APPPOINT
Software Solutions

Business Success Case Studies

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AppPoint Software Solutions – the Technology Partners to IBM Rational

AppPoint with its partnership with IBM in the technology and business front has been one of IBM's leading partners offering end to end solutions to their customers in the Software development lifecycle. With their core leadership team's experience in designing and developing industry leading solutions for IBM Rational, AppPoint has over 100 unique solutions on IBM Rational tools to help customers better their ROI on the tools and customization.

Led by experts and professionals, AppPoint continuously thrives to leverage experience, knowledge and partnerships to derive unprecedented business value to customers. Staying ahead of time with global vision has been their mantra to develop patented and industry leading solutions.

Achievements:

★ **Best Performing Partner for IBM Rational in 2007**

★ **IBM Beacon Awards 2008 Finalist**

★ **IBM Innovative Partner for the year 2008**

★ **IBM Rational Best Performing Partner for South and West India for the year 2008**

★ **NASSCOM Innovation Awards Finalist 2008**

★ **Patents Filed for Innovations**

★ **Certified ISO 9001 by BVQI**

IBM Business Partner

APPPOINT
Software Solutions

I take this opportunity to thank you for your support to help us grow in the past couple of years. Due to your support, we have delivered best of the services to our clients, partners, and stakeholders. I am sure that we will be able to deliver even better services and solutions in the time to come.

I look forward to working closely with you to create imperative solutions and add value to our businesses and present more successful business cases in the future.

Regards

Venki Muthanna
CEO
AppPoint Software Solutions

ABB

Solution Synopsis:

ABB was planning for the automaton of their project to improve the quality of the deliverables. But their application was based on VISIO™ and used multiple third party controls. This became a critical factor for selection of the Automation tool. AppPoint helped ABB by providing extensibility solutions on IBM Rational Functional Tester™ and helped them in developing a test automation framework. This was instrumental in reaching higher automation levels and increasing their ROI.

Client Background:

ABB is a global leader in power and automation technologies that enable utility and industry customers to improve their performance while lowering environmental impact. They have activities all over the world working to develop unique technologies that make our customers more competitive, while minimizing environmental impact. They strive to balance economic, environmental and social objectives and integrate them into our daily business decisions. ABB operates in more than 100 countries and has offices in 87 of those countries to give its global and local customers the support they need to develop and conduct their business successfully.

Business Need & Challenges

ABB uses many automation tools for achieving higher productivity and quality. Their project, Substation Automation System (SAS) was developed primarily on the Microsoft VISIO® and other third party controls like Infragistics and MSFlexGrid®. Selecting the right functional Testing tool for test automation was crucial. Supporting their customized environment on Microsoft VISIO® was a challenge to achieve higher levels of automation. The complexity of the test cases that were planned for automation was very high.

Solution Implementation:

AppPoint with its extensive expertise in the Rational Quality management tools and their extensibility solutions, suggested IBM Rational Functional Tester® to automate their product testing. AppPoint worked closely with ABB to understand the requirements of their automation and successfully develop a customized solution. This included the development of VISIO® API library for IBM Rational Functional Tester® that was helpful in using the different functionalities of the Microsoft's renowned designing tool. Beside that, extensibility solution was provided to automate Infragistics and MSFlexGrid® controls. AppPoint also worked along with ABB to develop a robust and scalable test automation framework which helped them achieve 100% automation.

Benefits of the Solution & Business Results

- **Flexibility of usage**
- **Increase in ROI**
- **Faster delivery cycle for ABB team**
- **Repeatable results with improved quality output for each release**

Services:

AppPoint has offered the services of Proof of Concept and resource placement at the Customer place. Apart from these, AppPoint's extensibilities for VISIO® and Infragistics were offered to the customer so that they have more flexibility to use IBM Rational Functional Tester®.

