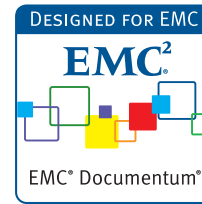


Product Data Sheet:

Q-Config™: Configuration Deployment, Management and Migration Software



Q-Config™ is “Designed for EMC® Documentum®” accredited, demonstrating that Q-Config™ has successfully met a comprehensive set of criteria for good design and quality integration.

Business Challenge

A critical component in enterprise content management (ECM) ROI is user adoption of the technology. The user adoption of ECM technology can be accelerated by starting small and incrementally adding more ECM applications as the organizational acceptance rate continues to grow. Configuration deployment and incremental change management becomes a major drive to achieve ECM ROI. The challenge gets compounded in regulated industries where organizations need to have proven, repeatable processes with significant documentation and audit histories.

ECM administrators are continually challenged to respond faster to multiple demands resulting from changing business environments, such as:

- Incremental configuration updates
- Full or partial copy of the configuration to set-up a test or training system
- Initial rollout of a new ECM for a department or business unit
- Documenting the configuration parameters in one place for verifications, back-up or to conform to regulatory requirements

Impact Systems Solution

Q-Config™ configuration management software is an out-of-the-box solution designed for rapid deployment and migration of EMC® Documentum® configurations, developed to address the challenges noted above. Customers benefit from a proven product developed based on experiential knowledge and industry best practices while at the same time, significantly reducing costs. Organizations save significant downtime and therefore increase usage of their ECM. Designed for use by system administrators, Q-Config™ transports the complete set of configuration parameters, including templates (Overlays and Signatures), audit histories and associated relationship rules and policies, from one repository to another with built-in pre-verification and report generation. This configuration transport can take place across repositories that are all the same version (as happens during a deployment, e.g., development, test/train, and production) or from earlier repository versions to more current ones (as happens during a migration, e.g., 4.X to 5.X, or 4.X to 6.X).

Customer Value – Deployment

The following illustrates the power of Q-Config™ and the value it can add to your organization when included as part of an ECM deployment.

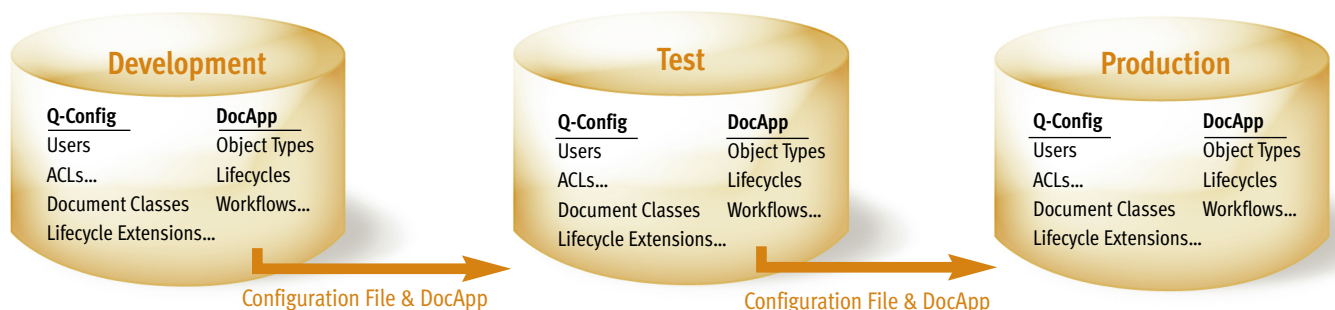
Create Once, Use Across Multiple Environments

The primary advantage gained when using Q-Config™ is that the entire system configuration is portable from one repository to another. The advantage is most apparent during rollout/implementation. The deployment process usually involves the creation of three separate systems that are almost identical in their configuration: development, test and production.

Q-Config™ includes functionality that can greatly accelerate the implementation process, and substantially reduce the effort required to roll out a new system.

- One way is to build the full system configuration on the development environment by using standard administrative functionality and then using the export functionality of Q-Config™ to export the configuration from the repository. This will make the configuration portable for the purpose of implementing that same configuration during test and production.
- Another way is to use the Q-Config™ Excel-like interface to build the full configuration. Using this method, as the configuration was created using Q-Config™, it is already portable and ready to be implemented on the other environments.

