

## Telelogic Synergy™ Q&A

This document was developed to answer media questions about the Telelogic Synergy suite, its change and configuration tools, *ActiveCM*, and its content are **company-confidential** and should not be distributed to customers or other external sources in its current format. If you have any further questions regarding this information, please do not hesitate to contact:

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### About Telelogic®

#### **Who is Telelogic?**

Telelogic is a leading global provider of solutions for advanced systems and software development. The company helps the world's leading companies, organizations and government agencies succeed the first time by optimizing every phase of the systems and software development lifecycle with role-based, requirements-driven tools that reduce time to market and improve quality. Founded in 1983, Telelogic is headquartered in Malmö, Sweden and has over 40 offices in 29 countries and more than 800 employees worldwide; U.S. headquarters are in Irvine, CA. Telelogic is a public company, listed on the Stockholm Exchange under the symbol TLOG.

#### **How well has Telelogic performed financially?**

In 2002, Telelogic achieved revenues of \$116 million; fourth quarter revenues for 2002 totaled US\$30.4 million. Despite stagnant investments in technology products by companies worldwide last year, Telelogic increased license sales in Americas by 5 percent in 2002.

#### **Who are Telelogic's customers?**

Telelogic is primarily focused on serving the needs of key vertical markets: telecom, automotive, military/aerospace, financial/insurance, medical device manufacturing. Customers include Alcatel, BAE SYSTEMS, BMW, Boeing, DaimlerChrysler, Deutsche Bank, Ericsson, General Motors, Lockheed Martin, Motorola, NEC, Nokia, Philips, Siemens and Thales.

#### **What kind of solutions does Telelogic offer?**

Telelogic provides both stand alone, best-in-class software tools and an integrated Application Lifecycle Management (ALM) offering.

### **What kind of products does Telelogic offer?**

Telelogic offers products in the following categories:

- Requirements Management – Telelogic DOORS®
- Change and Configuration Management – Telelogic Synergy™
- Software Development – Telelogic Tau®
- Software Testing – Telelogic Tau®/Tester and TTCN Suite

### **What is Telelogic's market position?**

Telelogic is one of the market leaders in every product segment in which it competes. The company's products either (a) hold a #1, #2 or #3 market position, or (b) are regarded by industry analysts and the most technically advanced on the market.

### **How successful are Telelogic's products and what do they do?**

- **Telelogic DOORS** – Named the market leader for requirements management in latest Standish Group industry report entitled, "*What are your requirements? 2003*," DOORS enables users to gather, trace and manage all requirements established for a development project. This ensures that the resulting application is completed on time, within budget, and with all features and functionality originally specified.
- **Telelogic Tau** – Named one of the industry's leading real-time software development tool according to Venture Development Corporation in its latest industry report, this suite uses visual programming languages to provide an efficient, high-quality software development environment for analysis, modeling, design and testing of advanced software. It provides automatic transition from one development phase to the next.
- **Telelogic Synergy** – Named the most advanced change and configuration management system on the market by Yphise in its 2002 industry report, this project tool tracks changes and ensures configuration integrity during a software product's lifecycle, enabling parallel and distributed teams to improve productivity and quality.

### **What differentiates Telelogic's products?**

Telelogic's are differentiated by three key characteristics:

- Telelogic's products are used for advanced systems and software development. As such, they are typically used by distributed teams for developing large scale, complex applications. .
- Telelogic's products are built on an open architecture that ensures interoperability with other leading third-party solutions.
- Telelogic's products are based on international standardized languages and notations. Telelogic participates in organizations like 3GPP, Bluetooth SIG and OMG to create future technologies and visual software development languages.

### **What differentiates Telelogic's ALM offering?**

Telelogic's ALM solution offers the greatest freedom of choice. It supports incremental or enterprise-wide deployment and maximizes existing third-party technology investments with more than 60 integrations to the industry's most popular software tools. The Telelogic lifecycle solution is also based on industry-standard languages, including UML and TTCN. Finally, the Telelogic lifecycle offers best-in-class solutions at every phase of the lifecycle – Requirements Management, Change and Configuration Management, Document Generation, Modeling, Analysis and Test – which helps maximize ROI and minimize administrative overhead, costs and headaches.

