



Telelogic SYNERGY/Change™ Looks Good to Leading Consumer Electronics Manufacturer

- ▶ **Customer:** One of the world's largest electronics companies and a global leader in designing and manufacturing high quality technology products for consumers and businesses.
- ▶ **Situation:** Under pressure to reduce time to market, the company finds that change management is one of the main inhibitors to a fast turnaround. Its software development process is often delayed because of numerous rounds of code changes, bug fixes and enhancements prior to final product release.
- ▶ **Solution:** The company selects Telelogic SYNERGY/Change to manage the entire change management lifecycle. The solution establishes lines of communications within remote project teams, enhances productivity and ensures high quality standards across a broad range of products.
- ▶ **Bottom Line:** SYNERGY plays a vital role in delivering change management best practice and ensuring product consistency. This has had a positive impact upon the company's software development processes.

The Story

One of the industry's largest players in consumer electronics selects Telelogic SYNERGY/Change for change management. The manufacturer's technology group spearheads the move to SYNERGY to foster a real-time, remote working environment that encompasses more than 20 geographically dispersed sites and hundreds of different projects.

Inherent in the software-driven nature of modern embedded systems development are tremendous time-to-market pressures. It can take from nine months to two years to develop a new piece of embedded software, but often market demands do not allow the company to wait that long.

"SYNERGY delivers the ability to monitor individual activities in detail at every stage of the change request or enhancement lifecycle. Without such a sophisticated solution, our development teams would incur delays and massive project cost overruns."

– Director,
Design Technology Group



Unfortunately for this manufacturer, its software development process is inefficient due to the many rounds of code changes, bug fixes and enhancements prior to a final product release. The company seeks a solution to increase productivity, reduce delays and focus the development efforts of systems analysts, integrated circuit designers, programmers and project managers.

Finding the right commercial solution proves more difficult than the company imagines. "There were a number of products on the market, but we knew that whatever tool we chose, it was vital that everyone had access to the system for it to deliver its key goal: helping project teams collaborate in the truest sense of the word," says the director of the design technology group.

"Without such a sophisticated solution, our development teams would have incurred delays and massive project cost overruns."

SYNERGY: Change Management on a Global Scale

The company selects Telelogic SYNERGY/Change to underpin its global product development organization. According to the director of the design technology group, SYNERGY/Change delivers a powerful way to maximize collaboration, project quality and, most importantly, it helps to prevent incorrect software releases from reaching manufacturing. "SYNERGY delivers the ability to monitor individual activities in detail at every stage of the change request or enhancement lifecycle. Without such a sophisticated solution, our development teams would incur delays and massive project cost overruns," he says. "Our programmers are based in Bangalore, India, while many of the project teams are located in the United States, U.K., the Netherlands, France and Germany, and our manufacturing base is split across Singapore, China and Taiwan."

The Benefits

With Telelogic SYNERGY/Change, the company leverages a change management solution that manages and progresses change requests and enhancements across the development lifecycle. The solution replicates project information overnight between countries and makes project data available in real time over the Web, standardizing change-reporting processes across three continents.

SYNERGY is such a success, the company progresses with plans to implement Telelogic DOORS® to improve its requirements-management process as well as to increase communication and collaboration among its global development teams.

About Telelogic SYNERGY

Telelogic SYNERGY is an integrated family of tools for change and configuration management, which provides lifecycle control for a company's software development assets. Giga Research¹ stated, "SYNERGY/CM is one of the most mature products on the market," and French analyst firm Yphise² wrote, "SYNERGY/CM is the market leader and demonstrated a clear differentiating comparative advantage."

About Telelogic DOORS

Used by more than 100,000 professionals at over 1,300 companies around the world, Telelogic DOORS is a multi-platform, enterprise-wide system for capturing, linking, tracing, analyzing and managing changes to information to ensure a project's compliance to specified requirements and standards. META Group³ stated, "Telelogic DOORS is the market share leader for requirements management products and has the most complete lifecycle integration." The Standish Group⁴ also hailed DOORS as the market share leader.