Competition:

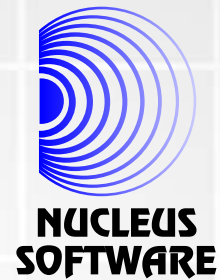HP Mercury QTP

Competitive winback:

ABB had been using different automation tools from HP Mercury and Automated QA for different projects. After the solution from AppPoint, they have reconsidered their usage of other automation tools, and increased the usage of IBM tools worldwide.

Key factors that led to the sale of IBM Rational Tester :

IBM's world leading technology coupled with AppPoint's solution was the driving factor for the customer to decide in favor of the IBM solution.

Sales approach:

AppPoint adopted the Solution approach rather than a tool/product approach. This started of with and Proof of Concept model which was then taken up as custom development. It also included support for IBM Rational test automation tools to leverage the skills of the testing team at ABB. AppPoint also worked with ABB in developing a test automation framework using these solutions.

NUCLEUS
SOFTWARE

Solution Synopsis:

Nucleus Software was using Microsoft VisualSourceSafe™ (VSS) for their configuration management for over a decade and they were planning to scale up their environment. Role based configuration management was offered to adopt Unified Change Management (UCM) model in IBM Rational ClearCase® which gave them maximum control over securing their source code while not compromising on the efficiency of their development teams. Migration of repositories from Visual SourceSafe™ to IBM Rational ClearCase® was taken care by AppPoint by developing a migration tool to ease migration process.

Client Background:

Nucleus Software is a leading global software powerhouse providing innovative and pioneering products and software solutions to Retail & Corporate Banking, Credit Cards, Cash Management, Relationship Banking, Financial CRM, Credit Risk & Appraisal, EAI, Internet Banking, FX, Basel II, Data warehousing and Analytics. They have collaborated significantly with a leading business service consumer & wholesale Bank in the Business Area of Cash Management.

Business Need:

Nucleus has a robust software development environment. It is necessary for them to keep track of their configuration management. They were using Microsoft VSS™ to keep track of their configuration management system.

The existing Version control system using Microsoft VSS™ could not address challenges of managing on –going product development, catering to on going demands of changes, along with a large base of developers working on large code base .

Undertaking changes simultaneously for product customization for multiple projects, addressing demands for new features and enhancements and maintenance of existing customer requirements was a formidable challenge. This was more complex considering that the development team was distributed across globe.

Solution Implementation:

AppPoint implemented a role based configuration management infrastructure which gave them maximum control over securing their source code while not compromising on the efficiency of their development teams.

Given the vast number of repositories and projects involved, AppPoint provided an automated solution which would enable Nucleus team to migrate the projects which are currently on Microsoft VSS™ to Rational ClearCase™, reducing the need for elaborate consulting service and also speeding up the migration using in-house resources available.

Solution provided by AppPoint not only catered to current requirement at Nucleus, but also was geared to address scalability.

Benefits of the Solution:
- **Management of development and integration streams.**
- **Better control over the change control, and configuration management.**
- **Parallel development effort on multiple locations**
- **Increased ROI on the configuration management infrastructure**
- **Ease of maintaining Multiple repositories per product**
- **Maintenance of custom home grown web interface**
- **Better control over source code**
- **Data reliability**
- **Scalability**
- **Better web interface**

Services:
- Migration services
- Unified Change Management based solution
- Integration of the build management
- Provided both onsite and online services, so that the integration is seamless
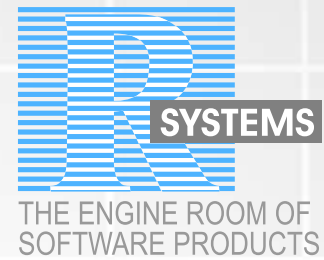- Users were trained to work independently on Rational ClearCase®.

Competitive winback:

AppPoint has succeeded in migrating Nucleus from Microsoft® Visual SourceSafe™ to IBM® Rational® ClearCase®. The client bought large number of ClearCase® to automate their UCM based ClearCase® Integration Build Management and configuration to help themselves to get an environment where they could get a seamless integration of their Change and configuration management, and was also able to control the changes.

