



## ABOUT SOLUTION QUEST

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### Harness the Power of Your Knowledge Resources

Your company's knowledge resources are a lot like the *Forces of Nature*. When harnessed and controlled they're a powerful energy resource. When out of control, they can be devastating.

Are you tapping into this natural energy source that's created, paid for, and owned by your company? Businesses that align their information resources with their strategic goals experience both immediate and long-term results – increased productivity, streamlined operations, and greater exploitation of revenue generating opportunities. Companies that mismanage or neglect their resources are often burdened with costly mistakes that quickly erode the bottom line.

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*Up to 70% of all content assets are recreated  
rather than reused at most companies.*

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So, get the competitive edge and maximize your knowledge resources today. Be more profitable, knowledgeable, and intelligent—It's simply a matter of *Harnessing the Power*. For more information, call Solution Quest today.

### We're Content Management Specialists

Content management is the science of streamlining business operations and automating work processes to Harness the Power of your Knowledge Resources including: documents, data, Web sites, portals, images, and audio and video files from new and legacy sources.

### How We Save You Money

Our goal is to optimize your business practices, while eliminating inefficient procedures that cost you time, energy, sales, and customer confidence. Achieving a powerful system is a seamless, 3-step collaborative process:

- **Identifying your true business drivers**, industry fundamentals, and best business practices to build a solid foundation for your organization's future.
- **Applying our content management expertise** to architect a solution that controls the cost of developing, operating, maintaining, and adopting new technology for the future.
- **Implementing an automated system** that delivers intelligent and timely decision making and information sharing.



## Mission Statement

- Define and implement a strategic approach that enables content to actively promote your business initiatives.
- Streamline the management of content, and architect solutions that support your organization's key business initiatives and plans for the future.
- Implement easy-to-adopt systems that create immediate value from your technology investments, which compounds over time.

## Who We Are

Solution Quest (SQ), a New Jersey-based consulting firm specializing in content management, was established in 1993 and services the Global 2000.

At SQ, we believe that proper management of a corporation's content is key to achieving a distinct competitive advantage, with increased profits and a focus on business initiatives. We pride ourselves on providing a single, fully integrated Enterprise Content Management (ECM) system for our clients that oversees complex, highly transactional, and disparate processes in an efficient and practical manner.

In the past decade, we have implemented content management solutions for large international firms. These Web-enabled knowledge management and document management systems drive proactive decision making and the expansion of markets and revenue opportunities.

*Our expertise in content management and information technology starts with our Principals, who share 40 years of IT experience, while our Consultants average more than 12 years experience. In addition, we have 10 years experience in industries regulated by the Securities and Exchange Commission and the Food and Drug Administration. We also have expertise in 21 CFR Part 11, SOPs, validated systems, and rigorous project management methodologies.*

Because of our in-depth expertise, we offer clients a full range of services for the most demanding and challenging projects.

Our strong professional partnerships and relationships with tier-one industry specialists expand the depth and breadth of the support we provide our clients, including product design and architecture expertise on complex projects and systems.



## PROFESSIONAL BIOGRAPHIES

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### *Senior Management*

#### **Carl Thomas**

Mr. Thomas has worked exclusively in the Information Technology field for 20 years. For the past 10 years, he has focused his career on the science of content management and supporting technologies. As a senior level executive, Mr. Thomas has managed many large and small content applications, infrastructures, architectures, and enterprise deployments, promoting the strategic use of content to better the decision making process for organizations. In addition to solid analytical skills, he has expertise in content management technologies, including rendering, imaging, workflow, markup, distribution, distributed processing, databases, and operating systems.

Having managed dozens of Enterprise Content Management deployments, with industry standard methodologies, Mr. Thomas has a track record of successful implementations and a high satisfaction rating with clients. These content management initiatives include:

portal enhancement, Web deployment, knowledge management, decision support, and document management. His hands-on experience spans the pharmaceutical, telecommunications, defense, print, construction, and energy industries.

