

Omnex's Source2VALUE™, IBM as a customer in the cloud!

Fact based communication in software outsourcing!



Before we begin, some questions...



- Who has experience in offshore development and/or maintenance?
- Who has problems/questions regarding the quality of the offshored work and deliverables?
- Who wants to learn an approach in getting your offshore ADM quality to higher levels?
- What is the most critical success factor in offshore quality?

Agenda



- Who am I and
- from where it all began,
- the first steps and initial benefits towards
- a match made in heaven (through the clouds)

Who am I



- Patrick van den Bos, Delivery leader Application Management Services in IBM;
- I started in 1995 with IBM and have worked in the application development and maintenance services ever since;
- Managed several (International) projects, ran transformation projects and have led several outsourcing deals and engagements;
- Obtained CMMI level 5 in 2005 with AMS Benelux;
- Since 5 years responsible for the Benelux Application Management Services, including application outsourcing and out tasking contracts for multiple clients;
- Incorporated Global delivery into our services as of 2001;
- Always looking for options and ways to improve our service and to further optimize our quality.

How it all began



- It all began here, on the PON conference at October, 8th 2008;
- IBM was looking for ways to better facilitate our clients in the start-up of application outsourcing. We were faced with ‘surprises’ in due diligence with regards to the actual application portfolio and the level of documentation of the portfolio. Transparency from customer through Global Delivery and vice versa by independent evaluation;
- During one of the coffee breaks I stumbled upon Omnex and we started telling each other our interest in PON and what we are doing;
- It became apparent that Omnex’ Source2VALUE™ software could bring value to IBM, because of the ‘re-documentation’ functionality. Create technical documentation via reverse engineering from the source code;
- Sounded to good to be true...

The first steps and initial benefits



- In the autumn of 2008 Omnext and IBM came together to better understand how we could benefit from the Source2VALUE™ proposition;
- During the first sessions it became clear that Source2VALUE™ had more to offer than just ‘re-documentation’. It also delivered a strong Software Quality Metrics functionality in the form of an independent MRI scan in the cloud on source code and configurations;
- So Source2VALUE™ provides us insight in quality, quantity and design of software from multiple dimensions;
- This from a stakeholders perspective to (management, architects and developers) and a technology perspective (production plan, job control, source-code and configurations).