Sales approach:

AppPoint team understood the business need at Nucleus, and suggested a UCM based solution for their configuration management and change management systems. Nucleus has multiple location development and ClearCase® & ClearCase MultiSite® is the best solution available for such a scenario. The road blocker in the customer moving from Visual SourceSafe™ to ClearCase® was that they had a multiple repository in Visual SourceSafe™, and it was not an easy task to migrate the entire repository into a unified system. AppPoint, with its technical expertise on IBM Rational technology, suggested the solution, and demonstrated to the client that it is possible for us to move the entire Visual SourceSafe™ repository to ClearCase® in a much simpler way.
These services have not only established ClearCase® at Nucleus, but also have helped the client to scale up in the usage of the tool and extend it to an enterprise level.

R SYSTEMS

THE ENGINE ROOM OF
SOFTWARE PRODUCTS

Solution Synopsis:

R Systems International Ltd. had to automate their Win32 based product using IBM Rational Robot® which had custom developed controls and some third party controls. Due to these customized controls, they were not able to get the ROI for the Rational Robot®. AppPoint, the technology partner to IBM, was able to understand the requirements and developed a customized solution to suit their environment and achieve higher level of automation.

Client Background:

R Systems International Ltd. founded in 1993, is a software product development and BPO services company. It helps companies bring products and services to market quicker by using its proprietary pSuite execution framework. Customers can choose services specific to their needs from R Systems iPLM suite of services. R Systems rapidly growing list of customers include a variety Fortune 1000, Government and mid-sized organizations across a wide range of industry verticals including Banking and Finance, Government, HealthCare, High Technology and Independent Software Vendors.

Business Need:

R Systems were involved in the automation services for one of their premier clients in the electronic and consumer goods industry. Here they had to automate the regression testing of the product which had custom developed controls and some third party controls like FarPoint Spread™, TrueDBGrid® from Component One. As they were using some of the Win32 legacy products, they had bought Rational® Robot. Due to these customized controls, they were not able to get the ROI for the Rational® Robot.

Solution Implementation:

AppPoint which is the technology partner to IBM was able to understand their requirements and was successful in providing solutions. Test extensibility solutions for third party controls were deliverd to some of the well known third party control tools used at R Systems. With the confidence of the customer, a custom solution for one of their painted Win32 controls was developed. Also few features were inculcated in the solution to help the customer optimize their automation. These solutions helped them automate most of their regression test suite.

Benefits of the Solution:

- **The customer was able to increase the level of automation**
- **The customer was able to continue using the same environment.**
- **They were able to increase the ROI of IBM Rational Robot®.**

Sales approach:

AppPoint, the technology partner to IBM, was able to understand the requirements at R Systems, and was successful in providing solutions to enhance ROI of Rational Robot®. Initially evaluation process was conducted for off the shelf products and it was delivered as packaged products. In the next phase, a solution was custom developed for one of their custom control to help their automation.

ivy comptech

Solution Synopsis:

Ivy Comptech had a challenging goal of automating their regression suite for Gaming software which had complex user interface components and scenarios with real time user data. Selecting a right automation tool to match their complex environment was crucial. AppPoint suggested IBM Rational Functional Tester Plus to have support for both IBM Rational Robot® and IBM Rational Functional Tester®. Ivy was able to achieve over 85% of automation using AppPoint's Test Framework solution.

Client Background:

Ivy Comptech is a subsidiary of one of the PartyGaming group companies, providing software development and BPO services to their Gaming solutions. Its is also engaged in IT Enabled Services, and Transaction Services (Back Office) for the same.

Business Need:

Complex user interfaces and real time user data is one primary requirement for Gaming Software. Hence developing an automation framework for such an environment in it self is a challenge. Some of the needs were:

- Selecting an appropriate test automation tool to handle the complex environment.
- Solution to handle the customized user interfaces built on Win32 technology.
- Framework to accommodate real time user data.
- Framework which provide scalability for future enhancements.

