

# DecisionQuest grows with Sungard Availability Services OEBS: Managed Oracle Services



DECISIONQUEST™

**One of the nation's most experienced trial consulting and strategic communications firms, [DecisionQuest](#), has a philosophy that has fueled its success for more than 20 years: Begin at the end to discover your best case scenario.**

**“Every time we have a shaker, it puts my mind at ease to know the platform we are on is secure because of Sungard AS.”**

In thousands of cases, DecisionQuest has successfully guided trial lawyers and in-house counsel to look at their cases in new ways through every step of the dispute resolution process. From 10 offices and graphics studios, 100 DecisionQuest professionals have assisted trial teams and in-house counsel in all 50 states and in foreign jurisdictions.

#### **Partnering for business solutions**

In need of a technology solution to supplement its IT expertise, DecisionQuest turned to [Sungard Availability Services](#) – a complete managed services partner who could grow with them and deliver technologies to make their business even smarter.

NICOLE KHOSHNOUD  
Director of IT, DecisionQuest

But information technology has changed drastically in the last 20 years. Technology has revolutionized the trial presentation phase, and data retention and security concerns have added to the complexity.

DecisionQuest turned to Sungard AS for fully managed Hosting Services and support for their Oracle E-Business Suite. Since 2000, the company has relied on Sungard AS to manage its Oracle EBS environment, while backing up all data and case files remotely.

“DecisionQuest is retained by major corporations and leading law firms because we are creative, experienced, responsive and fast,” says Nicole Khoshnoud, Director of IT. “That’s why we chose Sungard AS – we knew they would be the same for us.”

#### **About DecisionQuest**

- Founded in 1983
- Headquartered in Torrance, California
- DecisionQuest is the most experienced trial consulting and strategic communications firm in the country
- Michael E. Cobo, Chief Executive Officer
- Nicole Khoshnoud, Director of IT
- 100+ employees
- 10 branch offices throughout the U.S.
- Uses Sungard AS Managed Services Production Hosting and Sungard AS Managed Oracle Services



SUNGARD®  
**AVAILABILITY  
SERVICES™**

CUSTOMER SUCCESS

### Strategic approach

DecisionQuest has centralized data processing out of its L.A.-area headquarters. However, the actual physical environment resides in Sungard AS' facility, where the company has installed Oracle EBS for accounting and other applications. Sungard AS provides a stable infrastructure database and Oracle EBS application administrative support to allow DecisionQuest to focus on its business.

Sungard AS also gives DecisionQuest the ability to centralize all client transactions, from discovery to the conclusion of any trial. Because time and labor are now centralized online, employees can efficiently process time and activities.

Given its location, DecisionQuest is no stranger to earthquakes. "Every time we have a shaker, it puts my mind at ease to know the platform we are on is secure because of Sungard AS," notes Khoshnoud.

### Conclusion

Since implementing the Oracle EBS services, DecisionQuest has grown from eight to 10 offices across the nation to become the most recognized trial consulting firm in the U.S. And they are still growing. To that end, Khoshnoud says she is constantly looking for new technology that will make her business easier to run and more efficient.

"I look forward to learning more about the Cloud – the pros and cons, and how Sungard AS can help us make sense of today's technology-driven environment," Khoshnoud adds.

Khoshnoud says the consistent, secure relationship with her account team was and still is a big part of why DecisionQuest chose Sungard AS. "Throughout the years as we've had changes, we've been very happy with Sungard AS," she says. "We have an extended group that feels like a part of our team; they have the relationships and expertise to consistently support our business. With Sungard AS we are secure."

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## Benefits

- Centralized client information
- Extension of IT team – providing best practice and expertise
- Stable infrastructure database and support
- Efficiencies of scale
- Ability to leverage cloud computing for future expansion

### About Sungard Availability Services

Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services.

To learn more, visit [www.sungardas.com](http://www.sungardas.com)  
or call 1-888-270-3657

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