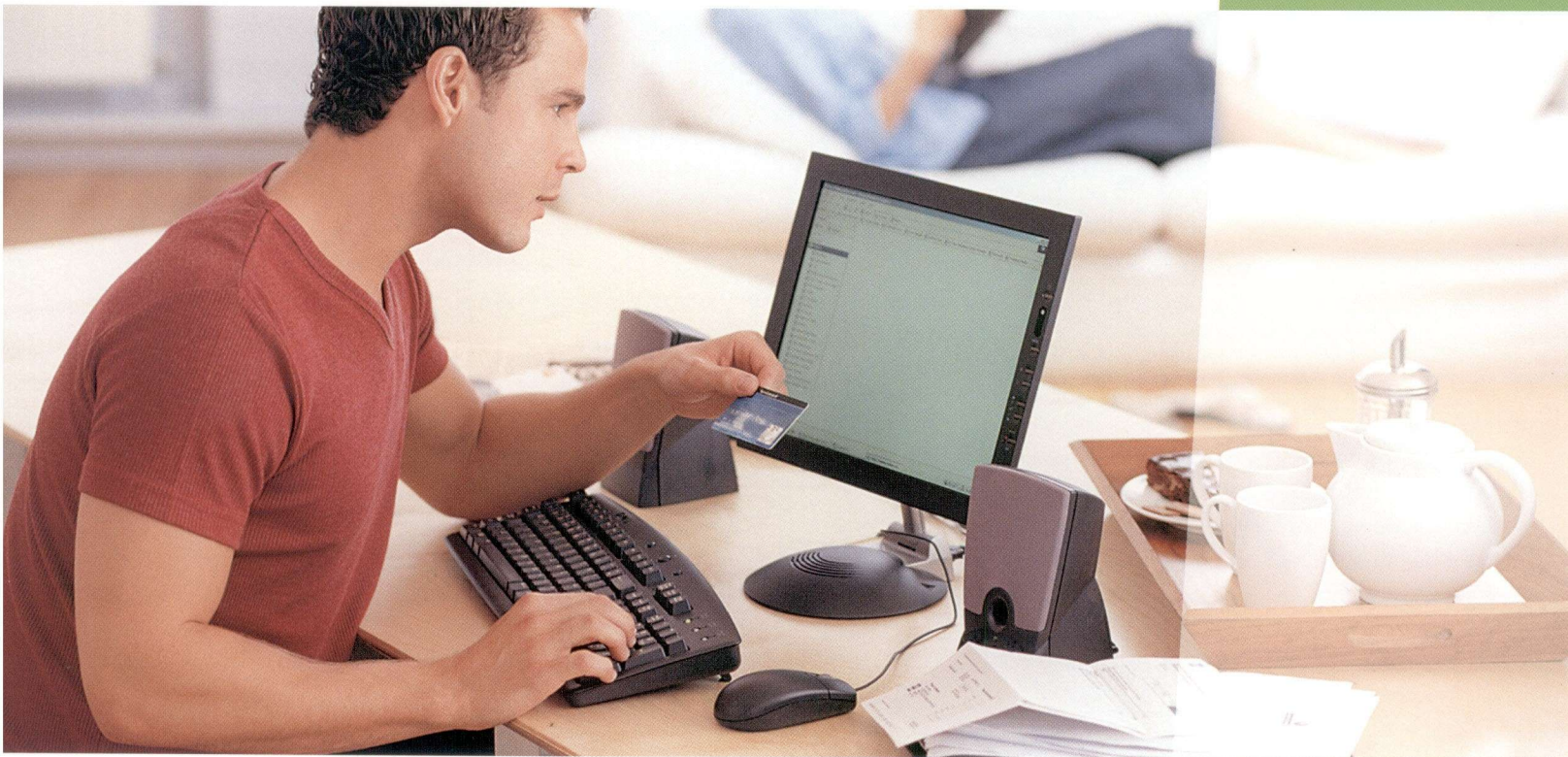
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- 1) Market Overview 2003: Enterprise Software Configuration Management, Uttam Narsu, Giga Research, July 2003.
- 2) Application Change Management Software, Laurent Mynard, Yphise, 2002.
- 3) Mastering the Requirements of Requirements Management: Application Delivery Strategies, Integration & Development Strategies, Thomas Murphy, META Group, April 2003.
- 4) What Are Your Requirements? 2003, The Standish Group, Inc., 2003.