The full system configuration for a repository can be moved to another repository by using Impact Systems’ Q-Config™ and EMC Documentum’s DocApp.



Customer Value - Management

In certain situations, it is useful to be able to recreate the configuration from a production environment onto another system. Examples include:

- Creation of a training environment. It would be ideal to let users train on a system with a configuration that matches what they will be working with in the production system. Manually recreating the production configuration on each training environment is labor intensive and prone to errors.
- The ability to test out configuration changes in a development environment before they are implemented in the production environment. The development environment that was originally used as part of rollout is most likely out of sync with the production system even within a few months after rollout. To do what-if analysis, the configuration running on the production environment would need to be manually recreated on the development server, which is much more difficult if the design document is out of date.
- Working with a single repository, organizations may discover performance issues. Q-Config™ allows you to take the current configuration and quickly develop a partial configuration for deployment. This process is also useful when a division or group is merged with another division or company.

The export functionality of Q-Config™ provides the ability to easily recreate the configuration running on a production environment, and circumvent all of the associated challenges. It not only allows for the selection of which configuration object types should be included in the export, but also allows the entry of selection criteria for each type to filter out selected objects.

Customer Value - Migration

When moving from an earlier repository version to a current repository version, Q-Config™ allows organizations to export current configuration, create mapping of configuration parameters via direct mapping or migration filters, and then import into a new repository built with a new version. Migration filters are a set of taxonomy transformation scripts necessary to accommodate taxonomy and architectural changes. This repeatable process with associated documentation and logs has become extremely important in highly regulated companies. The Q-Config™ full set of report capability also allows organizations to keep track of configuration before and after.

Highlight of Q-Config™ Features

- Portability of complete system configuration from one docbase to another.
- Easy to use interface that speeds up the initial configuration process by presenting data in a spreadsheet-like layout with the ability to copy any row.
- Ability to archive a configuration for backup purposes.
- Ability to take a snapshot of the current configuration.
- Export selected configuration components for further analysis.
- Propagate a single change throughout the configuration with minimal effort.
- Generate selective component parameter reports.
- Configuration objects supported by Q-Config™ include Users, Groups, Roles, ACLs, Cabinets, Folders, Auto-Naming Schemes, Business Applications, Document Classes, Lifecycle Extensions, User List Rules, Relationship Types, Audit Management, Signature Page Templates, the Overlay Policy and all referenced Overlay Files.
- Modular approach allows flexibility to expand RPS, DAM, Web Publisher and others for configuration.

Q-Config™ in Use

Major U.S. Pharmaceutical Company

Challenge: The customer wanted to deploy EMC Documentum Compliance Manager in five different locations.

Impact Systems Solution using Q-Config™: Impact Systems set up a new DCM application for the customer with all the necessary configurations for one site. Using Q-Config™, the customer was able to use the same basic configuration and make necessary changes unique to each site and roll out the site implementation faster. In the past, it took the customer over two years to roll out the initial system. With Q-Config™, the customer was able to upgrade and migrate all five sites within one year.

Global Life Sciences Company

Challenge: The customer had an older customized compliance application, and needed to set up a more standardized DCM application.

Impact Systems Solution using Q-Config™: Using Q-Config™, the customer was able to set up the development environment quicker and do what-if case studies to minimize customization and maximize configurations. Once the set-up was complete, the customer was able to transfer the configuration using Q-Config™ from development to test to validation and production in 20% of the time, completing the deployment in “miracle time”.

Specialty U.S. Healthcare Company

Challenge: The customer purchased a division of another healthcare company, and needed to quickly set up and configure their new systems in eight weeks.

Impact Systems Solution using Q-Config™: Using Q-Config™, Impact Systems was able to duplicate the entire configuration and set up three environments (Dev, Test/Validate and Prod) in two weeks ahead of schedule.

For more information, contact us today: We understand the content management issues that organizations have to deal with daily. Many of your most pressing issues can be resolved using Impact Systems solutions, allowing you to manage critical information across your enterprise.

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