### **What is Telelogic's product strategy?**

Telelogic's product strategy is built around requirements-driven development. Requirements are common to all projects and requirements management is the foundation of successful development as it ensures organizations "get it right the first time, all the time." Requirements-driven development provides end-to-end traceability, from idea through delivery. Telelogic, with its DOORS product, is the industry leader for requirements management. Through integration with some of Telelogic's UML-based tools, requirements can be visualized for even better understanding, communication and collaboration.

### **Does Telelogic also offer services?**

To help ensure customer success with its products as rapidly as possible, Telelogic's Professional Services team provides knowledge and expertise in training and implementation, project management, prototyping and application development.

### **Where can I find more information on Telelogic?**

Please visit the Telelogic web site at [www.telelogic.com](http://www.telelogic.com).

## **About Telelogic Synergy**

### **What is Synergy?**

Synergy is a suite of products designed to address the challenge of change and configuration management in software and systems development. ChangeSynergy™ and CM Synergy™ are truly integrated and leverage the same repository. All functions and applications are contained within a single package. The system does not rely on third-party tools.

### **What's special about Synergy?**

Due to its Distributed Change Management (DCM) capabilities, Synergy's offers unrivalled scalability that enables organizations to accelerate the delivery of software at a lower cost, with improved quality – even if globally distributed development teams, offshore development or outsourced component development are used.

Synergy provides superior release management, control and visibility, as well as out-of-the-box support for multiple development processes. Synergy's advanced release management capabilities now enable teams working on different projects to use different

development processes such as IEEE, SEI CMM (or any other process), due to the tool's built in workflow engine. Each team can configure its own process templates to define the process that is most appropriate. Using Synergy, the *development process* can be distributed to remote teams, not just project data and change requests. Process templates can be defined and centrally administered in one location and distributed to remote teams, ensuring control and consistency across the extended team.

In May of 2002, Telelogic released *ActiveCM™*, Telelogic's exclusive transparent interface that automates away approximately 90 percent of typical user interactions with CM systems, such as file check in/check out. These administrative activities, which are common to "passive" CM systems, increase the cost of deployment and reduce overall productivity for organizations. However, with *ActiveCM*, the true value of CM has been unlocked for all organizations and users alike.

**If software developers are reluctant to use automated CM tools why will they want to use Synergy?**

Because Synergy does not have the steep learning curve of other CM systems due to *ActiveCM*, there are few barriers to deployment and usage.

**What are the advantages of the new release of Synergy?**

The advantages are:

- Enterprise Distributed Change Management (DCM) scalability to thousands of users to support teams working in a distributed environment
- High performance synchronization for distributed, remote teams
- Out-of-the-box standard processes and methodologies
- Best support for component based development (CBD) and software reuse techniques
- Automation of build management functions
- Transparent configuration management using *ActiveCM 2.0*
- Ease of use and deployment

**Why is Synergy's ability to support Distributed Change Management (DCM) so important?**

No longer is a single company or team responsible for the delivery of a project. The latest enhancements of Synergy now extend the benefits of the suite to organizations that develop systems and software using multiple global teams or offshore. With its transparent version management capability, Synergy provides these large, global teams with a comprehensive picture of the true state of a development project, viewed from both a manager and developer's perspective. Synergy's Distributed Change Management (DCM) makes it the only CM tool that supports transparent CM functions for a large, geographically dispersed user base.

**Who is likely to buy the Synergy suite?**

Potential new customers include organizations with very large, geographically dispersed development teams who work in a distributed environment.

**What are the marketing/sales opportunities?**

The enhanced features of the latest release of Synergy support significantly larger user bases and give Telelogic the opportunity to expand its capabilities with large organizations.

**About CM Synergy with *ActiveCM*****What is CM Synergy with *ActiveCM*?**

CM Synergy is the leading task-based configuration management solution. Designed to help development teams work faster and easier, it brings simplicity and efficiency to developers and managers alike. It accelerates the release management process, maximizes the efficiency of limited development resources that are always in demand, and brings together distributed development teams through Telelogic Distributed Change Management (DCM). CM Synergy offers a flexible and powerful distributed repository, and a proven, team-oriented workflow approach to software development. CM Synergy includes a revolutionary new interface known as *ActiveCM*<sup>™</sup>. This unique capability allows any user from a developer to a document writer to quickly start using a CM system with only minutes of training.

