

# 100% On Time Delivery of Tango/04 Projects for Two Years Running

All operations monitoring, data auditing, and IT security solutions implemented by Tango/04 since 2004 were delivered on time.

**BARCELONA, 12 June 2006.** – Tango/04 Computing Group delivered all its operations monitoring, IT security and data protection projects implemented since 2004 on time and with full customer satisfaction.

The Barcelona-based company, which develops and sells monitoring, security, auditing and Business Services Management (BSM) solutions worldwide, achieved 100% of agreed delivery dates with their Spanish customers, said today Raul Cristian Aguirre, President and CEO of Tango/04 Computing Group.

Of all the projects executed by Tango/04 in Spain between May 2004 and May 2006, 58% focused on monitoring IT infrastructures, operations and BSM, while the remaining 42% included data protection and IT security solutions.

*“Research shows that somewhere between two-thirds and three-quarters of all IT projects are completed over budget, behind schedule, or fail altogether”*

Dick Schoech - University of Calgary

These solutions were successfully implemented in important Spanish companies such as **Adigsa, AMA Seguros, Emalsa, Gonvarri, Helvetia Previsión, Iberofon, Liberty Seguros, Mecalux, Qualicaps Europe, Seur Geopost Madrid, Random House Mondadori** and a number of international enterprises.

For example, Carlos Veza, iSeries Systems Administrator at the Canaries water company Emalsa, affirms that his operations management project with Tango/04 *“was implemented according to schedule and without any delays in handover. We were surprised by the solution’s modularity and its capability to monitor multiple devices on multiple platforms.”*

**Tango/04 achieves full customer satisfaction in companies such as:**



Upon implementation of the first phase of the integrated monitoring and security project at Random House Mondadori in June 2006, Tango/04 closed two years of delivering all its projects within the contractually specified dates and with complete acceptance by the client.

## More than 60% of IT Projects Fail

IT projects have a high failure rate. Some projects do not complete on time causing them to exceed their budgets, whereas others fail to deliver the expected results.

According to an article by Robert N. Charette published in the prestigious IEEE magazine Spectrum, *"of the IT projects that are initiated, from 5 to 15 percent will be abandoned before or shortly after delivery as hopelessly inadequate. Many others will arrive late and over budget or require massive reworking."*

A different article by Dick Schoech, distributed by the University of Calgary, states that *"research shows that somewhere between two-thirds and three-quarters of all IT projects are completed over budget, behind schedule, or fail altogether."*

*"We are proud to say that we deliver 100% of our projects in the agreed timeframes",* says Raul Cristian Aguirre, President and CEO of Tango/04 Computing Group. *"It is quite likely a world record, because it is very difficult for a provider of this type of solutions to achieve this level of efficiency and customer satisfaction. The ease of use of Tango/04 software, our work methodology and our highly capable Professional Services team allow us to deliver tangible results in an extremely short time span as compared to other options in the market".*

## Ease of Use of Tango/04 Software Speeds Up Implementation

The average implementation time of Tango/04 solutions is 21 days, with a minimum of 6 days and a maximum of 45 days depending on the complexity of the product, the needs of the customer, and the infrastructure to monitor.

Víctor Lizarraga, CIO of the insurance company Helvetia Previsión, explains that in his case *"the first two weeks were dedicated to training and analysis of the end of month and B2B processes; next the design, implementation, and delivery of the product were completed. This phase was intended to take 14 days and it really took only 14 days to complete. We are satisfied with the accuracy of the Tango/04 team and the delivery of the results they promised us".*

The projects that Tango/04 has implemented in the last two years can be divided in two areas, Monitoring of Operations and Corporate Security. The following quotes are only a few examples of comments from our customers.

## Simplified Monitoring of Operations and Infrastructure

With VISUAL Message Center companies can easily manage, from a single graphical console, the state of all their IT infrastructure components and achieve their Service Level Agreements (SLA). This is possible thanks to its advanced reporting capabilities, remote control over the Web and scalable alarms via SMS or email.

*"Finally we have an easy and intuitive way to monitor our entire IT infrastructure and can centralize our different environments, systems and the databases that we count on in a single console",* says Ricard Carnicer, CIO at Random House Mondadori. *"What's more, personalized reports allow us to quickly demonstrate compliance with our Service Level Agreements".*

José Ángel Martínez, IT Manager at Qualicaps Europe, has the following to say about the solution implemented at the pharmaceutical company: *"We've been using Tango/04 management and control tools successfully for years on our iSeries; now we've implemented them for our Windows and communications infrastructure; its installation speed, simplicity, utility and above all reliability were critical factors in making this decision".*

With VISUAL Message Center it is easy to implement Business Service Management strategies to align IT processes with the commercial objectives of the company.

*"We have finally achieved absolute control over our IT infrastructure,"* says Javier Rodríguez, CIO at AMA Seguros. *"The high quality of the technical tools allows us to reach*

*a level of proactiveness which translates into a high optimization of our systems, resulting in high satisfaction of our users and our technical IT staff."*

## Corporate Security and Data Auditing

With VISUAL Security Suite, companies can meet all their security and auditing needs with a single software solution, consolidating all events from multiple platforms, applications, databases and network components, and automating self protection, auditing and control functions.

*"We are proud to say that we deliver 100% of our projects in the agreed timeframes"*

*"Tango/04 allows us to easily strengthen the logical and peripheral security of our servers. The implementation schedule was adhered to rigorously and the results exceeded our expectations,"* comments Josep Márquez from Mecalux ' IT Department.

VISUAL Security Suite includes the optional module Tango/04 Data Monitor, which allows auditing of reads and changes of specific database records on Microsoft SQL Server, IBM DB2 UDB for iSeries and will soon be available for Oracle databases too.

This solution helps companies prevent fraud and effortlessly comply with laws such as SOX and 21 CFR Part 11, as well as implement best practice codes such as COBIT, ISO 17799 and ISO 27001.

*"We urgently needed a data protection solution to comply with the Spanish data protection law (LOPD) and to guarantee the effectiveness of our corporate security measures"* says Ricardo Martín Lorenzo, Head of Systems and Security Engineering at SEUR Geopost in Madrid. *"The answer was Tango/04's VISUAL Security Suite, which was implemented in a record time of only 36 days and easily met all specified project requirements. Now we are using the same core modules for a more ambitious operations monitoring project".*

*"The implementation schedule was adhered to rigorously and the results exceeded our expectations"*

Josep Márquez - Mecalux

Raúl Causapié, IT Administrator at Grupo Iberofon, took the opposite path and expanded his operation management project to include security management.

*"We were pleasantly surprised when both the implementation time and the transfer of knowledge exceeded our initial expectations"* he explains. *"After finishing an operations monitoring project with VISUAL Message Center, and learning how the Tango/04 team works, there was no doubt in my mind who to contact when faced with security compliance: we selected Tango/04's security solution."*

## Implementation of Remote Projects

Tango/04 successfully implemented projects in countries where it does not have local presence. For example, the Honduras incumbent mobile phone operator, Celtel, chose VISUAL Security Suite to guarantee its corporate security. Most of the project was carried out remotely from Tango/04's offices in Buenos Aires, achieving the same level of satisfaction as we have experienced elsewhere.

*"We are satisfied with the accuracy of the Tango/04 team and the delivery of the results they promised us"*

Víctor Lizarraga- Helvetia Previsión

**www.tango04.com**  
**Tel. + 34 93 274 00 51**