

Enterprise Deployment of Serena Dimensions



Snapshots of Dimensions Deployment

- **Success generated enthusiasm that moved several IT initiatives ahead one year**
- **Met regulatory requirements set by the OCC, FRB and Sarbanes-Oxley Act**
- **Client received IT governance excellence award for early adopters**

Situation: Countrywide Financial had purchased Serena's suite of tools and needed assistance implementing the software configuration and change management application, Dimensions. Governed by regulations that apply to financial organizations such as measures introduced by the OCC, FRB and Sarbanes-Oxley Act, Countrywide was under time constraints to satisfy regulatory requirements and went to Serena for help. Because of their partner status and experience in enterprise-wide implementations, Serena contracted **cognence** to assist Countrywide in deploying Dimensions.

"We wanted someone who had hands-on experience with Dimensions, but also someone who thoroughly understood software configuration management. Someone who could walk us through the process and deal with problems presented by the tool. As an organization we've grown significantly and our environment is extremely complex, so the impact of a failure would be very high." - Kheder Baykal, Vice President of Enterprise Change and Configuration

Challenge: Countrywide Financial was resource-constrained and didn't have the in-house expertise or manpower to implement Dimensions. They needed self-sufficient consultants with product expertise as well as a deep understanding of software configuration management who could walk them through the process and deal with problems presented by the tool.

Solution: **cognence** consultants planned the project, designed the system architecture, installed the software, set up licenses and trained the system administrators. They also provided training, documentation and established help desk support. Acting as an advisor, **cognence** assisted early adopters within Countrywide to form processes and implement the Dimensions product.

"Having been through implementations of this scale before, we were able to leverage our experience and follow a proven methodology to get Countrywide ramped up quickly with Dimensions." - Roger Campbell, **cognence** Senior Consultant

Results: **cognence** successfully implemented Dimensions company-wide. In fact, Countrywide Financial was able to pull next year's initiatives into this year because of the high level of enthusiasm generated by the successful deployment of automated configuration and change management processes. Moreover, Countrywide met all of their regulatory requirements and their internal client, the Balboa Insurance Group, has received the IT governance excellence award for early adopters as a result of the Dimensions implementation. Based on their demonstrated expertise, **cognence** has been re-engaged to assist with the implementation of other Serena products.

*"The results of this effort have been positive. **cognence** has excellent knowledge of our products and the client [Countrywide Financial] is asking for their consultants by name, which is a solid vote of confidence."* - Jack Warner, Western Region Principal Consultant, Serena

*"We needed consultants with proven experience in the field and previous successful implementations. We required an expert who knew the product and the specifics of software configuration management when they walked in the door, not someone who learned on the job. Serena provided us with **cognence** consultants who handled the implementation smoothly. They were excellent at working and communicating with our team. I would absolutely recommend them."*

Kheder Baykal
VP Enterprise Change and
Configuration Management

