

CASE STUDY

PLATFORM MIGRATION INCREASES PRODUCTIVITY, PERFORMANCE, AND SAVES MONEY

Client Background

Our client—a Fortune 500 company—is a global manufacturer in labeling and packaging materials and solutions. The company's applications and technologies are an integral part of products used in every major market and industry. As a member of the Fortune 500, our client's innovative solutions help many industries move products through their supply chain more efficiently while saving time and reducing the number of items that are labeled incorrectly.

Business Challenge

The client—a quality focused company—had an unpleasant experience with outsourcing to a software solution provider and as a result decided to make a change. Their existing platform was expensive to maintain, difficult to manage and implementing changes were challenging. Additionally, the timeframes were strict for project implementations and it was critically important to not sacrifice the quality of specific customer implementation projects.

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Engagement Description

The client consulted with SoftServe and asked for assistance with two projects as they lacked the predictability of deliverables and suffered from quality issues. The SoftServe team applied its phased approach to engage, starting with an analysis phase with the goal of understanding existing code quality and creating immediate action items for improvement.

In the next phase, SoftServe participated in a number of workshops with the business stakeholders to help define functional requirements and changes needed.

The team engaged in the following projects:

- The migration from IBM WebSphere Commerce Platform to open-source stack—EnterpriseDB Postgres Platform+GbOSS+getUI+Spring.
- The other project is related to the client's data processing component, which is visible and available to customers as part of a new platform. This component is a web application enabling their customers to place orders. The end users of the app are customers working with the client in B2B relationships.

Through the app, customers can order labels, stickers with a specific look, content, size and more. The customer can also choose where and how the order is delivered, where the payment is sent, and the country where it is produced. The configurations will vary depending on each customer needs.

The project requirements focused on non-functional system requirements. To address this, SoftServe pulled together a Scrum team that consisted of six developers, project manager (PM), quality control (QC), and business analyst (BA). The client's project owner (PO), a technical manager, is responsible for backlog creation and prioritization. The team communicated with the PO in daily meetings and shared their practice of brainstorming during every sprint, which was appreciated.

The unique part of this project is the client's focus on quality, which is an extremely high priority. As a result, the software development lifecycle (SDLC) was modified—after coding process they freeze all activities and start testing. They make a full regression and test the code not only within the testing environment, but also on the production line.

Value Delivered

As a result of the collaboration, the client was completely satisfied with the modernized platform that is more productive with improved performance. Migrating to the new platform was delivered on schedule as SoftServe team was able to establish predictability, which resulted in savings.

The client can now be confident in the platform's code quality, which was a number one priority. Additionally, the easy-to-manage application—developed by SoftServe—provides an opportunity for business expansion.

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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