Other challenges which were specific to the application from Ivy were–

- Need to test localized versions of the application
- Support for varying version of Operating system

Solution Implementation:

AppPoint understood the Ivy automation requirements and decided to develop an extensibility Solution. This solution was developed to support both IBM Rational Robot® and Rational Functional Tester®.

The solution was developed to support precise recognition of the customized controls through IBM Rational Functional Tester®. It also includes enhanced set of verification points to support real time changes in the user data.

The solution was designed to support localization and varying test environments. The test framework extensibility solution developed was customizable and scalable. . This was instrumental in achieving higher level automation for a Gaming solution.

Benefits of the Solution:
- **Were able to automate some of the challenging and critical scenarios**
- **Scalability of test automation was possible even addition of new custom controls.**
- **Support to test localized versions of the application.**
- **Support to varying version of Operating systems.**
- **Increased ROI on IBM Rational Functional Tester Tool.**

Services:

Provided both services online and offline. AppPoint's engineering team worked very closely with the customer to achieve their goal.

Sales approach:

AppPoint adopted the solutions approach and offered the customer the solution for their complete test automation within the periphery of their existing development environment.

Solution Synopsis:

Societe Generale Global Solution Centre (SG GSC) was planning for version control system to address challenges of managing on-going product development. They had a crisis in the usage of ClearCase® & ClearCase MultiSite® which affected their business in terms of parallel development work. AppPoint supported Societe Generale Global Solution Centre by setting up IBM Rational ClearCase® & ClearCase MultiSite® both on Windows and Linux platforms. MultiSite® implementation helped them with parallel development across geographies. Rational investment.

Client Background:

Société Generale Global Solution Centre (SG GSC) is a wholly owned subsidiary of Société Generale Group. It has been setup as a strategic arm of the bank and currently provides services in the areas of Information Technology, IT Enabled Services, IT Infrastructure services and Business Consultancy .

Business Need:

Société Generale Global Solution Centre works for multiple business lines including Société Generale Corporate and Investment Banking, Specialized Financial Services, Retail Banking and Global Investment Management and Services. Their internal mandate was to use version control system to address challenges of managing on-going product development.

Solution Implementation:

Société Generale a global user of IBM Rational ClearCase® and ClearCase® Multisite had some crisis in using the tool, AppPoint identified the solution to the ongoing crisis at Société Generale to fit into their environment. Also, multisite set up required some reworking as the software development happens in Bangalore and the release goes to Paris for viewing. They were also facing a compatibility issue as they were trying to access the Unix VOBs from Windows client, AppPoint helped SG resolve their crisis and to define configuration management system.

Benefits of the Solution:

- Successful implementation of configuration system.
- Enabling multisite capability with parallel development.
- Automated build process including reuse of build scripts and defining traceability between change request and change sets.

Services:

Onsite and Remote support on Configuration, Change management services, migration, deployment, training, consulting etc. AppPoint team helped SG GSC move their database from their old machines to new machines with better configuration and with faster processors. We reconfigured the entire set up at SG GSC in both Linux and Windows environment.

Competitive winback:

Société Generale is a global user of IBM Rational ClearCase® and ClearCase Multisite®. They had some crisis in using the tool, and AppPoint identified the solution to the ongoing crisis at SG to fit into their environment. Multisite set up required some reworking as the software development takes place in Bangalore and the release goes to Paris for viewing. The second issue faced by the team at Société Generale was that they were trying to access the Unix VOBs from Windows client, and faced compatibility issues. AppPoint team with the help of the engineering team helped Société Generale resolve the crisis. Also, Société Generale has been traditionally a user of the Licenses in India and buyer in France because they had the internal mandate that they will be able to get better technical support in EMEA than in APAC. But with the support they received from AppPoint, they have succeeded in convincing their management to go ahead with purchases in India.

