

# Alexan International

## ClearQuest Message Broker Adapter, CQ-MBA



## Product Overview

### ClearQuest Message Broker Adapter, CQ-MBA

#### CQ-MBA

The Alexan ClearQuest Message Broker Adapter, CQ-MBA, provides a full bi-directional integration of the defect tracking/change management tool, IBM Rational ClearQuest®, to an end-user help desk ticketing system creating an automated real-time integration between the two systems.

#### Automated Workflow Synchronization

The CQ-MBA automates workflow synchronization. This minimizes opportunities for human errors, eliminates duplicate entries and the need of a manual data entry process enabling users to focus on working their queues rather than manually reconciling and updating two different systems of record.

#### Proactive Monitoring

CQ-MBA has internal monitoring controls in place that notify administrators of unexpected behavior, while ensuring the completeness of data transfer and up-time of the adapter.

#### Adapts To Existing Technologies

CQ-MBA integrates into existing end-user ticketing systems and can be customized to fit the specific needs of the client.

#### Features

- Multiplatform compatible
- Synchronized communication
- Maintenance-free database
- Bi-directional communications
- Unexpected behavior notifications
- Real time monitoring of transactions
- Based upon the SOA Standard leveraging OSLC specifications

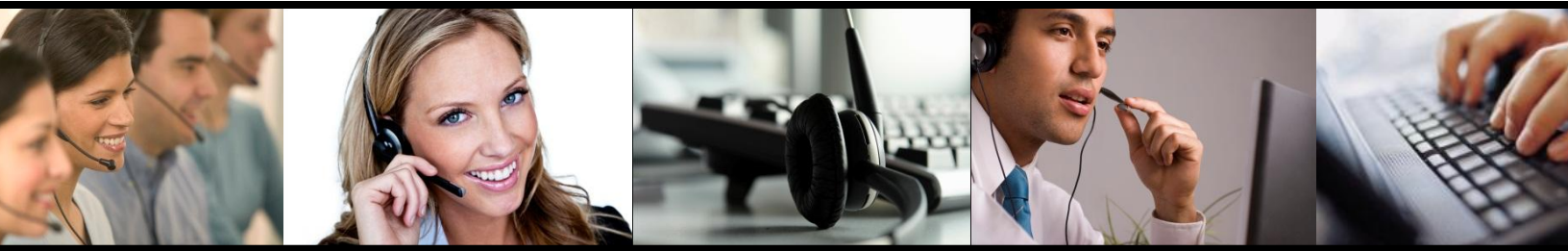
#### Benefits

- Eliminates the need for manual data entry and reconciliation between systems
- Bridge the communication gap between business users and IT personnel
- Reduce human error
- Support distributed environments with fault tolerance
- Reduce unforeseen problems that often impact development initiatives
- Leverage existing technology

### Contact Us Today For A Free Customized Quote

See how CQ-MBA can improve your software solution and enable your valuable resources to focus on what they do best.

(916) 443-1809 or [info@alexan.com](mailto:info@alexan.com)  
[www.alexan.com/products](http://www.alexan.com/products)



# Alexan International CQ-MBA Expert Support

## Online Software Support Services

For any questions, you may contact the Alexan Support Team through the customer support page located at [www.alexan.com/support](http://www.alexan.com/support). Response times vary according to the support package level of the client. You will be contacted via email to confirm that your request has been received and is being processed.

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### Package A - \$7,600

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- Ideal for small/medium businesses
- Up to 80 hours of support per year
- Coverage 9:00am—5:00pm PST
- Confirmation of receipt within 1 hour
- Preliminary analysis within 6 hours
- Detailed response within 1 day
- Version updates, enhancements, fixes
- Access to Alexan's online support portal

### Additional Services Available

- Extra hours at \$110/hr
- 24 hour coverage Mon-Fri
- Holidays
- On-site support

## Software Maintenance

You will receive maintenance releases including performance enhancements and new features as they become available. CQ-MBA is a smart, simple way to protect the investment you have made in your software solutions.

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### Package B - \$15,200

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- Ideal for large scale enterprises
- Up to 160 hours of support per year
- Coverage 9:00am—5:00pm PST
- Confirmation of receipt within 1 hour
- Preliminary analysis within 3 hours
- Detailed response within 6 hours
- Version updates, enhancements, fixes
- Access to Alexan's online support portal

### Additional Services Available

- Extra hours at \$95/hr
- 24 hour coverage Mon-Fri
- Holidays
- On-site support

**ALEXAN**  
INTERNATIONAL

850 Iron Point Road, Ste 116, Folsom, CA 95630  
Phone: 916-443-1809 • Fax: 678-693-8951  
[www.alexan.com](http://www.alexan.com) • [info@alexan.com](mailto:info@alexan.com)

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