

CASE STUDIES

# Synon + AS400 Development & Maintenance

How to Save your Development & Maintenance Cost by Outsourcing



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## About SrinSoft:

**SrinSoft Technologies** is a multi-disciplinary IT & Engineering services firm delivering software and engineering services to enterprise customers worldwide. We develop and implement high quality and cost effective software solutions using our rapid application development strategies. Our goal is to ensure that our clients can depend on a single and reliable partner for all their IT needs instead of having to deal with multiple vendors and service providers.

**SrinSoft' s IT Division** has profound project implementation experience in all aspects of application development, migration, modernization, integration and maintenance services in AS400, .Net, Oracle, Java and other open source technologies. We have a dedicated center of excellence for AS400 Services.

### **SrinSoft AS400/iSeries Expertise**

SrinSoft' s associates have vast knowledge and experience in developing customized applications, enhancing ERP applications and modernizing Legacy Screens using iSeries/AS400. We have a strong team of experts with wide experience in key domains such as Insurance, Healthcare, Banking, Manufacturing and Distribution/Retail. Our AS400 Services include:

- Application Development
- Integration & Reengineering
- Migration and Modernization
- Maintenance & Support

### **SrinSoft' s Synon Expertise**

SrinSoft' s associates have been working on Synon from 2005, helping customers to develop their AS400 application. Our associates have good knowledge on Synon to design, generate, implement and maintain applications with greater efficiency and effectiveness. The team had worked directly with Synon tools on application development projects, including ongoing maintenance for reliable and stable business applications.

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## Case Study

### Client-A leading home appliance retail company

Client is a 125-year old consumer goods retailer with over \$1 billion in revenue and over 4,000 employees. The company, is publicly-traded and operates more than 95 retail locations in Arizona, Colorado, Louisiana, Mississippi, Nevada, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, and Texas. The Company's products and services offered through its retail sales outlets and distribution and service facilities include furniture and mattresses, home appliances, consumer electronics, home office equipment, repair service agreements, credit insurance, home delivery, product repair service and consumer credit to an under served segment of the population.

Client differentiates itself from the competition through its proprietary, in-house consumer finance program, also known as "YES MONEY", which allows mid-tier credit customers to make aspirational purchases of products that they normally wouldn't be able to acquire. In addition to its own financing program, and through relationships with a variety of third parties, the Client is able to offer almost every customer a monthly payment program that fits their financial situation, to enable them to purchase the goods and services it offers.

### Relationship between SrinSoft & Client

SrinSoft Technologies entered into a contract with Client in 2015 to develop, enhance, support and maintain their AS400 System. Initially SrinSoft started the relationship with a team of 5 consultants working out of our offshore location in India to develop, test and document the existing AS400 application. On successful completion of this development, Client has added more projects to SrinSoft.

### Systems and Challenges faced prior to partnering with SrinSoft:

The core business of Client's like sales order, purchase order, Invoicing, Credit process, granting runs in AS400 system and they had issues to streamline their business application process. The infrastructure environments consists of two; development and production. The Client has added a new development environment to their infrastructure to leverage the existing development environment as testing environment.

The key challenges are as follows:

- Documentation issues.
- Source code management issues.
- Testing process, dedicated resource and tools issues

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## SrinSoft Solutions

SrinSoft currently has 3 On-Going projects with System specialists supporting Client as part of its maintenance and support services contract.

1. Streamline the Business process and Application process
2. Change management process – single ownership for change
3. Standard Testing process, dedicated resource and tools
4. Stabilization the As400 systems

## Technology Used

- ✓ AS400
- ✓ SYNON
- ✓ X-ANALYSIS
- ✓ IMPLEMENTER
- ✓ TESTBENCH

## Project I: Maintain & Document the existing system

The main idea is to enhance the capabilities of AS400 system and to improve the documentation process . It is also to separate the report generation from production server.

### **Objectives:**

1. Document the Synon data models
2. Document the existing AS400 modules and system & the customization done
3. Document all the third parties used and how they are invoked.
4. Separate report generation
5. System Enhancement

### **Solution Approach**

Srinsoft used X-ANALYSIS tool to document the application created in Synon and analyze the impact that may prevent the system up and running. They also analyze and fill the gaps in the documentation process. The other intricate information on the third party integration currently happening in the system was documented further by the team. SrinSoft's team created a data model to document the application database.

SrinSoft used MuleSoft enterprise service bus to move data from AS400 to Hadoop to enhance the capabilities of the AS400 system.

### **Benefits**

- ✓ System Stabilization
- ✓ Documentation in process and improved
- ✓ Reduce the activities in the system to enhance

## **Project 2: Source Code Management System**

To migrate Client existing source code into the source code management tool.

### **Objectives:**

1. Introduce IBM-Implementer source code management tools.
2. Defined various environments in the system through the source code management tool for promoting the changed code.
3. To make sure that duplicate code is not brought into any environment and no changed code is missed using the source code management tool.

### **Solution Approach**

SrinSoft used IBM-IMPLEMENTER since it has lots of features like the Workbench, Change control, version control, testing tools, reporting, inquiries, third party integrations, etc. This will help Client to understand the process of promoting the changes to different environments.

### **Benefits**

- ✓ Streamline Business and Application process
- ✓ Single ownership for change inside the system
- ✓ Visibility of change in the system
- ✓ No change in the sources will be duplicated/missed
- ✓ No conflicts in maintaining a program in any environment

## **Project 3: Testing Process & Strategy**

The client needs a defined strategy, formal process and resources for testing the application.

### **Objectives:**

- Testing process
- Testing resources
- Regression testing
- Testing tools

### **Solution Approach**

SrinSoft has set a standard Test Strategy document which had the following information on the project.

- Criteria for Testing
- Levels of Testing (System Testing, Integration Testing, Functional Testing, Regression Testing, UAT)
- Types of Testing (Performance Testing, Volume Testing, Load Testing)
- Testing Techniques
- Features to be/not to be tested
- Test case pass/fail criteria
- Release to production criteria
- Environmental requirement for Testing
- Tools to be used
- Entry/Exit criteria
- Metrics

SrinSoft has performed regression testing and also implement Testbench – testing tool to test the code and will document the bugs in the defect trackers and release test results to the developer or to client. The team also provides testcase for critical process

### **Benefits**

- Standard testing process & Strategy
- Dedicated resources for testing the application
- The system is up and running
- Automated test scripts can be executed without any manual step using continuous Integration tools