Sales approach:

Team AppPoint went all out at Société Generale GSC to help them resolve their issue with the usage of IBM ClearCase® and Multisite®. Société Generale has been a user of the tool, but has been buying outside India. AppPoint has succeeded in convincing them to initiate purchases in India along with the Support Renewal for their tools.

Solution Synopsis:

DVico are into parallel software development with offices in India, China and Korea. In order to maintain their parallel software development, they had to implement a configuration management system covering all their locations. AppPoint supported DVico with installation of IBM Rational ClearCase® & ClearCase Multisite®. Also, server and client set up were done for a seamless integration of the teams. AppPoint suggested them the right platform and helped in installation to enable them to track amendments made by the developers at various locations. This has enabled DVico to perform seamless integration for their software development process.

Client Background:

DVICO Inc. is a global leader in the development of video products and multimedia storage products, and offers a complete lineup of multimedia players and a wide range of TV tuner cards for PC users.

Business Need:

As an organization with an inherent quality focus, their applications required intensive change management to be performed ensuring uncompromised change coverage. Manual accomplishment of this was extremely difficult considering the hectic pace of change. DViCo has multiple location software development in India and Korea. Considering the time zone difference, and also to keep a tab on the ongoing parallel software development process, the customer required some stable and established system to be in place which they can rely on.

Solution Implementation:

AppPoint supported them in implementing IBM Rational ClearCase® and ClearCase MultiSite®. The bottleneck at DViCo was that they were using a Linux server which was on RedHat Linux®, and the customer was on Ubuntu Linux®. IBM Rational ClearCase® did not support Ubuntu Linux®. AppPoint had to move their customers to Windows 2003 and customer machines to Windows XP® Professional.

Benefits of the Solution:

- Adoption of new Configuration management system.
- Implementation of multisite capability   for parallel development across locations
- Effective Change proposition from one stream to another.

Services:

Team AppPoint spent close to a month to resolve the problem at DViCo and provided both services online (email and telephone) Support and resource onsite support to the client. The developers were run through hands on sessions so that they are confident enough to use the tool independently.

Competitive winback:

DViCo had been evaluating Open source tool SVN for integration of the 2 sites in India and Korea. AppPoint completed a Proof of Concept at the client place to demonstrate them the usefulness of the Supported Tool over the open source tool. This session led to the team to suggest ClearCase® and ClearCase Multisite® to DViCo for a resolution and long term implementation of the change and configuration management solution.

Sales approach:

AppPoint adopted the solution approach at DViCo. The pain point at DViCo was that they were using a Linux server which was on RedHat® Linux, and the customer was on Ubuntu Linux. IBM Rational ClearCase® did not support Ubuntu® Linux. AppPoint suggested DViCo a solution to this issue that they required to move their customers to some other OS. Showing their confidence on AppPoint, DViCo has changed their entire environment, and moved their server to Windows 2003 and customer to Windows XP® Professional.

Solution Synopsis:

iFlex Solutions were using Microsoft VSS for their configuration management for over 12 years and this did not support their new environment and hence they were looking at alternatives. AppPoint suggested them to go for IBM Rational ClearCase®. AppPoint also helped iFlex migrate their VisualSourceSafe® VOBs to ClearCase with the help of a migration engine developed by AppPoint. Apart from this, servers and customers were set up for IBM Rational ClearCase® and ClearCase Multisite® so that parallel development becomes possible for the customer. This set up has helped iFlex with better control over their source code, gave them reliability and scalability and also helped them increase ROI on their investment on IBM tools.

Client Background:

iFlex® solution, majority owned by Oracle®, is a world leader in providing IT solutions to the financial services Industry. With the experience of delivering value-based IT solutions to over 810 financial institutions across 130 countries, iFlex helps customers build competitive advantage through next-generation technology while they, simultaneously, adhere to the stringent demands of a dynamic regulatory environment.

