



SigmaQuest deploys Netmagic to meet Customer Service Commitments for its Test Data Aggregation Software-as-a-Service

SigmaQuest is the On-Demand leader in Product Quality Management. The company's SigmaSure™ is a software-as-a-service (SaaS) application suite that captures and aggregates comprehensive manufacturing test data in real-time from globally dispersed manufacturing and product repair sites. Customers analyze these data using SigmaSure's powerful root-cause analysis engine to increase production yields (which reduce cost of goods sold) and reduce product returns. The SigmaQuest solution is deployed by industry leaders in the high technology, medical devices, aerospace, automotive, and clean technology market segments. Products are manufactured around the globe, 24x7. SigmaQuest's customers can't afford to lose any manufacturing/product quality data that could have indicated a manufacturing problem that needs to be addressed in real time.

SigmaQuest Requirements

Because SigmaQuest's SaaS environment must be "always-on" for its customers, the company was looking for a solution partner who could provide constant 24 x 7 x 365 monitoring and management of SigmaQuest's On-Demand infrastructure and applications. In addition, SigmaQuest was looking for a Remote Infrastructure Monitoring and Management (RIMM) services partner with depth of experience and familiarity with multi-vendor hardware and software environments.

- Always-on availability for its software-as-a-service (SaaS) business model



- Remote Network Operations Center (NOC) to provide RIMM services, especially during SigmaQuest staff's non-working hours (evenings and weekends)
- Expert staff familiar with a broad cross-section of IT communications hardware and software applications
- Consistent mean-time-to-repair of less than 30 minutes per event

Netmagic Solution

To ensure that it could provide its demanding customers with a consistent 24x7x365 service commitment, SigmaQuest selected Netmagic's Remote Infrastructure Management & Monitoring services enabled by a proven Service Delivery Framework. This winning combination provides SigmaQuest with the high levels of service availability necessary to support an on-demand SaaS service for its diverse customer base. The key solution components include:

- Robust NOC infrastructure co-located with Netmagic Data Centers to provide high uptime, security and availability
- A team of skilled NOC engineers with diverse experience in the areas of virtualization, database administration, web/URL monitoring, application server management

The Industry

- Software-as-a-Service for the Manufacturing Industry

The Challenge

- Need for 24x7x365 monitoring and management of infrastructure and software
- Complex, multi-vendor hardware and software environment

The Solution

- Netmagic Remote Infrastructure Management Services (RIMM) services

The Benefits

- Ability to provide customers with the highest levels of network availability, security, and reliability
- Ability to seamlessly scale service as customers and needs grow

- Comprehensive monitoring infrastructure to provide 24x7x365 alerts, root cause analysis and event correlation
- ITIL based procedures for incident, problem management and fault management

Nader Fathi, president and CEO of SigmaQuest said, "SigmaQuest is committed to delivering to the manufacturing community the best On-Demand scalable solutions for product quality management. This means providing customers with the greatest business value, highest network availability, most secure, and most reliable offering."

"SigmaQuest is partnering with Netmagic to provide our customers with enhanced real-time access to network availability, uptime, and historical system performance. This, in turn, provides them with key data in real time so they can make better informed decisions."

- Nader Fathi
SigmaQuest President & CEO

Netmagic's RIMM services offer SaaS providers easy and cost effective solutions which are ideal for monitoring and managing mission critical SaaS environments. More and more enterprises are adopting on-demand and SaaS solutions as a path towards greater operational efficiency. SaaS and other "cloud" software solutions completely lose their value if they are not accessible when required. SaaS providers such as SigmaQuest must deliver these solutions under strict service level agreements (SLAs), and across a global geography.

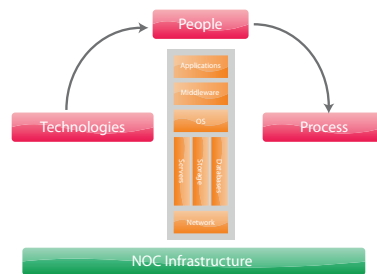
Business Benefits

By partnering with Netmagic, SigmaQuest is achieving several goals:

- Delivering the best on-demand scalable solutions for product quality management to the manufacturing community.
- Providing its customers with the highest levels of network availability, security, and reliability...the basic foundations of its On-Demand software solution
- Enhanced real-time access to network availability, uptime, and historical system performance data in real-time

SigmaQuest earns its customers' confidence by providing its SaaS-based, award-winning SigmaSure solution with a consistent 24 x 7 x 365 availability, and with Netmagic Solutions as a strategic partner, SigmaQuest is also able to seamlessly scale up its service to meet the growing needs of its customers.

Netmagic Service Delivery Framework



The Netmagic Service Delivery Framework has been perfected over eight years of delivering complex, mission-critical managed hosting services for clients worldwide. The delivery framework consists of a robust combination of highly-skilled technical experts using mature industry standard processes with a highly stable technology platform..

About SigmaQuest

SigmaQuest is the On-Demand leader in Product Quality Management. The company's market-changing approach has been recognized in Test & Measurement World's "Best in Test" awards, and Supply & Demand Chain Executive's "Executive 100," Managing Automation's "Top Ten Companies to Watch," and Manufacturing Business Technology's "Top 40 Emerging Vendors." SigmaQuest is Agilent Technologies' Preferred Supplier of Test Data Management & Analysis software.

About Netmagic

Netmagic Solutions is a leading Managed IT Service Provider specializing in Internet Datacenters, Remote Infrastructure Monitoring & Management, Managed Hosting, and Messaging and Collaboration Services. Combining world-class, carrier-neutral internet data centers and proven service delivery framework of people, process, technology and NOC infrastructure, Netmagic enables 700 of the world's best-known enterprises to quickly respond to business needs and user expectations – timely and cost-effectively in a secure and seamless manner. The company has raised \$24 million in venture capital funding from leading VCs including Fidelity International and Nexus Capital.



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