During the last decade his professional roles in project management and development have elevated the value of content by creating productive knowledge from passive information. His extensive real-world experience in human behavior and technology drives the design of systems that capture complex processes and deliver convenient and reliable solutions. Mr. Thomas holds master's and bachelor's degrees in computer science from Rutgers and Fairleigh Dickinson universities. He is a Principal and Senior Project Manager with Solution Quest.

#### **Mark J. Risoldi**

Mr. Risoldi has held management and technical positions in the data processing field for 20 years with international institutions and consulting firms. His depth of experience is in the design and implementation of infrastructure environments, data processing systems, document management, network management, backup and disaster recovery, operating system upgrades, and remote communications – making him uniquely qualified to advise clients how to actualize technology as a competitive tool.

Responsibilities have included project management and technical assessments on document management technologies, end user computing services, new technologies, and computing environment design projects. As a leading member of several technology steering committees he has provided project management and technical assistance to ensure quality specifications, standards, training, and support.

As a Consultant, a Project Facilitator and Senior Technical Advisor, Mr. Risoldi has worked for the transportation, manufacturing, education, healthcare, pharmaceutical, and financial industries. He has a bachelor's degree in computer science from Rutgers University and is working toward his MBA from Rider University. He is a Senior Project Manager for Solution Quest.



## **Senior Technical Staff**

### **Russell Fifer**

Mr. Fifer has more than 18 years of managerial and technical experience, including a position as Senior-level Web Architect for document management Web applications. As a Senior Consultant, he designed and managed the implementations of international Web applications, architecting the product to meet clients' business needs at both national institutions and consulting firms. He has been involved in the design, implementation, and project management of sophisticated local and wide area networks, and has also provided high-level Internet design and implementation support for a major university, where he was the school's Webmaster.

Mr. Fifer is experienced in all aspects of Internet/Intranet/Web-related development efforts, including Web infrastructure design, proxy and firewall implementations, and security configurations, as well as Microsoft NT/2000/XP infrastructure design. A former Director of the management and administration of end-user computing services, Mr. Fifer also possesses a demonstrated command of networking and applications software, including Microsoft BackOffice, Novell, Netscape, Oracle, Documentum, and FileNET products on both NT and UNIX platforms.

He has worked in the pharmaceutical, financial, education, healthcare, transportation, manufacturing, and energy industries as a Senior Technical Advisor and has a master's degree in computer science and a bachelor's degree in business administration, both from Temple University. Mr. Fifer is a Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Professional+Internet (MCP+I), Microsoft Certified Product Specialist (MCP) and Netscape Solutions Expert.

### **Nghiep Tien Vu**

Mr. Vu has worked exclusively in the Information Technology field for 16 years. Most recently, he has applied his IT knowledge and experience in multi-tier architecture to a variety of content management functions, including building server components, configuring application and Web servers, building Web applications, and customizing Documentum client software.

He has also designed and constructed entire server platforms, including backup/recovery, disaster recovery, archive/restore, fault tolerance, and audit trailing to support various applications in the print and pharmaceutical industries. He has extensive experience in the telecommunications, medical, financial, billing, and warehouse sectors. Mr. Vu's expertise includes Web application development, rendering, imaging, workflow, document life cycle, document structure, full-text indexing, distributed processing, and Web publishing. He has also designed and built Web-based applications to manage content efficiently, incorporating all aspects of document control, from authoring and reviewing to collaboration and expiration.

Mr. Vu has a strong track record in architecting, building, installing, and delivering several content management server environments for large-scale worldwide application deployments. His extensive experience in other content management areas includes portal and Web content delivery, decision support, and document management initiatives. His managerial and technical positions have ranged from Project Manager to Senior System Analyst to Developer. Mr. Vu has a bachelor's degree in computer science from Rutgers University.



## HOW WE OPERATE

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### Project Execution Methodology – Teamwork from Start to Finish

We employ a rigorous project management methodology on all our projects based on a combination of leading best practice frameworks. To help meet your company's requirements and objectives we either use our own methodology or adopt and adapt to your company's methodology. We achieve your goals through a highly structured approach that also allows flexibility for any changes during the project. To be sure we're in touch with your needs at all times, we bring together the SQ team of project managers, systems analysts, software engineers, programmers, and technical writers to collaborate with your team to define and execute the plan of operation.

