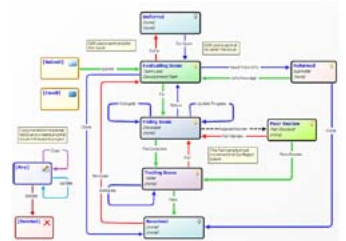


SAMPLE PROCESS-BASED APPLICATIONS

Serena Business Manager (SBM) is the process management platform of choice for companies that want to rapidly create and adapt process-based applications to improve enterprise agility, productivity, and accountability. Over 1600 global companies rely on SBM to prototype applications in weeks to quickly demonstrate business value and then take an agile, iterative approach to optimizing these solutions. Enterprises have chosen to jump-start their process improvement initiatives and reduce time to deliver value by downloading and extending our sample applications – choosing from solutions for issue and defect management, employee on-boarding, travel approval, and much more.

ISSUE & DEFECT MANAGEMENT

This process-based application manages the capture, triage and resolution process for software or hardware issues (bugs). This solution works with Incident Management, Change Request Management, Dimensions, Subversion, Microsoft Team Foundation Server, HP Quality Center, PVCS, Microsoft Project, Perforce, and Salesforce.com.

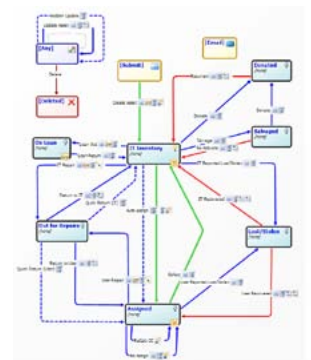


TEST CASE MANAGEMENT

The Test Case Management (TCM) application helps your quality assurance team manage their tests and test runs. Using Serena Business Manager, you can monitor your test cases as they move through the process, allowing you to report on the status of your tests.

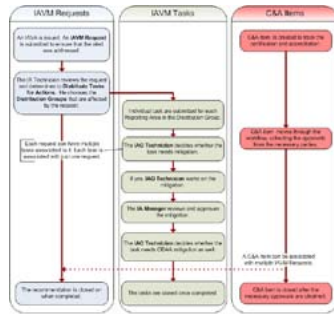
IT ASSET TRACKING AND PROCUREMENT

This application manages requests for assets that get submitted to the IT department through procurement, delivery and installation. It integrates with SAP to reference the master list of employee information and their managers that can approve the purchase requisition.



IT ASSET TRACKING

This application manages requests for IT assets and helps keep track of them – who has the asset, what assets are available in inventory, which assets are being repaired, which assets have been retired. Both user assets (e.g., PCs) as well as shared assets (e.g., servers) can be tracked.

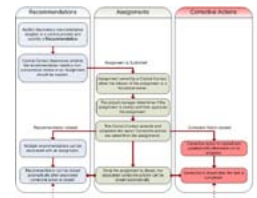


INFORMATION ASSURANCE & VULNERABILITY MANAGEMENT

This application manages the process of handling issues that arise around security vulnerabilities encountered by Federal agencies. It alerts teams to issues and tracks the tasks and changes made to security processes to avoid seriously compromising computer system assets. It aids with Information Assurance Certification & Accreditation processes by ensuring that the right individuals have approved and verified changes.

OMB CIRCULAR A-123 COMPLIANCE

This application manages requests to implement and comply with OMB Circular A-123. It helps track the recommendations and changes made to control processes to aid compliance with the mandate.

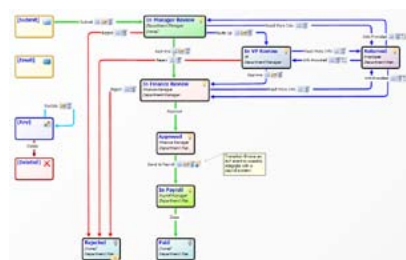


HARDWARE AND SOFTWARE MANAGEMENT

This process-based application manages the capture, triage, approval and resolution process for hardware and software change requests. This includes risk management as well as scheduling the change.

TRAVEL REQUEST APPROVAL

This application coordinates the process of gathering approvals around travel requests, primarily when air travel is required. It ensures that employees follow a standard process for getting their travel requests approved and keeps a record of all past, present and future trips for budget purposes.

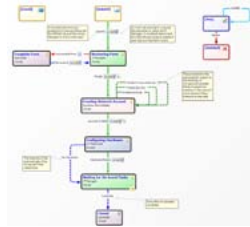


EXPENSE REIMBURSEMENT

This application outlines a repeatable process that allows for ownership, accountability, and visibility into the status of each expense reimbursement request. Employees can check the status of their reimbursement request and know when they can expect to be paid.

FEDERAL EMPLOYEE TIME-OFF

This application routes vacation and other time-off requests to the appropriate personnel for approval. It includes the ability to automatically create a PDF document based on user input.

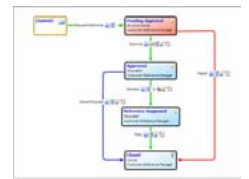


EMPLOYEE ON-BOARDING

This process-based application orchestrates the activities involved in bringing a new hire on board, such as procuring a computer, updating HR systems, readying office space, and securing access to buildings and systems.

CUSTOMER REFERENCE MANAGEMENT

This application works with Salesforce.com, enabling Salesforce.com users to request approval to use a customer as a reference. The marketing department can refer to customer success stories and quickly find customers that may be available for press interviews and speaking engagements. Account Managers can easily track how many times a customer has been used as a reference.



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ABOUT SERENA

Serena Software provides solutions that orchestrate application delivery, IT operations and business processes for the Global 2000. Serena's mission is to help enterprises orchestrate their world. Its 3,000 active enterprise customers, encompassing almost one million users worldwide, have made Serena the largest independent ALM vendor, and are now using Serena to orchestrate IT service management and many other processes. Headquartered in Silicon Valley, Serena serves enterprise customers from 29 offices in 14 countries. Serena is a portfolio company of Silver Lake Partners, the leader in private investments in technology-enabled industries. For more information on Serena, visit <http://www.serena.com>.