



HP Third-party References

Customers

Starwood Hotels

"As one of the world's largest hotel and leisure companies, we are constantly identifying opportunities to grow our business online. By giving us the ability to rapidly update our business applications without compromising quality, HP Software helps us improve the customer experience and increase the loyalty of the hundreds of thousands of guests, business customers and travel agents that use our reservation system every day."

Todd Thompson

Chief Information Officer, Starwood Hotels & Resorts

"At Starwood Hotels and Resorts, with thousands of people accessing our reservation systems simultaneously throughout the day across the globe, it is critical for our IT organization to make sure that the applications we put into production work and work well. We're constantly aware of the need for the business to be agile, and HP Quality Center and HP LoadRunner help us respond quickly to requests to enhance the business through technology solutions."

Dave Harrison

Director of IT Software Quality Assurance, Starwood Hotels & Resorts

JetBlue Airways

"To support our mission of efficient service in every aspect of our business, we need to make sure our critical business applications will perform and function as the business requires. With HP quality management offerings, we can thoroughly test our major applications faster and with fewer resources – which helps us deploy products we know will work as expected. We utilized HP solutions for testing our recent website overhaul – and we were able to identify potential performance issues and resolve them prior to going live, reducing much of the risk associated with rolling out a new customer facing application."

Charles "Duffy" Mees

Vice President and Chief Information Officer, JetBlue Airways

Lockheed Martin

"Quality Centre 9.2 provides us with a breadth of functionality that enables us to analyze and map the progress and quality of our systems and software engineering activities. By providing the ability to map requirements directly to releases and test cycles for a system under development, we are able to determine which requirements have been covered by our testing efforts, enabling us to provide a covered view of the development and test efforts of the application to our customers."

Sam Gargano

Principal Software Engineer, Lockheed Martin Australia Pty Ltd.

TeleTracking Technologies

"As a leading provider of automated workflow management solutions for the healthcare industry, optimizing the quality and performance of our software is key to the success of our business. HP LoadRunner 9.0 helped us eliminate over 90 percent of manual scripting work used for performance testing. HP LoadRunner significantly improved our understanding of how our applications are performing under high data volumes prior to releasing to our customers."

Suzanne Blanda

Director, Quality Assurance, TeleTracking Technologies, Inc.

Infospace

"As a leading mobile media and metasearch technology company, Infospace needs to be able to respond rapidly to changing business conditions. HP Change Control Management has already helped us streamline our Change Advisory Board meetings by bringing all of the relevant information together in one place. This solution allows our CAB members to review changes and log their votes, comments or concerns at any time, bringing us one step closer to a virtual CAB. The result for us is the ability to more rapidly deliver business service changes, mitigating the risk of disruption to our customers, while reducing the time spent in real-time CAB meetings."

David La France

Senior Manager, Change Operations, Infospace

Northwest Airlines

"At Northwest Airlines we are able to provide efficient and reliable software services throughout our enterprise which in turn reduces our costs of doing business. HP Configuration Management solutions have helped us successfully manage change across business-critical applications, including those used at every airport we service worldwide. We're confident that HP solutions will help us reduce business risk as we migrate our enterprise to Microsoft Windows Vista."

Ken Gleason

Manager, Client Products, Northwest Airlines, Inc.

Net.works

"As a leading configuration management partner of HP Software, we have more than 10 years of experience in the business and technology aspects of this space. We've successfully and reliably deployed the technology and managed the IT processes to control and optimize nearly half a million devices at Fortune 1000 companies such as General Motors and government agencies such as Social Security Administration using the products aligned with the HP Change and Configuration Center. We look forward to utilizing the HP Configuration Management software to help our customers automate the change to Microsoft Windows Vista while maintaining their compliance objectives that align IT to the business."

Jason Whitesides

Vice President of Services, Net.works, Corp.

Analysts

Gartner

"Demand for greater business agility is driving the majority of new application implementations and changes, and it requires the optimization of every aspect of the application's lifecycle. When it comes to delivering applications that meet the needs of the business, quality assurance teams must look for ways to greatly accelerate their testing cycles in order to meet increasingly stringent schedules from business and application teams."

Thomas Murphy

Research Director, Gartner

IDC

"A typical Global 2000 IT organization averages 500-600 manual configuration changes a month to its IT infrastructure, and this effort is compounded by upgrades and patches to operating systems and applications. Automation of the change and configuration workflow enables IT to deliver business services faster and more reliably. It is the hallmark of an IT organization that is increasing in maturity and ultimately looking to better align IT to desired business outcomes."

Stephen Elliot

Research Director, Enterprise System Management Software, IDC

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