The first steps and initial benefits

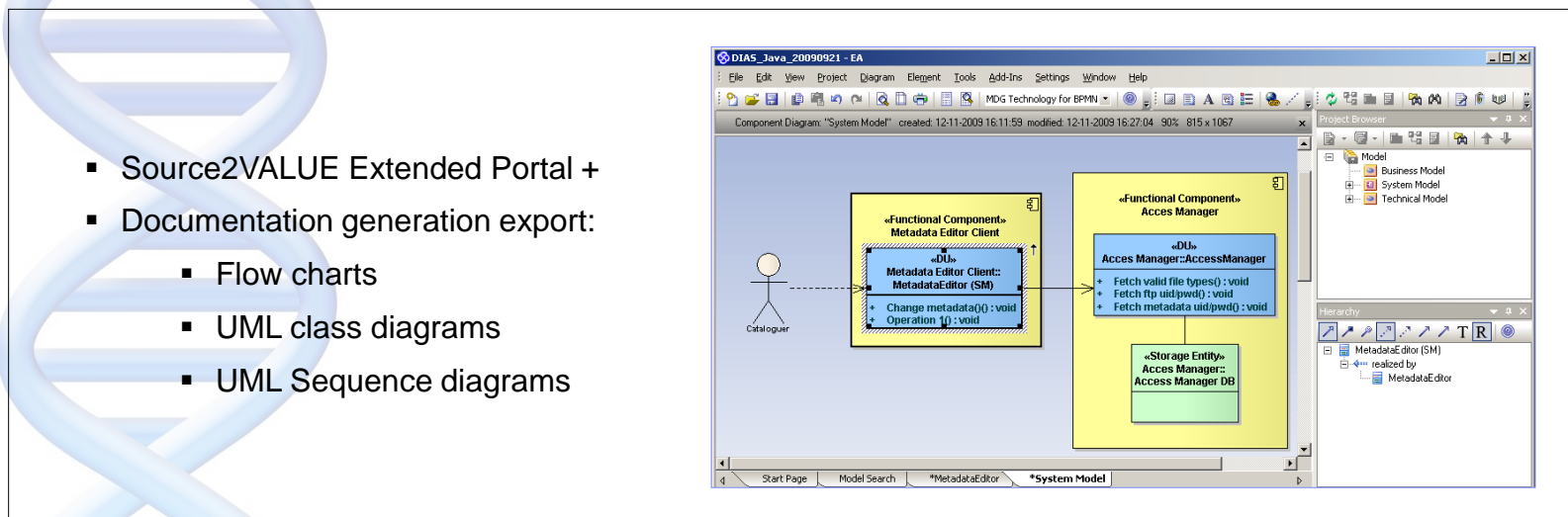


- From a quality perspective we use the provided quality dashboards with maintainability metrics, ISO9126 maintainability qualification, standard & guideline verification and clone detection. This delivers us better quality, less rework and code reduction;
- From a quantity perspective we use figures like the provided insight in (maintenance) function points and number of changes. This delivers us fact based communication about the quantification of work;
- From a documentation perspective we use the recovered design documentation based on the actual source code and configurations in terms of UML, Flowcharts and Cross referencing over the chain. The actual documentation leads us through a shorter learning curve and decreasing impact analyses to cost reduction.

The first steps and additional benefits



- Source2VALUE™ also offered an export functionality towards rational Architect



- And Omnnext turned out to be made from the same DNA as IBM is made off; professional, pragmatic, thinking in possibilities, keeping promises and willingness to invest.

The first steps and additional benefits



- Quality dashboard
- (Maintenance) function points
- Change behavior (e.g. diff analyses and trends)
- Standard & guidelines verification
- Documentation generation (e.g. UML, flow diagrams, ..)
- Cross referencing (from production plan through database)
- UML export facilities



The first steps, what Source2VALUE™ is not



- Source2VALUE™ does not judge and does not solve software inconveniences, but makes software development and maintenance transparent;
- It also does not solve your delivery problems, but is a pillar for being in control;
- It is also not a development environment, but supports developers work from a control and management perspective;
- It is not a real-time environment but based on periodic analyses;
- It does not support all exotic languages, but is able to learn.

A match made in heaven (through the clouds)



- We soon discovered that on top of the ‘re-documentation’ we also could use Source2VALUE™ as an objective quality metric towards our Global delivery colleagues;
- The flexibility in metrics and the easiness to adapt project specifics into their tooling turned out to be a true differentiator compared to other software quality products;
- The cloud concept makes the solution flexible and adaptable to volatile demand, globally accessible and operational;
- We decided to run some pilots and the outcomes were better then expected. Implementation was easy, learning curve was short, the reporting was strong, spot on and very powerful in terms of drilling down towards the source code;
- During this process we also discovered new applications for Source2VALUE™, like:
 - making a complex batch schedule visible in order to determine optimization possibilities;
 - determining risks by application decommissioning;
 - supporting application modernization.

What did we accomplish



- Today we use the Source2VALUE™ Software Quality Metrics Portal on all of our major contracts where we use Global delivery;
- We keep innovating the product based on our needs and based on new emerging possibilities at our clients;
- We offer a detailed fact based view and communication in our software development chain from our Global Delivery centers to the local delivery organization, and to our clients;
- We see an improvement in our quality, in our cost control, our productivity and we can deliver an independent and transparent insight towards our clients.



The most critical success factor in offshore quality is...



Measure and discuss
the upfront
mutually agreed
objective
quality rules