved	Approved By	Date Approved	% Complete	Milestone Active
Task   Issue	Release Entry	✓	W. Release Manager	5/1/2013	10.00	✓
Task   Issue	Test Cycle Entry	✓	W. Release Manager	5/1/2013	5.00	✓
Task   Issue	Practice Run	✓	W. Release Manager	5/1/2013		✓
Task   Issue	Go Live	✓	W. Release Manager	5/1/2013		✓
Task   Issue	Post Go-Live Support	✓	W. Release Manager	5/7/2013		✓
Task   Issue	Test Cycle 1	✓	W. Release Manager	6/10/2013	15.00	✓
Task   Issue	Tactical Comm	✓	W. Release Manager	5/1/2013	0.00	✓
Task   Issue	Performance Load Test	✓	W. Release Manager	6/1/2013	0.00	✓
Task   Issue	Steering Committee Outover Approval	✓	W. Release Manager	7/15/2013		✓
Task   Issue	Release Readiness Review #1	✓	W. Release Manager	7/15/2013		✓

To learn more about XenonRTM or Release and Transition Management visit us on the web at [www.tekoptimize.com](http://www.tekoptimize.com) or email us at [sales@tekoptimize.com](mailto:sales@tekoptimize.com)