

# TeamQuest<sup>®</sup>

## CAPABILITIES STATEMENT

for the Government Sector

### CORE COMPETENCIES

#### Performance Management and Capacity Planning Software for IT Service Optimization

TeamQuest software helps optimize the planning and delivery of IT services, from event monitoring and automated reporting to performance analysis and capacity planning. The software scales to thousands of servers in heterogeneous and virtualized environments and includes TeamQuest Analyzer, TeamQuest Surveyor, TeamQuest Predictor, and TeamQuest CMIS aiding organizations to address IT Service Optimization.

**Capacity Management** Performing ongoing capacity management with TeamQuest Software includes these business benefits:

- Higher utilization rates on IT assets, allowing the data center to do more with less and improving IT service unit cost positions
- Consistent service delivery, providing uninterrupted service through peak demands
- More efficient processes and reporting, ensuring consistency across capacity, performance, chargeback and incident reports
- Continuous runtime improvement of applications and infrastructure resource consumption, improving performance and delaying expensive capacity upgrades
- Accurate capacity provisioning, allowing timely capacity upgrades and related cost information to the business for more informed decisions
- Take the performance data you already have from your other capacity management tools and other data sources including networks, storage, applications, finance, power, and cooling...without agents to deploy or manage.

**Performance Analysis** With TeamQuest software, analyze and report IT service performance using IT Resources to combine performance data of various IT components that together form a service.

- Analyze all of the IT components comprising a service, including all of the server tiers and the network.
- Determine how much of each resource is being consumed by each IT service, business process, department, or application.
- Analyze performance in business terms to see how infrastructure is used or will be used by each business service.
- Accurately predict the resources required to support consistent service delivery at appropriate risk levels.
- Predict response time from different components in a multi-tiered environment.
- Mitigate the risks of stacking applications on a single server by understanding the impact on services before you consolidate.

### COMPANY DATA

**Who We Are** TeamQuest Corporation is a software and services small business with over 20 years of experience in the performance and capacity management arena. With headquarters in Clear Lake, Iowa, products are developed, coded and supported in the USA. TeamQuest has branches in the UK, Sweden, Germany and France, and has a presence worldwide in a variety of commercial and government entities. TeamQuest Corporation has been working with the US government for many years in agencies as diverse as DMDC and US Patent and Trademark Office, IRS, Air Force and NASA JSP, to name a few.

#### Differentiators: What Makes Us Better

TeamQuest Corporation is vested in every single client - we are driven to help our clients achieve more in their IT organizations by providing the kind of solutions that help drive business decisions. Our clients provide input that we put into our products. TeamQuest helps clients minimize infrastructure costs and mitigate risks whether they are consolidating, virtualizing systems, moving to the cloud, or planning for upgrades and new applications with software tools that dive deep into problems for either historical or real-time analysis. Ensuring that hardware decisions have business support, capacity planning tool TeamQuest Predictor allows for more than just linear trending, and provides the data to ensure availability, and allow clients to negotiate hardware costs in advance instead of in a panic. With new agent-less technology, TeamQuest Surveyor is data-agnostic and extends performance analysis while offering reporting on what is meaningful when it is needed.

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[www.teamquest.com](http://www.teamquest.com)

## A few of our clients...

### Federal Government

Defense Health Information Systems  
Defense Manpower Data Center  
Internal Revenue Service  
Sandia National Laboratories  
US Air Force  
US Army  
NASA Johnson Space Center  
US Forest Service  
US Patent and Trademark Office

### State & Local

Commonwealth of Virginia  
Minnesota Management and Budget  
Mississippi Department of Corrections  
Riverside Superior Court  
Superior Court of California  
Town of Brookhaven, New York

### Commercial

Verizon Wireless  
FIS  
Interactive Data Corporation  
World Fuel Services Corporation  
Midwest ISO  
WellPoint  
Syniverse Technologies  
Highmark  
HealthPartners  
Andersen Corporation  
Cisco Systems  
Delta Airlines



**Jeanne McDonald**  
Federal Accounts Manager  
Civilian Agencies  
Mobile 571-271-6246  
[jeanne.mcdonald@teamquest.com](mailto:jeanne.mcdonald@teamquest.com)

**Lenore Theobald**  
Federal Accounts Manager  
DoD, Intel, State & Local  
Mobile 515-778-5572  
[lenore.theobald@teamquest.com](mailto:lenore.theobald@teamquest.com)