Softsmith
Quality Enterprise Solutions

Enterprise Release Management Office For TekOptimize

Case Study

Client Overview:

TekOptimize Inc. is a product company that specializes in release management software. TekOptimize provides onsite consulting to hi-tech organizations in the silicon valley, USA. End client is the world market leader in network connectivity and routers. The end client manages its order management by using Oracle Applications.

ERM Module Developed:

End client's order management is operated by many BPO companies, all over the world. The financial rules and parameters change from country to country, every quarter. These changes are customized and the Oracle Applications database in constantly upgraded. The database and Oracle Application changes are released and managed, from Global Command Center, Sunnyvale, USA. The application has the following features:

- User and Role Management
- Release and phase definitions
- Task definition and tracking
- Transition issues tracking
- Global dashboards
- Notifications to stakeholders
- Support service management (food ordering, logistics etc.)

Engagement Model and Process:

Softsmith Infotech executed the development project using onsite-offshore model. The development team consisting of development lead and programmers carried out the activities from Softsmith office, Chennai, India. Project architect and business analyst were in Sunnyvale CA, USA. Actual servers were located in Sunnyvale, USA at end client's data centers.

Softsmith team understood the existing manual process with the spreadsheets managed by the users. Softsmith team arrived at class design, database design, UI design and API design to exchange data with end client's authentication servers. Java, JavaScript and Ajax technology was used to develop the module. The data is stored in Oracle database. The product underwent functional testing and performance testing.

Focus Areas:

The following list describes the key areas, the team focused to ensure the best quality.

➢ Providing configuration switches to provide flexibility in workflow
➢ Ability to have a totally parameter driven issue tracking logic
➢ Provide simple UI with powerful spreadsheet features
➢ Provide tuning suggestions for database queries and web server settings for the best performance

Key Benefits:

➢ Softsmith's onsite-offshore model worked well for quick roll-over of the module and cost effectiveness
➢ End client witnessed 90% time reduction in collaboration efforts as against the past way of doing the same with spreadsheets and emails
➢ All stakeholders are now on the same page across the globe during the release phases
➢ Softsmith team worked at US PST timings during the implementation of this product and it really minimized the coordination issues

Challenges Faced:

➢ Providing spreadsheet kind of cool features on the UI
➢ Fine tuning the performance with millions of records in the releases