Telelogic
www.telelogic.com



International Banking Leader Invests in Telelogic SYNERGY to Increase Efficiency and Reduce Software Development Costs

- ▶ **Customer:** One of the largest U.S. banks and a leading provider of online financial products and services.
- ▶ **Situation:** An international banking institution has multiple development teams using a wide variety of software development tools in diverse locations throughout the U.S. There is no consistent development environment, no central support and it is very difficult to move developers among project teams.
- ▶ **Solution:** The bank deploys Telelogic SYNERGY to manage software development for all online and interactive banking services. Distributed development teams use SYNERGY/Change™ and SYNERGY/CM™ on complex multiple-site projects to support the bank's trend-setting Internet and digital technology.
- ▶ **Bottom Line:** Telelogic SYNERGY enables the bank to reduce development costs, improve quality and reliability and accelerate time to market.

The Story

One of America's premier banking institutions, a global leader in providing online and interactive financial products and services, needs to maintain its competitive edge in an increasingly crowded marketplace. The bank uses a wide spectrum of software development tools across a geographically dispersed network. It realizes it must centralize change management support and establish a common development environment to increase operational efficiency and reduce the cost of producing code.

The bank completes an exhaustive review and chooses Telelogic SYNERGY to manage the development of software for all online and interactive banking projects.

"SYNERGY's centralized change and configuration management support and common development environment helps the bank reduce the cost of producing software code while enhancing quality and reliability and shortening time to market."

— Senior Software Analyst



SYNERGY maintains the integrated, central database of software assets and all related information about projects, tasks, processes and people associated with them. Software change and configuration management makes it possible for businesses to improve their development processes, accelerate release cycles, maximize productivity (regardless of team size or location of team members), and minimize overhead through automation and the use of repeatable best practices.

The bank purchases 300 SYNERGY/Change licenses and 200 SYNERGY/CM licenses. The bank uses SYNERGY/CM to manage the departmental intranet and SYNERGY/Change as a Web-based tracking tool. Overall, SYNERGY streamlines the change/configuration management (CM) process and enhances communication and collaboration among the bank's software analysts and developers, designers, system engineers, test engineers and managers.

"Prior to using Telelogic SYNERGY, we had lots of development teams using multiple tools," says a senior software analyst and officer at the bank. "There was no consistent development environment, no central support and it was difficult to move developers between project teams."

"Telelogic SYNERGY brings simplicity and efficiency to our developers and managers alike."

Increased Efficiency and Quality with Reduced Costs

Today, software developers around the country use SYNERGY/CM for configuration management and SYNERGY/Change to track changes for the complex multiple-site projects focused on the bank's trend-setting Internet and digital technology. SYNERGY's Distributed Change Management (DCM) feature enables geographically distributed development teams to share and manage common software components and change requests. Developers can safely make changes to the same object even though they may be working on different project teams, using different CM databases and working in different locations.

"SYNERGY's centralized change and configuration management support and common development environment helps the bank reduce the cost of producing software code while enhancing quality and reliability and shortening time to market," the software analyst says.

