



# Change the Dynamics of Your Enterprise Operations and Support



## Every Second Counts

System downtime is expensive - sunk cost, lost revenue, unhappy customers. Quickly diagnosing problems and implementing corrective actions is critical in reducing mean time to repair and getting your customers back online.

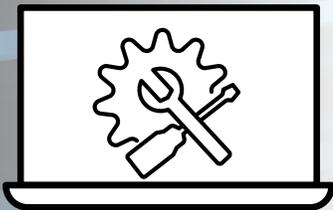
MVS/QuickRef puts over 107 million lines of systems reference material at your fingertips. Seamlessly integrated into the standard tools used by systems programmers, systems administrators, operators and application programmers, MVS/QuickRef creates the common view of the information your team needs to rapidly resolve system issues.



## Workforce Turnover Does Not Have to Be Disruptive

As the mainframe workforce continues to “churn” at an alarming rate, years of experience are lost with every experienced employee who leaves your enterprise.

Gaining systems experience and insight does not have to be a long and tedious process, supplemented by lots of on-the-job-training. MVS/QuickRef encapsulates systems information from over 70 vendors and 3,500+ products and releases. Supplemented by content categorization, system reference guides, and templates, MVS/QuickRef gives your new team members the tools they need to quickly become proficient.



## Capture Your Enterprise's Critical Knowledge

While all IBM mainframe installations share a common framework, no two are exactly alike. Why not capture your enterprise's unique systems and processes in the same tools used to manage your systems management and operations?

MVS/QuickRef allows you to build custom user knowledge bases that integrate seamlessly into IBM ISPF and SDSF. In addition to the wealth of information provided by the standard MVS/QuickRef knowledge base, you can capture the mission critical elements of your in-house management systems, applications, and organizational structures.



## Delight Your Users and Customers

Keeping your users and customers happy is no easy task. But it's your most important task!

Whether it's ensuring maximum system uptime, helping users diagnose performance issues, or simply answering customers' inquiries, MVS/QuickRef's integrated knowledge base and tools let your systems staff focus on what's important – the essential elements of customer user and customer satisfaction.