Business Need:

iFlex was using Microsoft Visual Source Safe® for a long time, but was looking for a better and more effective Version control system, because Microsoft Visual Source Safe® could not address challenges of managing on-going product development, catering to on going demands of changes, with a large team of developers working on a large code base.

Limitation iFlex faced :

- Multiple VSS repositories per product resulting in administrative nightmare
- Maintenance of custom home grown web interface
- Limited control over source code
- Data reliability
- Scalability
- Lack of web interface

Solution Implementation:

AppPoint implemented a role based configuration management infrastructure which gave iFlex maximum control over securing their source code while not compromising on the efficiency of their development teams.

Given the vast number of repositories and projects involved, AppPoint provide an automated solution which would enable iFlex team to migrate the projects which were currently on Visual Source Safe® to ClearCase®, reducing the need for elaborate consulting service and also speeding up the migration using in-house tool of AppPoint.

Solution provided by AppPoint not only catered to current requirement at iFlex, but also was geared to address scalability.

Benefits of the Solution:

- Migration, defining new configuration system and successful adoption of the defined system.
- Better control over the change control, and configuration management.
- Parallel development effort on multiple locations
- Increased ROI on the configuration management infrastructure.
- Ease of maintaining Multiple repositories per product
- Maintenance of custom home grown web interface
- Better control over source code
- Scalability
- Data reliability
- Better web interface

Services:

Migration services, consultancy services, provision of a web tool called Batch-checkin for compilation and scripting.

Competitive winback:

iFlex had been using Microsoft Visual Source Safe® and was also evaluating VSTS. AppPoint team understood the business need and had demonstrated the capabilities of IBM ClearCase® to iflex. With the technical expertise of AppPoint and IBM we were able to prove that IBM ClearCase® is the best solution available for them. This was backed by the AppPoint's expertise to migrate the Visual Source Safe® repository to ClearCase®.

Sales approach:

AppPoint team understood the business need at iFlex, and suggested a solution for their configuration management and change management system. iFlex has multiple location development and Clear Case® & MultiSite® is the best solution available for such a scenario. Customer was apprehensive in moving from Visual Source Safe® to Clear Case® since they had multiple repository in Visual Source Safe®, and it was a herculean task to migrate the entire repository into a unified system. AppPoint, with its technical expertise on IBM Rational technology, suggested iFlex the solution, and demonstrated them the possibility to move the entire Visual Source Safe® repository to Clear Case® in a much simpler way than it was conceived.

Solution Synopsis:

- ClearCase® with Multisite® Installation in a mixed environment UNIX ®(Solaris) domain
- Server and Client Setup UNIX® (Solaris) Server and Windows® and UNIX®clients
- ClearCase® to enhance organization quality and quantity on aspect of their customers
- Tracking the amendments made to the project with respect to developer
- Multisite to do parallel and geographically distributed development

Client Background:

Subex is a leading global provider of OSS solutions with a mission to empower communication service providers to achieve competitive advantage and deliver new service experiences to subscribers.

Business Need:

As an organization with an inherent quality focus, their applications required intensive change management to be performed ensuring uncompromised change coverage. Manual accomplishment of this was an extremely difficult considering the hectic pace of change.

Solution Implementation:

Subex was an existing user of IBM Rational ClearCase® in their North America Operations. They wanted to implement a seamless integration of the tool between their America Operation and India Operations. The solution offered by AppPoint was IBM Rational ClearCase® Multisite. The complete solution included hand holding to the developers on the usage of the tool, and services continued with mentoring and services for their ClearCase Multisite® requirements.

Benefits of the Solution:

- **Parallel development across multiple locations**
- **Effective change proposition from one site to another**
- **MultiSite working environment**
- **Seamless integration between their operations**

Sales approach:

AppPoint adopted the Solution approach rather than a tool/product approach offered services on IBM Rational Configuration and Change Management, further reiterated our support in handling their administration of configuration management.

