



PSI Customer Success Story

PSI aligned with the Client's corporate strategy, directly impacting the bottom line through higher quality products, shorter product development cycles, more efficient testing and lower costs.



PSI SHOWS THE WAY: TRAXSTAR LEADS

"The team developed a good understanding of our existing work flows and found out ways to successfully complement our operations without causing any discontinuities and issues on our side. We have found our relationship both professionally and personally rewarding."
-- Client

ENGAGEMENT HIGHLIGHTS:

The Test Lab Management Product Suite QATrax is based on a live environment surfacing significant events to appropriate individuals, notifying and suggesting solutions as soon as those individuals appear on the test lab grid. PSI helped with the extensibility of the product features to an active manufacturing environment where efficiency and product quality benefits from integration of people and equipment into a common, visible real-time process.

HOW PSI HELPED ONE OF USA'S RENOWNED WORKFLOW SOLUTION PROVIDER WITH EXTENSIBILITY OF PRODUCT FEATURES THAT DRAMATICALLY INCREASED ITS MARKET SHARE

About the Client

TraxStar Technologies, LLC offers workflow and management solutions that focus on visibility and scheduling. TraxStar Technologies serves technology, automotive, communications, independent test labs, and defence industry clients worldwide. QATrax is a TraxStar product that helps organizations manage the process of product and test flow into and out of test labs. It helps formalize and standardize workflow and reporting so that equipment utilization, test schedules, timing, and results are visible to engineers and managers throughout their organization and also to customers.

The Need

In TraxStar work environment "just one day" makes a difference. Managing people and equipment effectively requires high-level visibility over real-time activities. Dynamic environments mean that each individual in the project requires real-time visibility into their assignments. Rapid turnarounds require that individuals need to quickly gather the requisite information and resources, perform activities, and then effectively communicate the results without any error. The objective of the project was to enhance features to accommodate these concerns, fix bugs and provide support for the QATrax product.

Challenges

One of the main stumbling blocks in an offshore application development and maintenance project is figuring out how to quickly and efficiently integrate new features. Feature development and implementation that takes too much time and effort can quickly undermine the economics of the business. Following is the list of Key challenges experienced by PSI on this project.

1 Database used in project was metadata based.

2 No proper documentation was available to understand the application at operational level and hence one needed to understand the existing class architecture without documentation.

3 The project also required deciphering the undocumented code of management reports. Need to understand the relevant business domains and related terminologies.

4 Synching the web app and the desktop app so that both desktop and web app hit the common server.

5 Managing the bulky database was also a challenge. There was a dependency on many 3rd party components.

6 Delivery of new releases as per deadlines was a key requirement.

Project at a Glance!

Project name

Extensibility of product features, Implementation and Bug fixing.

Location

United States

Duration

Apr 2007 – Till Date

Team Size

4

Industry

Software

Delivery Model

Offshore

Engagement Model

Retainership

Challenge

Extensibility of product features, Bug fixing, implementation

Solution

An offshore delivery model on a retainership basis was agreed upon with the client.