The Benefits

SYNERGY proves itself to be the most powerful and flexible solution for remote and distributed change management at hundreds of sites throughout the world for this international

banking giant. As a result, the bank enhances its competitive advantage by improving quality, increasing efficiency, and accelerating the delivery of advanced software and systems. Because SYNERGY maintains an integrated, central database of software assets and all related information about projects, tasks, processes and people associated with them, the company improves its development processes and maximizes productivity using globally distributed development teams. It also minimizes development costs through automating processes and repeating best practices.

"Telelogic SYNERGY brings simplicity and efficiency to our developers and managers alike," the software analyst says. "Everyone works faster and smarter. Most importantly, SYNERGY brings our distributed development teams together in a proven, team-oriented workflow approach that ensures high quality results."

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Telelogic SYNERGY/CM™ Helps Leading Global Human Resources Consulting Firm Boost Productivity by 18 Percent

- ▶ **Customer:** A leading global human resources consulting firm.
- ▶ **Situation:** The company's Internet development group needs to find a way to meet ever-shrinking application development deadlines. The group enables Web access for the company's benefits outsourcing clients, which lets employees manage their benefits, including pension, 401(k) and health plan benefits, online.
- ▶ **Solution:** The company selects SYNERGY/CM to meet increasing customer expectations for faster project delivery and provide its development organization with more control. Currently all e-services Web development groups use this product.
- ▶ **Bottom Line:** The consulting firm achieves all of its initial project objectives after a successful implementation. These include raising productivity of its Web development group by 18 percent, speeding the delivery of Web-enabled services and increasing overall quality.

The Story

As a global human resources consulting firm, this company helps organizations get the most from their employees by reducing administration and pension plan costs, tackling tough personnel issues and increasing ROI.

Unfortunately, the company struggles with its own extremely complex technology systems. This leads to inconsistencies that cause many time consuming broken builds. As such, a high level of consistency in software configurations spanning the entire development process is needed. In addition, the ability to isolate problems that may occur along the way, especially querying of all tasks and identifying conflicting changes, is a key capability that the company looks for.

"Telelogic SYNERGY/CM speeds up the development process because it guarantees the consistency of our software configurations all along the process... We have realized at least an 18 percent improvement in productivity using SYNERGY/CM."

– CM Systems Administrator



The company completes an in-depth review and chooses SYNERGY/CM. With its advanced configuration management capabilities, the company's development team is now able to isolate and fix any build that may break with maximum efficiency.

"Our systems are extremely complex and there are thousands of variants," says the CM systems administrator for the company. "SYNERGY/CM speeds up the development process because it guarantees the consistency of our software configurations all along the process."

SYNERGY/CM also enables the company to close the development and maintenance loop, especially the querying of all tasks. "The ability to isolate problems is a huge advantage," says the CM systems administrator. "If a build breaks within our environment it is important to find a resolution as quickly as possible and with SYNERGY/CM tasks, we are able to do exactly that. SYNERGY/CM helps us isolate problems so that we can fix them immediately. It also speeds up the bug fixing process significantly so it's night and day using SYNERGY/CM versus not." In addition, due to improvements in predictability and repeatability, developers and testers no longer waste time on failed or incomplete builds.

"The sophistication of SYNERGY/CM... allows us to manage a very complex environment."

Measurable and Impressive Gains

Using Telelogic software, the company's Web Development Group increases productivity and cuts costs on many levels. The CM systems administrator attributes the following gains and performance benchmarks to Telelogic SYNERGY/CM:

- Automation workflow improvements help teams achieve more than 18 percent productivity gains.
- Each developer saves several hours of work every week.
- An average of 90-100 builds a day are completed, which would require five times more developers to complete if SYNERGY/CM were not in place.
- Two change management system administrators manage 640 developers – many other CM systems require one administrator per 35 developers.

"We could not do what we're doing today with a file-based change management system," the CM systems administrator says. "The sophistication of SYNERGY/CM... allows us to manage a very complex environment."

The Benefits

Prior to using Telelogic software, the company – widely regarded as people management experts – was not getting the most from its own technology personnel. With Telelogic SYNERGY/CM, the company's Web Development Group cuts costs and boosts productivity while bringing consistency, responsiveness and efficiency to an otherwise problematic and cumbersome process.