Slovenská POŠTA

Solution Synopsis:

Slovenska Posta (Slovak Post) was looking at improving the quality of their solution which was integrated with multiple third party solutions and wanted a well supported configuration management solution around the same.

Client Background:

Slovak Post is the state enterprise providing postal operation (postal service) which comprises the posting, transportation and delivery of the letter-post, parcel-post and money order items in the nationwide network, with the number of 1,566 post offices (status to August 2007). Of this total number 1,333 are located in small municipalities and some 200 in towns. The revenue source here is through postal services offered.

Business Need:

Slovak Post's development environment is on Oracle Rapid application development and supported by Oracle database. At the same time, 3rd party vendors providing software solutions are based on different technologies. In order to control these Software Applications provided by subsidiaries and also to ensure functionality of applications built by their own team, customer wanted to have strong automated testing solution able to test quality of different technologies on one platform.

Slovak Post was looking at delivering quality solution to their team tested and supported by industry leading quality management tool and supported by configuration management solution. Although IBM Rational ClearCase® and IBM Rational Functional Tester® out of the box supported most of their requirements, yet Functional Tester® did not support Oracle® Forms applications .Customer was looking for support to address this pain point.

Solution Implementation:

AppPoint's extensibility Software for Rational Functional Tester® to support Oracle Forms was proposed to the customer, and the customer found that it is the best solution to address their pain point.

AppPoint, with its strong background in extensibility software development for IBM Rational quality tools, has developed an extensibility software library to support Oracle Forms for IBM Rational Functional Tester. This software has been validated as **Ready for Rational**. This integrates with IBM Rational Software Delivery platform, and complements governance of software and systems delivery.

This solution enables automation team to develop quality scripts that are easily manageable and reliable. The software supports the recognition of the controls uniquely, and getting the object properties verification point, object data verification point and also supporting data driven testing. Hence this helps in increasing the ROI of the automation.

Benefits of the Solution:

- Slovak Post was able to increase the quality of their Solution built on Oracle Forms.
- Was able to have an integrated Configuration Management solution, as Rational Functional Tester® had strong integration with IBM Rational ClearCase®.
- Helped Slovak Post in competing with other service provider in Europe with increased profitability.

Services:

AppPoint has completed a Proof of concept for Slovak Post. After the successful Proof of Concept, there was an evaluation for over 2 weeks. AppPoint technical team extended full cooperation to the sales team so that the deal could be closed on time.

IBM has offered configuration management and test automation tools. AppPoint along with IBM and the business partner in Slovak Republic has offered third party controls for Oracle Forms

Competitive winback:

AppPoint and IBM were able to demonstrate the capabilities of the world leading technology in Software Development Lifecycle Automation tools coupled with AppPoint's extensibility on Oracle Forms. This has enabled the customer to take a decision in favor of IBM tools because they are able to implement the tool without changing their platform.

Sales approach:

The sales team took a solution based approach and offered a complete IBM solution to the customer. As part of the solution, the customer was suggested for ClearCase®, ClearQuest® and Rational Functional Tester® along with AppPoint extensibility on Oracle® Forms.

As the Innovator's Innovator® , IBM is committed to helping companies thrive in an era of intense competitive pressure from all corners of the globe. So, when we see our clients changing the playing field and driving real business success, we want to give them a chance to spread the word.

Its a new business era. everyone's talking innovation. Its no longer enough to offer unique products and services - now you have to create competitive advantage by doing business in a whole new way. You've got to be special.

Clients referred to in this book have demonstrated the special capabilities that make their organisations stand out from the crowd. These special IBM clients have leveraged IBM Rational software solutions and products for business innovation and competitive advantage. These clients are innovators and leaders and we are proud to share their success.

To participate in or learn more out becoming a referred client, please contact us at sales@apppoint.com

AppPoint Software Solutions

#28, BHCS Layout, Bannerghatta Road,
Phone: 011-91-80-41103673, 5
Fax: 011-91-80-41103674