

Optimizing change management

Curtiss-Wright Electro-Mechanical Corporation unifies and automates change management processes to increase efficiency, lower costs and streamline compliance.



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*Cary Pochek
Oracle Project Lead, Curtiss-Wright Corporation*

CUSTOMER PROFILE



Company	Curtiss-Wright Electro-Mechanical Corporation
Industry	Aerospace & Defense
Country	United States
Employees	5,900
Website	curtisswright.com

BUSINESS NEED

CW-EMD wanted to replace three disparate tools for managing change control and patching in its Oracle E-Business Suite environment with a single, efficient solution.

SOLUTION

The company deployed Quest Stat Application Change Management (ACM) for Oracle E-Business Suite, which integrates and automates key change control processes.

BENEFITS

- Three disparate change management tools replaced with just one
- Improved change management efficiency
- Software savings
- Reduced risk of manual coding and scripting errors
- In-depth change-management reporting
- Streamlined Sarbanes-Oxley compliance

SOLUTIONS AT A GLANCE

- [Stat for Oracle E-Business Suite](#)

Curtiss-Wright Electro-Mechanical Corporation (CW-EMD) develops, designs and supplies advanced electromechanical solutions for the U.S. Navy, including advanced motors, generators and secondary propulsors. To support its activities, the company operates a sophisticated IT infrastructure that is administered by a team of 17 technology professionals.

One key element of the IT infrastructure is the Oracle E-Business Suite and, until recently, the CW-EMD IT team had been using three different systems to manage it. These were an in-house standalone request database to log change requests, a third-party patching tool, and a manual process to take customizations into production.

After a year of using these tools, the team decided to rethink its change management strategy. Cary Pochek, oracle project lead at Curtiss-Wright EMD, says, "We had some licensing issues with the third-party tool we were using, so that prompted us to investigate alternative change management solutions."

AN EFFECTIVE, UNIFIED APPROACH TO CHANGE MANAGEMENT

CW-EMD received a webcast invitation from Quest to learn about Stat Application Change Management (ACM) for Oracle E-Business Suite. IT team members attended the webcast and liked what they saw. "We thought Quest Stat looked good, because it combined into one product all of the things that we were doing in three different ways," says Pochek. "The thing that probably sold me on it after our initial look was the actual change request entry. You can log a request for a change and then, from there, tie the objects to it. Just seeing that, and adding to it the customization and patching capabilities, was what made us want Stat."

IMPROVED CHANGE MANAGEMENT EFFICIENCY

Before deploying Stat, the technical team had to coordinate their manual change control processes by reserving objects through an administrator. "Once we have Stat fully implemented, we will be more efficient, because we won't have to depend on an admin," says Pochek.

The process of taking changes into production is also much faster and less time-consuming with Stat. Tim Guido, database administrator at Curtiss-Wright EMD, says, "The physical migration of our customizations to production is automated, which has helped streamline our software releases."

SIGNIFICANT SOFTWARE SAVINGS

Stat is delivering significant cost reductions for CW-EMD. "Stat costs less than what we would have paid for the third-party licenses and customizations, and it offers more functionality," says Guido. "The choice was pretty easy to make. With Stat, we have one system that provides everything we need."

REDUCED RISK OF MANUAL CODING, SCRIPTING AND MIGRATION ERRORS

By automating critical change management processes, Stat is helping CW-EMD improve quality and minimize the risk of coding or scripting errors. "Stat helps us reduce human error," Pochek says. "Because we no longer rely on a manual process of moving files from the test environment into production, we have less risk of getting the wrong version of the code."

A CLEAR VIEW OF CHANGES BASED ON IN-DEPTH REPORTING

Stat provides comprehensive reporting features that make it easier for the technical team to find the information they need. "For reporting, Stat has helped



PRODUCTS & SERVICES

SOFTWARE

[Stat for Oracle E-Business Suite](#)

because now we have everything in one system. With all of the reports that the product provides, it's easier to find the information we need," says Pohek. "Before Stat, I couldn't get a good picture of what was going on. Now, I can see open and pending requests from the initial logon screen, so I can easily filter through the ones I need to assign to someone and see who already has requests assigned."

The reporting features of Stat have also saved time previously spent looking for information in disparate systems according to Guido. "You can go to one place now and see what has changed in our production environment," he says. "We could get that information before, but not as easily. We had to go to two or three different places, and search through emails."

SUPPORT FOR SARBANES-OXLEY COMPLIANCE

By centralizing change-management information in a single location, Stat will

reduce the administrative workloads associated with Sarbanes-Oxley compliance. Guido says, "Based on what we had to go through for Sarbanes-Oxley last year, we know that Stat will prove to be very valuable in terms of getting reports out of the system to help us with compliance."

ABOUT QUEST

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