"SYNERGY/CM makes our life easier by giving us the control and predictability essential to meeting our customer's expectations," the CM systems administrator says.

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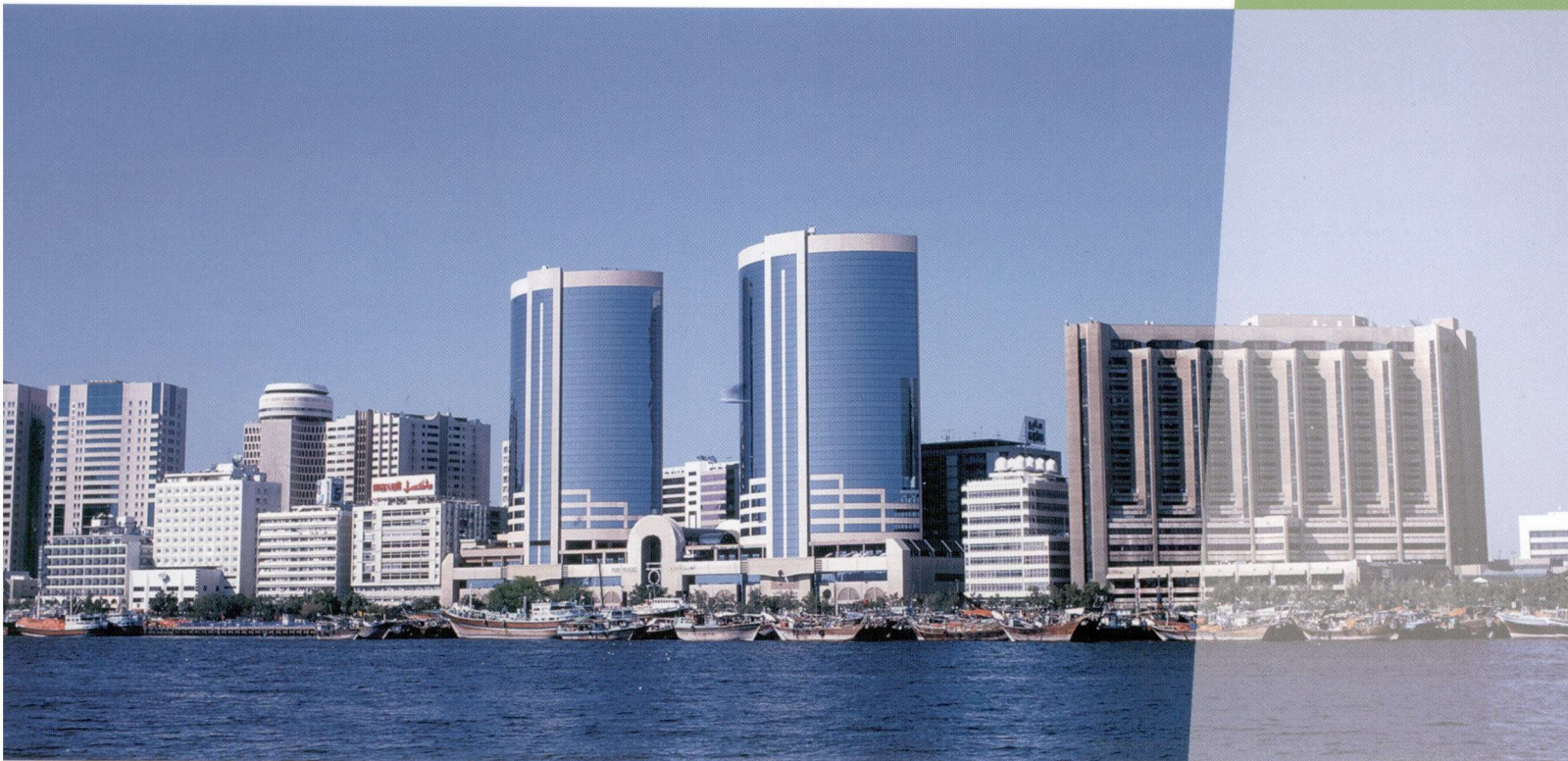
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Dubai Municipality Creates Oasis for Parallel Development with Telelogic SYNERGY

