



Business Success Case Studies

Rational software

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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.

It's a new business era. everyone's talking innovation. It's 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 about becoming a referred client, please contact us at sales@appoint.com

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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 SW Applications provided by vendors, and also to ensure functionality of applications built by their own team, customer wanted to have strong 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. They had short listed leading QM and change and configuration management tools including IBM's Rational Functional Tester, HP's QTP® and others. Although ClearCase and RFT out of the box supported most of their requirements yet RFT did not support Oracle applications. Customer was looking for support to address this pain point. AppPoint as a technology partner to IBM Rational provided solution for RFT to support Oracle forms as AppPoint's Proxy for IBM Rational Functional Tester to Support Oracle Forms.

Solution Implementation:

AppPoint with its strong background in Proxy development for IBM Rational quality tools has developed a proxy library to support Oracle Forms for IBM Rational Functional Tester. This proxy has been validated as Ready for Rational Software. 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 proxy 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:

The customer was able to increase the ROI on the investment made on automation tools because they were able to adopt solutions for change and configuration management, development and automated testing totally integrated and supporting oracle applications and database. If Rational Functional Tester did not support oracle applications customer had to invest on manual testing which would not offer him the automation and in turn the quality deliverable he is looking for to compete with the other service providers and to increase his profitability. Also would not have achieved integrated solution because none of the industry leading tools offered testing capabilities for Oracle applications out of the box. Rational Functional tester does not support Oracle Forms out of the box, whereas with AppPoint's solution Rational Functional Tester will be able to recognize components from Oracle Forms which increases the Reliability of Regression testing and increases the ROI of the tool. Productivity increase was demonstrated which resulted in return on investment and profitability and due to confidential reasons, the exact numbers are not revealed.

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 client. As part of the solution, the client was suggested for IBM® Rational®ClearCase®, ClearQuest® and Rational Functional Tester along with AppPoint extensibility on Oracle Forms.



AppPoint Software Solutions – the Technology Partners to IBM Rational

AppPoint with its enduring partnerships with IBM in the technology and business front, has been one of IBM's 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 an exemplary team of professionals, AppPoint continuously strives to leverage experience, knowledge and partnerships to derive unprecedented business value to customers. Staying ahead of time with a strong 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

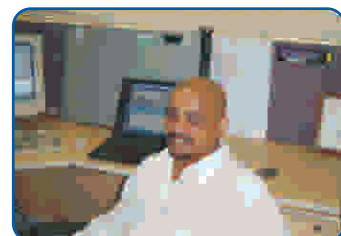


I take this opportunity to thank you for your support to help us grow in the past couple of years. Due to your support, we have delivered best of the services to our clients, partners, and stakeholders. I am sure that we will be able to deliver even better services and solutions in the time to come.

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



Solution Synopsis:

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. Their 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 SW Applications provided by vendors, and also to ensure functionality of applications built by their own team, customer wanted to have strong testing solution able to test quality of different technologies on one platform. They had sort listed leading QM and change and configuration management tools including IBM's Rational®Functional Tester, HP's QTP® and others. Although ClearCase® and Rational Functional Tester out of the box supported most of their requirements yet Rational Functional Tester did not support Oracle applications. Customer was looking for support to address this pain point. AppPoint as a technology partner to IBM Rational provided solution for Rational Functional Tester to support Oracle forms as "AppPoint's Proxy for IBM Rational Functional Tester to Support Oracle Forms". This has enabled the client to maximize their investment on IBM Rational Solutions, and also has opened the avenue for future business with IBM Rational.

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:

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
- Working in MultiSite became convenient for development team
- Geography wise updates
- Configuration Management, control on changes and
- Tracking the development work done by developers
- Helped the client improve their skill sets on IBM Configuration management solution

Sales approach:

AppPoint adopted the Solution approach rather than a tool/product approach. We offered our expertise on IBM Rational Configuration Management and Change Management and suggested increase the usage of IBM® Rational®ClearCase® to Subex. We understood their environment and demonstrated the AppPoint expertise on IBM Rational Technology. As a confidence building measure, we also placed our trained and IBM Certified resources at Subex for them to achieve 100% automation in Configuration Management.

Solution Synopsis:

ABB is a global leader on Power and Automation technologies. Being the leaders, they are always expected to maintain the quality of their deliverables. They use a large number of automation tools to speed up the process of software development, and at the same time the deliverables have to be able to pass these through certain quality checking tools. AppPoint suggested ABB to start using IBM's Rational Functional Tester and also helped the client with third party controls recognition for controls like Microsoft VISIO™, Infragistics® and MS Flexgrid™. This has helped ABB speed up their test automation process, and at the same time, they started getting support on their third party controls which no test automation tool supports straight out of the box.

