

# TIBCO Professional Services Group

## *Delivering The Power of Now®*

The most successful TIBCO customers engage PSG as a strategic partner in driving highly effective SOA, BPM, MDM, and business optimization initiatives.



The TIBCO Professional Services Group (PSG) is the most experienced TIBCO consulting organization in the world. Known for helping customers get more value in less time, TIBCO PSG applies a proven delivery approach honed over 20 years of successful deployments.

We have over 500 experienced consultants in over 25 countries and state-of-the-art facilities and capabilities for seamless right-shoring through our TIBCO Global Services in India.

We are unique in our ability to combine industry, technology, and TIBCO product best practices to help you achieve your goals with SOA, BPM, MDM, and business optimization. Our mission is to help ensure your success.

*"I deal with a lot of vendors every day, and TIBCO has set the standard for all of them.*

*TIBCO has done an excellent job of supporting US Filter – not only at the executive level, but also from a technical support perspective."*

**Jeff Bailey, VP of Business Systems Development and Integration, USFilter**

## How You Benefit

- **Accelerate and Maximize ROI.** We help you get your architecture and solutions right the first time by using the proven methodology, best practices, templates, utilities, and other tools of the TIBCO Accelerated Value Framework (AVF).
- **Minimize Risks.** When you engage TIBCO PSG, you engage the entire TIBCO worldwide ecosystem to help ensure your success and avoid costly rework. We provide the fastest and most effective communication and escalation channel to TIBCO Product Support, Education, Engineering, and other parts of the TIBCO organization.
- **Shorten Ramp-Up Time.** Knowledge transfer and mentoring are part of every engagement as we use our unique TIBCO-focused methodology, best practices, and other tools to quickly train your team in the best way to architect, design, implement, and support our solutions.



## TIBCO PSG Services

### Strategy Services

- Strategy Initiation Workshop
- Current State Assessment
- Roadmap
- Governance Framework
- Organization & Process
- Center of Excellence

### Architecture Services

- Solution Architecture Boot Camp
- Solution Architecture
- Enterprise Architecture & Standards
- Architecture Health Check
- Enterprise Architecture Assessment
- Solution Architecture Assessment
- Go-Live Readiness Assessment

### Implementation Services

- Project Discovery
- Design & Implementation
- Performance Engineering
- Solution Testing
- Testing Accelerator
- User Experience Optimization
- Engineering Expertise
- Subject Matter Experts & Product Mentoring
- Upgrades & Migrations
- Product Training Programs

### Infrastructure & Operations Services

- Infrastructure Design & Implementation
- Operations Support
- Environment Management
- Virtualization
- Common Logging & Exception Handler
- Hawk Accelerator
- Deployment Accelerator
- Dashboard Accelerator
- Profiling, Monitoring & Capacity Analysis Tool

### Management Services

- Program Management
- Project Management

## Overview of TIBCO PSG Services

TIBCO PSG provides a comprehensive set of services, ranging from strategic planning to ongoing program and project management. Current services are listed in the right column, but we add to our portfolio of services on an ongoing basis. Please contact TIBCO PSG to receive the latest information.

### Strategy Services

Strategy services provide the foundation and roadmap that will help you achieve your business goals and drive success across the enterprise. Services include an assessment of your current capabilities and definition of a comprehensive governance framework. We also help you optimize your processes and organization to enable effective delivery and operations in a service- and process-oriented environment.

### Architecture Services

We provide architecture services for SOA, BPM, MDM, and business optimization that not only help ensure effective solution architectures, but also help you reduce costs and improve quality, consistency, and solution maintainability across projects. We do this through development of an overall technical vision and strategy, as well as infrastructure specifications, design patterns, reference implementations, and product best practices that meet your unique requirements.

### Implementation Services

Implementation services address the full lifecycle of a project, from charter, requirements, and architectural blueprint to ensuring that you have a framework in place for effective operations, monitoring, and support. We provide a comprehensive set of services – and the technical staff and know how – to help you put solutions into production quickly while minimizing risks and maximizing benefits.

### Infrastructure & Operations Services

Infrastructure and operations services help you design, implement, and operate your TIBCO infrastructure. They include detailed infrastructure design, configuration, and roll-out; pre-built technical services and solutions, such as our Common Logging and Exception Handler, which we configure to address your unique requirements; and a number of offerings from TIBCO Global Services in India. The TIBCO Global Services Virtualization offering provides fully customized, configured, and tested TIBCO product stacks to facilitate automated deployment across your network servers to rapidly provision a production-ready infrastructure with significantly reduced operational efforts, delays, and need for repeated testing. We also provide right-shored environment management and post-implementation operations support, including version upgrades and migrations.

### Management Services

Management services help ensure your success and reduce risks by providing an onsite project or program manager. We not only help ensure project success, but we also develop and coordinate customer-specific strategies for maximizing ROI across the enterprise. And, having a TIBCO manager on site, we are able to proactively identify, escalate, and resolve program, project, and product issues.