- ▶ **Customer:** The Dubai Municipality is a government organization that controls all facets of governance for the City of Dubai in the United Arab Emirates (U.A.E.).
- ▶ **Situation:** Multiple IT systems and supporting software continuously change making version management increasingly difficult. The Dubai Municipality needs a tool to manage its software by seamlessly maintaining different versions and enabling parallel releases of the same project.
- ▶ **Solution:** After a rigorous review of available products including IBM/Rational and Computer Associates, the municipality selects Telelogic SYNERGY as its enterprise standard for change and configuration management (CM).
- ▶ **Bottom Line:** SYNERGY enables programmers and project managers on distributed development teams to manage the development lifecycle, including tracking and monitoring changes for each software version, and provides full traceability as required by management.

The Story

The Dubai Municipality is one of the largest establishments in Dubai with more than 12,000 staff working in 30 distributed locations. Information technology is an integral element of the municipality and its large IT division develops and maintains a number of software systems developed internally, as well as those developed and maintained by third party companies. As most of these systems are continuously changing, version management becomes increasingly difficult. Keeping track of software changes manually on a spreadsheet demands a full-time, dedicated team and even with this in place, version management for all projects is impossible.

“By controlling, tracking and monitoring different releases of our software, it helped us reduce development time, communicate more efficiently and evaluate and adjust to changes within projects.”

*– Yousif Shams,
Head of the System
Development Unit,
Dubai Municipality*



The Municipality decides it needs a tool that can manage changes and configurations by seamlessly maintaining different versions and enabling parallel releases of the same project. It establishes an evaluation process and examines change and configuration management solutions from three leading vendors: Telelogic, IBM/Rational and Computer Associates.

Telelogic SYNERGY becomes the standard for change and configuration management for the municipality's entire systems and software development lifecycle. "We were particularly impressed with SYNERGY's robust GUI interface, version control and branching capabilities – all highly important attributes which are very valuable," says Yousif Shams, head of the System Development Unit for Dubai municipality.

SYNERGY Delivers Benefits across the Enterprise

SYNERGY is currently being used by all software teams, complemented by a core CM team that is comprised of three part-time members who migrate each project to SYNERGY and are responsible for meeting project objectives.

Development teams distributed in different locations access SYNERGY through the municipality's LAN and WAN to collaborate efficiently. Each team has a build manager who oversees the project in SYNERGY once it has been migrated.

"We were particularly impressed with SYNERGY's robust GUI interface, version control and branching capabilities..."

The Benefits

SYNERGY enables programmers and project managers to control the complete development lifecycle, including the tracking and monitoring of changes for each software version, as well as maintain full traceability as required by management. "By controlling, tracking and monitoring different releases of our software, SYNERGY helped us reduce development time, communicate more efficiently and evaluate and adjust to changes within projects," says Shams.

SYNERGY reduces the learning curve as it seamlessly integrates with multiple software platforms. All Visual Basic, MS Access and Web-based e-governance projects are currently managed within SYNERGY, with Oracle projects soon to be added. This enables developers to continue to work on their respective platforms without having to worry about the CM tool.

"SYNERGY is a highly professional tool that organizes the software configuration management of our complex and multi-faceted organization," says Shams. "We preserve our development lifecycle and make use of the automated lifecycle capabilities of the solution. It makes the entire software development process easier and faster."

With SYNERGY, the municipality now has the control and visibility it needs to effectively replace or re-engineer projects – enhancing the services it provides to the people of the City of Dubai.

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