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 better quality output. The project in discussion was related to Substation Automation System (SAS). Here the product was developed primarily on the Microsoft VISIO and other third party controls like Infragistics and MSFlexGrid. RFT was not able to recognize the third party controls the client was using. The automation was very closely knit with the usage of VISIO and this turned out to be a challenge for most of the tools in the industry. This was the bottleneck for the team in their endeavor to achieve 100% automation. The complexity of the test cases that was planned for automation was very high. The team was stuck as they were not able implement automation which was crucial for them to attain various CMM levels of maturity.

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 which was part of the SAS. AppPoint worked closely with ABB to understand the requirements of their automation. Correspondingly a proof of concept was developed to demonstrate the extensibility for VISIO and Infragistics control. This helped them to finalize on the purchase of the IBM Rational Functional Tester, as it had the power to automate this unique product. As a confidence building measure, AppPoint outsourced people with expertise in RFT to automate the testing. ABB was able to complete the automation as per their plan and were able to achieve 100% automation.

Benefits of the Solution & Business Results

- Flexibility of usage
- Increase in ROI
- Helped the client improve their skill sets on IBM Quality Management solutions
- 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 client place. Apart from these, AppPoint's extensibilities for VISIO and Infragistics were offered to the client so that they have more flexibility to use IBM Rational Functional Tester.

Competition:

HP Mercury QTP

Competitive winback:

ABB had been using HP Mercury tools for a long time, and were a complete mercury user in India and also abroad. After the solution from AppPoint, they have reconsidered their usage of HP 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 technical expertise was the motivating factor for the client to decide in favor of the solution AppPoint had to offer to them.

Sales approach:

AppPoint adopted the Solution approach rather than a tool/product approach. AppPoint offered our expertise on IBM Rational test automation and suggested IBM Rational Functional Tester to ABB. AppPoint understood their requirement and did a proof of concept to demonstrate the AppPoint extensibility for Visio and Infragistics controls. As a confidence building measure, AppPoint also placed their trained resources at ABB for them to achieve 100% automation in testing front.



Solution Synopsis:

- IBM® Rational®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 clients
- 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:

iFlex was using Microsoft®Visual SourceSafe™ for a long time, but was looking for a better and more effective Version control system, because Microsoft®Visual SourceSafe™ 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 due to Visual SourceSafe™ at iFlex
- Multiple Visual SourceSafe™ 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

These limitations led iFlex team to look for some solution which they can rely upon, and also have a long term benefit.

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 SourceSafe™ to IBM Rational 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:

- **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:

AppPoint has offered a Proof of Concept at iFlex to showcase the capabilities of migrating Microsoft®Visual SourceSafe™ to IBM®Rational®ClearCase®. Helped the client with resource placement so that the users at iFlex can scale up their skills and start using ClearCase® independently. AppPoint has also provided the client with a web tool called Batch-checkIn for compilation and scripting.

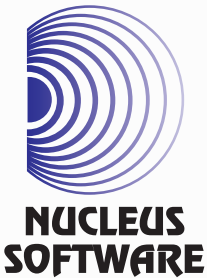
Competitive winback:

iFlex had been using Microsoft®Visual SourceSafe™ and was also evaluating Microsoft®Visual Studio® Team System. AppPoint team understood the business need and had demonstrated the capabilities of ClearCase® to the client. The technical expertise of AppPoint was able to prove that ClearCase® is the best solution available for them. This was backed by AppPoint's technical expertise to migrate the Visual SourceSafe™ 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 ClearCase® & ClearCase Multisite® is the best solution available for such a scenario. The road blocker in iFlex moving from Visual SourceSafe™ to ClearCase® was that they had a multiple repository in Visual SourceSafe™, 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 the client that it is possible for us to move the entire Visual SourceSafe™ repository to ClearCase® in a much simpler way than was conceived.

IFlex had seen the value addition of the product and the services in their environment and agreed to go ahead with ClearCase®. These services have not only established ClearCase® at iFlex, but also have helped the client to scale up in the usage of ClearCase® and ClearCase Multisite®.



Solution Synopsis:

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 were using MS Visual SourceSafe™(VSS) for their configuration management for over a decade. Since VSS was not able to support Nucleus in their environment, they were looking for alternatives. AppPoint suggested them to go for a Unified Change Management (UCM) solution using IBM Rational ClearCase™. AppPoint also helped Nucleus migrate their Microsoft®Visual Source Safe™ VOBs to Rational®ClearCase™ with the help of a migration engine developed by AppPoint. Apart from this, servers and clients were set up for IBM® Rational® ClearCase® and ClearCase Multisite® so that parallel development becomes reality for the client. This set up has helped Nucleus with better control over their source code, gave them reliability and scalability and also helped them increase ROI on their IBM investment.