**What challenges does *ActiveCM* address that existing "passive" CM systems do not?**

*ActiveCM* addresses the following issues:

- CM is considered burdensome because of the extra manual steps involved.
- CM cannot be deployed on all the projects because all development tools are not integrated with it.
- Human errors are introduced with the manual operations of the CM system.
- Adoption at the enterprise level is inconsistent; some teams are successfully using CM while others have failed.
- There is a steep learning curve associated with an advanced CM system.

**Do similar systems exist?**

No, *ActiveCM* is the first of its kind. All other CM systems are "passive" in comparison.

**When was *ActiveCM* released?**

*ActiveCM* was launched publicly on April 29, 2002.

**How is *ActiveCM* be packaged?**

*ActiveCM* is designed to only work with Synergy 6.2 and 6.3 so any customer under an active maintenance agreement may use it. Previously an add-on feature, *ActiveCM* is now bundled with CM Synergy 6.3.

**What are the key features of the latest release of CM Synergy with *ActiveCM*?**

Key features include:

- Proactive and non-interruptive user notification of potential issues when detected (starting a parallel development, for example)
- Parallel conflicts can be resolved quickly and easily
- New ability to undo allows rollback from mistakes
- Enhanced component based development eases creation and sharing of components
- Improved performance of common operations during large-scale development
- Reduced memory requirements allows for deployment on typical development systems
- Distributed CM performance improvements speed global transfer of information
- New Change Request report helps build managers ensure release integrity
- Security improvements allows deployment in security-heightened organizations

**What are the advantages of using CM Synergy with *ActiveCM*?**

- Drastically shortens the learning curve by minimizing the number of steps to learn.
- Increases user acceptance by not changing the way people work.
- Offers minimal disruption to the software developer so they can focus on deliverables.
- Provides an intuitive role-based interface that allows users on the team at all levels to participate in a task-based development process
- Improves productivity by removing administrative overhead.
- Makes installation and administration simpler through automated integration with other tools.
- Protects investments made in skills and tools by allowing users to work in familiar environments.
- Improves quality by automating error-prone manual steps.
- Allows leverage of advanced capabilities such as task-based change management (TBCM) without any added complexity.

**What is a role-based interface and why is it important?**

With CM Synergy's intuitive role-based interface, everyone in the organization, regardless of job function or experience with CM systems, can participate in a task-based development process, using only the tools they need to accomplish their core responsibilities. At the same time, CM Synergy provides a seamless interface with other tools within the Synergy suite when needed. As a result, organizations can streamline CM for faster, more efficient software development

**About Change Synergy**

**What is ChangeSynergy?**

ChangeSynergy is an entirely Web-based and fully integrated change request tracking and reporting system that simplifies the process for change request management and enables organizations to respond to changes from both outside and inside sources. It introduces control to entire development lifecycles by providing reliable, end-to-end task-based and process-driven automation across teams in technical and business organizations. With ChangeSynergy, organizations can track and manage all types of

business critical software and content assets, Web-based applications and Web sites to meet all of their customers' needs as well as evolving organizational and business requirements.

### **What are the key features of the latest release of ChangeSynergy?**

Key features of Change Synergy include:

- Centralized access to software project activities through an easy-to-use web portal that the entire organization can use to gain visibility to all software development initiatives
- Powerful reporting that allows information to be viewed from different user perspectives
- Dynamic customization to accommodate changes to projects and goals without brining the system down
- Full text search and multi base queries to allow users to retrieve specific content across multiple distributed databases for unparalleled visibility of the development process
- Includes self-administrative web server, database server, and LDAP server that do not rely on third-party licensing, thus reducing cost of ownership and increasing success of deployment
- Support for a Perl-based API that allows for unique scripting and automation capabilities.
- Security Enhancements with firewall and SSL capability to allow organizations to open a ChangeSynergy installation to the outside world for subcontractors or suppliers without having to worry about security issues
- The unique, built-in capability to generate online help files specific to the lifecycle and the defined attributes of the customization definition for worry-free development of help files for complex processes

### **What are the advantages of using ChangeSynergy?**

The advantages are:

- Multiple Database Support makes deployment of ChangeSynergy on multiple projects faster
- Advanced Report Builder for leading edge reporting capabilities without programming
- Incremental Reports for amazingly fast reports
- Users are able to share reports for enhanced collaboration
- Batch Transitions for day to day workflow improvements
- User selectable window behavior

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