## Why TIBCO AVF

### Proven

Developed by TIBCO and based on over 20 years of experience and thousands of projects.

### Comprehensive

Addresses SOA, BPM, MDM, and business optimization.

### Pragmatic

Strategic and tactical in nature to help ensure customer success at both the solution and enterprise levels.

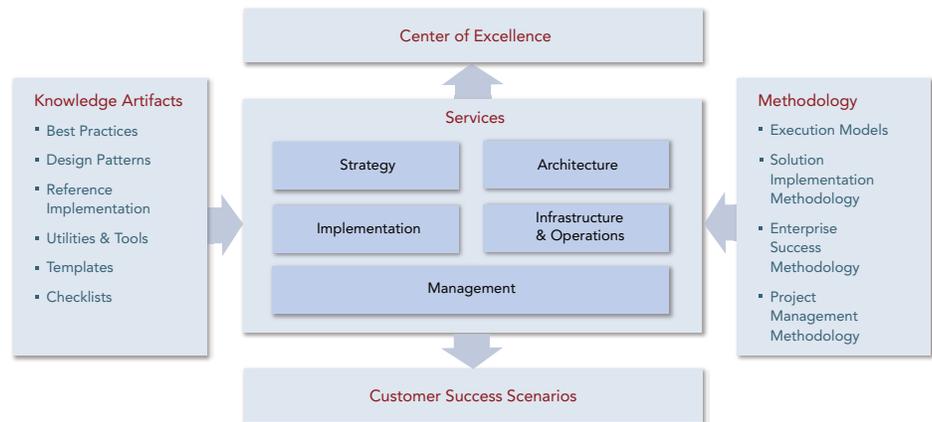
### Current

Regularly updated to keep pace with new TIBCO products, best practices, and lessons learned.

## Our Approach – The TIBCO Accelerated Value Framework

TIBCO PSG has developed a comprehensive methodology, tool set, and services portfolio that provide a blueprint for applying TIBCO technology to solve business challenges. Known as the TIBCO Accelerated Value Framework (AVF), it's the "secret sauce" that helps you get the most value from your investment in TIBCO technology.

TIBCO AVF provides detailed best practices, templates, checklists, reference implementations, and other tools based on thousands of successful deployments to help you accelerate results, minimize risks, and reduce costs.



Each service at the center of the framework consists of a set of Resources and Methodology. We leverage these services to help you plan, organize, and empower a program or Center of Excellence that can drive and guide the successful adoption and use of SOA, BPM, MDM, and business optimization. Scenarios orchestrate these services to take you on a successful journey – from quickly demonstrating value to your stakeholders by ensuring success of your initial projects to maximizing ROI through effective enterprise architecture, governance, repeatable processes and patterns, and an optimized organizational approach.

"We were very satisfied with TIBCO Professional Services. They were critical to the success of the project. From top to bottom, the entire staff at TIBCO was exceptional."

**Steve Tiffany, Director of IT, Meridian**



**TIBCO Software Inc.**  
**(NASDAQ: TIBX)** technology digitized Wall Street in the '80s with its event-driven "Information Bus" software, which helped make real-time business a strategic differentiator in the '90s. Today, TIBCO's infrastructure software gives customers the ability to constantly innovate by connecting applications and data in a service-oriented architecture, streamlining activities through business process management, and giving people the information and intelligence tools they need to make faster and smarter decisions, what we call The Power of Now®. TIBCO serves more than 4,000 customers around the world with offices in more than 20 countries and an ecosystem of over 200 partners. Learn more at [www.tibco.com](http://www.tibco.com).

**[www.tibco.com](http://www.tibco.com)**

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## The TIBCO PSG Advantage

Our focus, organization, people, and approach differentiate us from other consulting organizations. This has enabled us to become trusted advisors to some of the largest and most complex and influential organizations in the world.

### Unique Focus

We have a sole strategic focus on making our customers successful with TIBCO products, SOA, BPM, MDM, and business optimization. Our services business supports a larger software strategy.

### Unrivaled Ecosystem

When you engage us, you engage TIBCO worldwide and its wealth of resources to help ensure your success. We have an unmatched global peer network and direct access to TIBCO Product Support, Education, Engineering, Sales, Partners, and other parts of the TIBCO organization.

### People, Experience, and Training

Our consultants have the highest level of SOA, BPM, MDM, business optimization, and TIBCO product experience because that's all we do. We stay up-to-date with an ongoing training program, and we're empowered to do what's right – not just what's expedient.

### Proven Approach

TIBCO AVF is built from the ground up for the solutions that TIBCO products offer, and it's based on over 20 years of experience. It provides a proven methodology and comprehensive set of services, best practices, templates, utilities, and other tools to accelerate ROI, minimize risks, and reduce costs.

*"I have the utmost respect for the TIBCO Professional Services Group. Their depth of knowledge about TIBCO products and how to best deploy them is second to none."*

**Tim Franklin, Chief Technical Architect, Virgin Mobile**