Client Background:

Nucleus has collaborated significantly with a leading business service consumer & wholesale Bank in the Business Area of Cash Management.

Business Need:

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.

- Limitation due to Visual SourceSafe™ at Nucleus
- Multiple Visual SourceSafe™ 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

These limitations led Nucleus team to look for some solution which they can rely upon, and also have a long term benefit.

Solution Implementation:

We implemented a role based configuration management infrastructure which gave Nucleus 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 Visual Source Safe™ to 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:

- **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:

- 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 the 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 the client that it is possible for us to move the entire Visual SourceSafe™ repository to ClearCase® in a much simpler way than was conceived. Nucleus had seen the value addition of the product and the services in their environment and agreed to go ahead with ClearCase®. These services have not only established ClearCase® at Nucleus, but also have helped the client to scale up in the usage of ClearCase® and ClearCase MultiSite®.



i-flex solutions

Solution Synopsis:

iFlex Solutions is a world leader in providing IT solutions to the Financial Services industry. They support over 810 clients across 130 countries. They were using MS VSS for their configuration management for over 12 years. Since Visual SourceSafe™ was not able to support iFlex in their environment, they were looking for alternatives. AppPoint suggested them to go for IBM® Rational® ClearCase®. AppPoint also helped iFlex migrate their Visual SourceSafe™ VOBs to Rational ClearCase® with the help of a migration engine developed by AppPoint. Apart from this, servers and clients were set up for IBM®Rational®ClearCase® and ClearCase Multisite® so that parallel development becomes possible for the client. 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 IBM investment.

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:

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 client required some stable and established system to be in place which they can rely on.

Solution Implementation:

AppPoint, the IBM Technology Partner, supported them with software Engineering tool 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 client was on Ubuntu Linux. IBM Rational ClearCase® did not support Ubuntu Linux. The team AppPoint suggested DViCo a solution to this issue that they required to move their clients to some other OS. Showing their confidence on AppPoint, DViCo has changed their entire environment, and moved their server to Windows 2003 and client machined to Windows XP Professional.

Benefits of the Solution:

- **Working in MultiSite which is convenient for the development team**
- **Geography wise updation**
- **Configuration Management, control on changes and**
- **Tracking the development work done by developers**

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 two 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 bottleneck at DViCo was that they were using a Linux server which was on RedHat Linux, and the client 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 clients to some other OS. Showing their confidence on AppPoint, DViCo has changed their entire environment, and moved their server to Windows® 2003 and client machined to Windows® XP Professional.

Solution Synopsis:

R Systems International Ltd. is a software product development and BPO services company. They had to automate the regression testing of the 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.

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. Here we demonstrated test extensibility solutions for some of the well known third party control tools used at R Systems. With the confidence of the client, we developed a custom proxy for their custom controls. Some of the small requirements were also handled in the proxy to increase the optimization of the automation. We were able to deliver the required proxies in time and helped them to achieve high level of automation.

This has opened up doors for future engagements. We are working closely with them to achieve automation for their other projects and are opening up a new avenue for IBM Rational tools sales.

Benefits of the Solution:

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

Services:

We demonstrated test extensibility solutions for some of their well known third party tools. We did a Proof of Concept to demonstrate our capability to support their custom third party control. With their confidence we developed proxy for their custom controls. Some of the small requirements were also handled in the proxy to increase the optimization of the automation. We were able to deliver the required proxies in time and helped them to achieve high level of automation.

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. Even here we demonstrated test extensibility solutions for some of the well known third party tools at the client place. With their confidence we started developing custom proxy for their custom controls. Some of the small requirements were also handled in the proxy to increase the optimization of the automation. We were able to deliver the required proxies on time and helped them achieve higher level of automation.

The DVico logo is displayed in white text on a dark blue rectangular background.

Solution Synopsis:

DVico is a global leader in the development of video and multimedia storage products. They have parallel software development with offices in India, China and Korea. In order to maintain the parallel development, DVico had to implement a configuration management system covering all their locations. AppPoint supported DVico with installation of IBM®Rational® ClearCase® & ClearCase Multisite®. Apart from this, server and client set up were done for a seamless integration of the teams. The initial challenge was that the OS DVico was using. AppPoint suggested them the right platform and also completed the installation so that the client can 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:

Societe Generale Global Solution Centre works for multiple business lines including Société Générale Corporate and Investment Banking, Specialized Financial Services, Retail Banking and Global Investment Management and Services. As per their internal mandate they are required to use version control system address challenges of managing on-going product development.