The SQ team communicates with your Core Team in all phases of the project through working sessions, design reviews, and documentation approvals designed to keep key players in synch. Our philosophy is to have "no surprises," which we achieve by being consistently open and responsive to your feedback, ideas, and concerns.

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**Our key to successful solutions is to understand** the business first then **analyze** the requirements and **define** the challenges **before an IT solution is prescribed**. Many systems fail because very competent IT solutions are implemented around poorly defined or incorrect business processes.

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### Methodologies Breakdown

#### **Business Process Analysis – How it All Begins**

At Solution Quest, strategic management of content is our primary focus. It is our ability to analyze your business process as it relates to your content that sets us apart from our competition. Everything that is important about your content must either be derived from or contribute to your business process. If not, there will be a fundamental flaw in the assertions about the content, which will lead to anomalies and user resistance over time. The best assurance for successful implementations is management that's supported by sound business process. Your stakeholders provide key information for effectively analyzing that process.

#### **System Development Framework – Keeping the Team on Track**

To assure client satisfaction, we utilize a common framework, methodology, and tools, supported by a stringent measurement system that improves predictability and control. True satisfaction can only be achieved by meeting or exceeding your expectations in the following four areas, which are the primary focus of our projects:

**Functionality | Quality | Timeline | Budget**



Here's a rundown of the project phases, as well as what to expect during the process of meeting your goals:

**Scope Definition** – In the initial project team meeting we jointly examine what your company needs as well as the problems you're hoping to solve. We explore those issues in-depth, as well as your business process, so we can apply our content management and information technology (IT) expertise to identify exactly what needs to be done. We'll discuss your potential budget, schedule, deployment, risks, and opportunities so you can make a better choice on which projects you're willing to undertake. Once the major objectives are agreed upon, we create the high-level project plan, which spells out the level of effort, resource requirements, and milestones.

**Requirements Gathering** – As we gather and analyze your user, system, cost, schedule, technology, and other requirements, we create a unified set of functional requirements for the project, as outlined in the scope phase. We reaffirm your key objectives to determine the solution direction that's right for your business. This is the optimum time for true business process improvement and cost savings for your company, therefore, we incorporate a cost-benefit analysis before starting the design phase. Recognizing that various stakeholders on your team may have conflicting priorities, we acknowledge and record their differences from the outset and anticipate which parts of the project will need more attention to achieve consensus building, mutual satisfaction, and high quality results.

**Solution Design** – During the design phase we architect a solution based on your requirements and constraints, as defined during the scope phase. We work with your team to comply with your existing standards and procedures. Our focus is to leverage your existing systems and platform through integration, while minimizing your maintenance and operating burden. We intentionally limit custom code and proprietary technologies to facilitate efficient maintenance and future growth. Jointly, we define testing and training requirements for your team and design a customized deployment plan which facilitates a user-friendly training experience and a smooth adoption to standard operations. Once we create the detailed project plan, we submit it for feedback and approval.

**Development** – As we install hardware and software and build integrations we follow best practices and document them. We engage your technical staff so they can fine tune their skills and make a smooth transition with minimal disruption. Your company's input about our working prototypes is crucial to helping us make the correct adjustments to various parts of the project. If, at any time, you are unhappy with any phase of the operation, we are more than willing to examine what needs to be changed or revised.

**Testing** – Testing is primarily defined during the design phase when we determined the intricacies of the system and formulated how to automate your requirements. During the testing phase, key members of your team are involved with writing, executing, and recording the test and its results. This collaborative effort helps detect potential problems and keep the project on track in case any corrections need to be made. Testing varies greatly



depending on the importance of the system and its governing regulations. We encourage your feedback as you evaluate how the system is working for you.