Releases

QATrax Module: 200

Management Reports Module : 47

Webclient Module : 30

Importer Module : 14

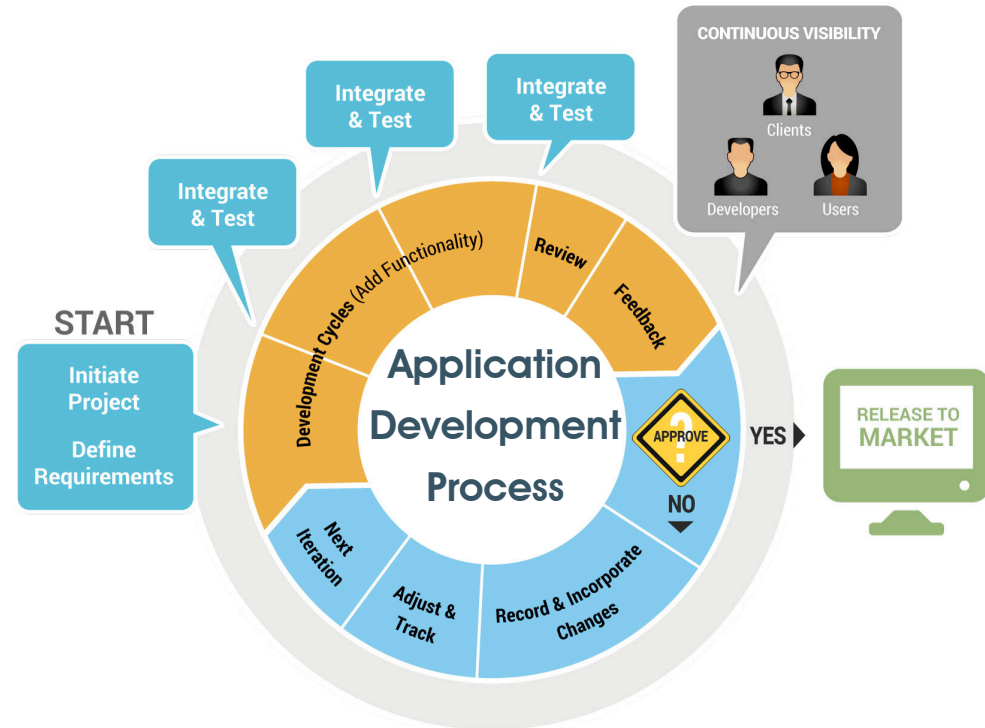
Results

The work done by PSI resulted in increased sales and market share. Simultaneously, it paved way for newer markets and customers for the client.



PSI's Solution Approach

PSI's solution approach has always been customer centric. For this project, binaries were shared at the time of release through FTP. Automated mail through system and utility for breaking up database without loss of any data was done. Connected the IIS with Application Server for synching web and desktop app. Used Agile Development Methodology for web app development. Following is the illustrated solution approach of PSI.



Product Features

QATrax provides immediate bottom-line benefits for test labs by tuning testing cycles to business cycles and by saving critical time off the testing cycle. The competitive benefits are in time-to-market, meeting customer deadlines and savings on operating costs.

By layering your own process over the QATrax backbone, you build a long-term competitive advantage.

QATrax helps organizations get a handle on the process of product and test flow into and out of test labs. It helps regulate and standardize workflow and reporting so that equipment utilization, test schedules, timing, and results are visible to engineers and managers throughout organization and also customers.

TECHNOLOGY USED:

Language: Pascal, C#
Framework: .Net (for reporting)
Front End: Delphi, Visual Studio
App Server: IIS and windows services
Database: Interbase
Development platforms: Windows 7, Windows 2003 Server, Windows 2008 Server
Development tools: Delphi, Interbase, 3rd party components, IntraWeb

“*Using metrics that matter, lab managers are moving towards a process of measure, analyze then adjust. It is more efficient and accurate to capture metrics in a systematic process rather than produce ad hoc metrics at management's request.*”

The use of metrics in test lab management is important as evidenced in many test lab metrics surveys.”



About PSI

PSI is a market leading IT Services Company headquartered in CA, USA, providing Software Product Development, IT consulting & Offshore Outsourcing Solutions to ISV's (Independent Software Vendors), ASP's (Application Service Providers), IT Service Providers and IT Consumers from across the globe. With a Dedicated Software Development & Delivery Center in India, equipped with latest hardware, software and data communication facilities; PSI provides an ideal offshore development center (ODC) to its esteemed clients.

ACHIEVEMENTS:



Client was able to increase customer base because of new features and functionalities.



200 releases for QaTrax



Delivered all the 190 releases well on time before the scheduled dates.



Successfully created 27 modules for the web client version for the Requestor Users.



We have significantly improved the performance of management reports in a very short period of time.



Successfully understood database design/ schema by self-study of application and database in short period of time.



Successfully implemented various features of product like email notification, resource preference, new report, shifts implementation.



Significantly improved the performance of the application to the client's satisfaction over a period of time.