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HOLITZA: Hi, I'm Matt Holitza, Solutions Marketing Manager with IBM Rational. I'm here today with Jamie Thomas, IBM Rational Vice President of Product Development and Customer Support, to chat about recent ClearCase and ClearQuest Version 7.1 releases and how customers are reaping value in terms of productivity gains, reduced costs and faster time to market. Welcome, Jamie.

THOMAS: Thanks, Matt, and thanks for asking me to be here with you today.

HOLITZA: Oh, we love talking with you. So, can you describe the top features in Rational ClearCase and Rational ClearQuest Version 7.1 that will help customers realize productivity gains quicker, cut costs and become more effective with the current resources?

THOMAS: Absolutely. The first thing I'd like to mention is that the 7.1 releases of ClearCase and ClearQuest are our most significant delivery for these products in years.

And we really focused on a number of key attributes here.

We focused on simplified deployment, particularly in the context of distributed and dynamic teams which are what most of our clients are dealing with in today's environment.

We focused heavily on productivity and saving cost for our clients based on our understanding of critical utilization patterns that clients needed to achieve with these various product offerings.

And so some examples of what we did in the context of these releases are, we dramatically improved our client infrastructure, if you will, for both ClearCase and ClearQuest, focused on the need for teams to have much more effective WAN performance.

And so for example, we dramatically improved the ClearCase Remote Client and we rewrote the ClearQuest Web Client. And in both cases, we see significant performance improvements as well as significant usability improvements.

Additionally, we also improved the global monitoring of the products, because as we all know these products are deployed in a very distributed fashion for many of our clients. So the operational model around the products needed to be improved, and once again we think this adds dramatic productivity gains for our clients that were using these particular scenarios.

And last but not least, we also implemented ClearQuest ALM schema. And what this is really about is the encapsulation of best practices that we've used here in IBM and other clients in terms of how ClearQuest can be deployed in support of full lifecycle development effort. And we encapsulated in these best practices in this out of the box schema that is now shipped with the ClearQuest product.

So just a few things, Matt, around what we believe is important for our clients in terms of supporting civil fines of one as well as supporting these increasingly complex distributed teams.

HOLITZA: Sounds very significant. So, let's delve into some of these new features and benefits. What's the biggest benefit customers can realize by adopting the ClearCase Remote Client?

THOMAS: Well, you know, I think the key attributes here is that the ClearQuest Remote Client gives our clients a lot more flexibility in terms of how their teams are organized and where those teams are located in terms of proximity to the actual server implementation. Allows them to have every effective remote access so they can have much more flexibility in how they deploy that server infrastructure.

And in fact, we have a real interesting quote here from Rainer Ersch from our Siemens client. Rainer quotes that Siemens is now able to easily get remote development sites up and running in a fraction of the time utilizing the new ClearCase Remote client Interface.

And this is the kind of feedback that we certainly hope to attain when we introduce this function, but it's really all about getting quicker productivity out of the box, getting these clients much more effective, and being able to support these remote development configurations and significantly less time.

HOLITZA: That's great, that our customers are already realizing benefits from the new release. How does the global monitoring impact teams that use ClearCase multi-site?

THOMAS: Well, once again, global monitoring is really about enhancing operational management of a ClearCase infrastructure. And in the previous implementations, it was very difficult to get a single bird's eye view of what was happening in the system.

But in 7.1 we incorporated state of the art Tivoli technology. And by reusing the Tivoli technology, which by the way, is one of our best practices in Software Group, is

reuse of state of the art technology, we were able to reuse as technology in ClearCase, provide global monitoring to our clients which allows a single view from a single Web interface for the administrators so that they can understand what is occurring in infrastructure.

And once again, this allows a zero footprint installation for the administrator, but gives them easy access to the characteristics of the operational system.

HOLITZA: Well, that's a great benefit that customers have by being IBM customers, is the sharing of technology across the entire Software Group. That's great. You mentioned the new ClearQuest Web Client. How does that help teams centralize distributed development?

THOMAS: Well, there's a couple of issues here that I'd like to bring up. One is that many of our clients are increasingly telling us that reduction of the footprint on the desktop is a critical issue for them.

Zero installation characteristics which we can achieve with a Web client is very important and obviously the install is significantly reduced because you take that out of the picture.

The security issues that perhaps you have to deal with in

some cases, depending on the kind of organization that you are, by having a fat desktop implementation are remediated.

So we save some concerns around security, installation and setup, if you will.

But the important thing we were trying to achieve here is by getting to parity with our more traditional clients. By achieving that in a Web client we've now given customers more flexibility. They can take advantage of accessing the characteristics of ClearQuest, wherever they may be, regardless of the type of user they are.

Many of our clients has business users accessing ClearQuest, so we think this is a much more simplified approach for a business user as opposed to a fat desktop client. We actually believe this has engendered more flexibility as well as consumability for these clients.

And as part of our beta program for ClearQuest, we also received a quote from Mike Warfield of Mentor Graphics, and Mike's comment is that the new ClearQuest Web 2.0 interface is familiar, dynamic and state of the art. With most of our company using ClearQuest, including developers, human resources, legal and IT, the ease of use can potentially lead to huge productivity gains.

And I think that the experience as a mentor are not unlike

many of our clients where we have a diverse set of users and stakeholders across the organization accessing the data that is resident in ClearQuest, and we believe that improving the client interface will improve their experience.

HOLITZA: I have to agree with that. Being a former ClearQuest administrator myself in my past life, I ran into some of these same issues and this sounds like a huge improvement.

So just to summarize what we covered, we covered a few of the exciting new features of the ClearCase and ClearQuest version 7.1 releases. But what really shines, and you've heard some of our customers attest to it in their references, is how the new features lead to tremendous increases in productivity, cost saving and time to market.

For more information with links to Webcasts, downloads and other helpful resources, please visit the following link. ibm.com/rational/announce/change. Thank you. Jamie, it's always good to talk to you.

THOMAS: Thank you, Matt. Thanks for taking the time to ask me these questions, I appreciate it.

HOLITZA: It's been a great session, thanks.

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