**Deployment** – The deployment phase is the realization of the interdependencies and constraints between your new system and its impact on the rest of your organization and its work processes. This phase is characterized by final acceptance and the execution of a comprehensive deployment protocol. Your satisfaction is paramount in our minds as we strive to meet our mutual goal of keeping your project on track, on budget, and on time.

**Operations** – We ensure that your application continues to function as planned and that any errors are corrected. We also institute documentation procedures as well as version and change controls, so you can take utmost advantage of the new application. Should you have any questions about how the new system operates, we are available to provide answers and to assist in any way we can.

## **Client Satisfaction Assurance and Project Controls**

**SQ Project Management** – Focusing on Understanding Your Business  
Many systems fail because very competent IT solutions are implemented around poorly defined or incorrect business processes. Our goal is to genuinely understand the business process your company wants to automate rather than force-fit a cookie cutter solution to your unique problems. The key to successful IT solutions is to understand the business process, define the problem and identify the requirements before an IT solution is prescribed. Your input is critical in helping the project get off to a good start. Once we have your agreement about the scope of the project, we provide the highest level of project management, from the simplest assignments to the most complex global implementations.

**SQ Phase Reviews** – We conclude each project phase with a review of key deliverables and performance so you can detect and correct any deviations from plan in a proactive and cost-effective manner. Your team will also decide if we should continue to the next phase, based on the current status of your project. During phase reviews, you have the opportunity to fine tune the project plan to incorporate any changes and additions, or to improve the results accomplished so far. This process instills confidence that all requests are heard and addressed in a timely manner.

**SQ Project Management Protocol Guide** – Your Road Map for Success  
The most successful ventures are those that can put a “box” around a defined project scope, requirements, deliverables, and performance measures. To ensure that your needs are met, we take the many components of your project and shape them into an understandable road map that illustrates what’s required for a successful implementation.

From the outset SQ provides you with a written guide with our best practices and working processes, including status and issue reporting, documentation standards, distribution mechanisms, and change order requests. We manage your project’s information and communications in our SQ Project Management



Repository to promote and control collaboration and information sharing. The SQ Repository provides flexible security levels, and effective search, collaboration, and retrieval processes, as well as the ability to deliver project documents such as status reports to appropriate team members.

With the combination of this state-of-the-art content management tool and Solution Quest's methodology, all your project information—from a 2-line lab note to a huge design deliverable can be queried, referenced, and reused. This enhances your team's ability to track and contribute to the project as it evolves.

**SQ Project Team – Collaboration is the Key**

Solution Quest is your technical partner in every aspect of a project. Because of our vast IT knowledge as well as our hands-on experience managing projects and collaborating closely with our clients, we know how to use technology to most effectively meet your needs. At the beginning of each assignment we work with your team to determine the appropriate mix of client/contractor expertise, resource allocation, and workload leveling. A complete team roster is created, identifying every member's roles and responsibilities, along with relevant contact information. A project repository is then configured by SQ to manage all project information and facilitate collaboration.

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*Any piece of information from Day 1 of the project can be retrieved, including a lab note, meeting minute, status report, or deliverable.*

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**SQ Project Management Repository and Applications – Making the Most of Software**

SQ utilizes many tools in managing your projects. The SQ Project Management Repository controls documentation deliverables and provides version control, access, and security so your project information can be shared in the intended secure manner. Microsoft Project is used for project scheduling, resource planning, task status and general project plan collaboration. Microsoft Office (Word, Excel, PowerPoint, Access and Visio) is for file creation and editing, and Adobe Acrobat is used to render PDF files, which makes documents available to people who don't have the native application.

**SQ Project Documentation and Technical Writing – Guidance for the Future**

Solution Quest provides technical writing services as part of its rigorous project management methodologies. We document and provide several key project deliverables that highlight your business requirements and the implemented solutions, including, but not limited to: Quality Assurance Plans; Configuration Management Plans; Risk Assessment Plans; Requirements Specifications; Design Specifications; Standard Operating Procedures; IQ/OQ/PQs; Acceptance Test Plans; and Closeout Reports. The benefits of this intense documentation are obvious – smoother operations during all phases of the project as well as far into the future.



## Contact Us

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