Solution Implementation:

Societe 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 Societe Generale 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 Societe 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 Societe Generale resolve the crisis.

Benefits of the Solution:

- **Create new versions of a software resource.**
- **Compare versions of a software resource.**
- **Merge changes from one version into another version.**
- **Control simultaneous changes to a software resource. (Parallel Development)**
- **Mark certain versions as stable sources to be used in builds (by assigning label to it)**
- **Determines who, when, and why of a particular change.**

Services:

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

Global Optimize:

Societe 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 Societe Generale 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 Societe 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 Societe Generale resolve the crisis. Also, Societe 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 after the support they received from AppPoint, they have succeeded in convincing their management to go ahead with purchase in India.

Sales approach:

Sales approach at Societe Generale was a solution approach. Team AppPoint went all out to Societe Generale to help them resolve their issue with the usage of ClearCase® and ClearCase MultiSite®. AppPoint's technical expertise is the main selling factor in this instance. The client has been a user of the tool, but has been buying outside India. AppPoint has succeeded in convincing the client to initiate purchase in India along with the Support Renewal for their tools.

ivy comptech

Solution Synopsis:

IVY Comptech is a subsidiary of one of the PartyGaming group companies, providing software development and BPO services to PartyGaming Group. Gaming software has complex customer interface components and scenarios with real time user data. The challenge the team was facing is that none of the industry leading tools supported functional testing of their environment out of the box. AppPoint suggested the client to continue using IBM® Rational® Functional Tester and Robot and helped the client with customized solution for their environment. This solution has made test automation of the application using Win 32 Painted controls possible for Ivy Comptech.

Client Background:

IVY Comptech is a subsidiary of one of the PartyGaming group companies, providing software development and BPO services to PartyGaming Group. And also is engaged in IT Enabled Services, and Transaction Services (Back Office). Ivy's software solutions are designed for scalable performance, reliability and delivering consistent service levels with flexibility and longevity.

Business Need:

Given the fact that gaming software have complex custom user interface components, automating these using readily available functional testing solutions like Rational® Robot or Rational® Functional Tester has been a challenge. For instance, user interfaces are made very attractive by using custom owner drawn or painted controls because of which –

- Test automation tools can't reliably recognize the controls in an object oriented manner
- Variation in screen resolution add to the complexities of testing these painted controls
- Navigation with-in the application which are driven by user interacting with these custom controls are difficult to simulate using testing tools

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 suggested IBM® Rational® Functional Tester for their automation understanding their requirements and knowing the future plans for Flex and Flash.

The key challenge being faced by AppPoint was with regards to providing a solution which would not only enhance testability of the controls currently deployed by IVY, but also to allow IVY to ensure that any new control they develop would be ready for test automation.

AppPoint's architecture team designed a pluggable test extension framework which addresses the limitation & also any new control being developed by IVY could easily be programmed to testable from day one. Also, the framework allows Ivy to extend the testability of an existing control with any enhancements based on their test requirements to facilitate in handling some of real time data.

Rational® Functional Tester could not recognize the some of the custom properties which should be available for the verification of scenarios. The proposed solution enables these properties so that these can be validated.

With the product being localized, test scripts have to reliably test the application across different user locales and cultures. Test framework being localization aware and ensures successful creation and execution of test scripts that are localization

Benefits of the Solution:

- **Automating challenging and critical scenarios.**
- **Scalability of test automation was possible even with 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**

Services:

Provided both services online and offline. AppPoint had sent one of the engineers to the client place for a week to help Ivy Comptech maximize their ROI on the solution.

Sales approach:

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



Global Solution Centre

Solution Synopsis:

Societe Generale Global Solution Centre products are primarily Data warehousing & Business Intelligence, Product Implementation, Portal Development and ADM in Java & .NET. Societe Generale Global Solution Centre supports multiple business lines. As per their internal mandate they are required to use version control system address challenges of managing on-going product development. The client had a crisis in the usage of ClearCase® & ClearCase MultiSite® which affected their business in terms of parallel development work. AppPoint supported Societe Generale by setting up IBM® Rational® ClearCase® & ClearCase Multisite® both on Windows and Linux platforms. Servers and clients were set up where the servers are in both Windows and Linux, and the client machines are all on Windows platform. This was done for the client to get the flexibility of tracking amendments made to the projects with respect to each of the developers. Multisite implementation has helped the client with parallel development across geographies. This way Societe Generale was able to maximize their return on IBM Rational investment.

Client Background:

Societe Generale Global Solution Centre products were primarily Data warehousing & Business Intelligence Product Implementation, Portal Development and ADM in Java & .NET.