

Elevon Inc.

Project: Production Support & Maintenance of Tamaris ERP

About the Customer

Elevon helped companies expand their internal processes beyond four walls. The firm connected bundled enterprise software to those of vendors and suppliers in an effort to avoid redundancy and cut costs. Elevon's applications included tools for invoicing, publishing online catalogs, and processing payments. In addition to software, the company provided such services as application integration, platform migration, and IT consulting. ADT Security Services, a unit of Tyco International, accounted for almost 20% of its revenues. Elevon was acquired by enterprise software solutions and services vendor SSA Global Technologies for in June 2003.

Background & Business Drivers

Elevon developed a popular ERP system called Tamaris which managed procurement, Financials as well as revenue for enterprises. Tamaris was extremely critical to customer's business since it managed end customer orders and financials and round-the clock availability to business users was a must.

Elevon decided to outsource various activities associated with Tamaris which included production support and maintenance, migration, consulting to InterraIT. The prime reason for outsourcing the application was to lower the costs attached and use the expertise available with InterraIT as a big experienced resource pool on this skill.

InterraIT provided the expertise in following areas

- Consulting and Customization
- Migration
- Support and maintenance
- Production Cutover

InterraIT's Value Proposition

InterraIT clearly understood the delivery challenges faced by Elevon and had an effective value proposition for reducing cost. InterraIT also successfully met the resourcing challenges for Tamaris, a hard to find skill. Some of the unique strengths that helped InterraIT deliver successfully were

- Ready availability of Walker experts
- Proven onsite-offshore delivery model to provide 24x7 support leading to reduced turn around time and increased application uptime
- Cost effective onsite-offshore delivery framework
- Successful prior execution of Tamaris support projects with other customers
- In-house developed tool to assist in migration process thus reducing start up costs for Elevon

Scope of services & Solution

InterraIT provided following services to various Tamaris customers

- Product Enhancement

Enhancements were performed from time to time as per the needs of the end business users. Product enhancements were done for diverse processes including analysis cubes, next generation fixed assets, EDI, EMU conversion, system integration, product migration. Changes to the system were managed through a process of quarterly/ monthly releases. System recertification was also done and verified by auditors on a periodic basis.
- Migration

This activity involves migrating the client's current business application to the latest Tamaris version while retaining the old client customization. Migration solutions included: component migration, data migration, DB2 data migration utility.
- Production Support

Support for various TAMARIS modules including: AP, GL, PO Management, Inventory Management, FA, AR, Project Cost Management. InterraIT supported the Tamaris application on a 24x7 model which included onsite dedicated support during US business hours, Offshore dedicated support during India business hours and onsite on-call support covering the remaining hours of the day. Level 2 & Level 3 production support was also provided as per agreed SLAs.
- Testing

Testing of various Tamaris modules was undertaken as per the need of the customers. Some of the Testing Solutions given were: Product Testing, Unit Testing, System Testing, Integration Testing, CMTS Testing.
- Release Engineering

Business Challenges

As with any legacy support, Tamaris support also posed quite a few challenges, the major ones included

- Limited availability of Tamaris skills in the market
- Diverse business domains of the end customers like airlines, banking, food packaging, passenger rail service etc.
- No standard migration technique provided by Elevon for the migration
- No documentation was available about the individual customizations done by end customers; technically complex product range
- Delivery schedules were extremely tight considering the business impact of the applications. Ad hoc troubleshooting was often required within demanding timeframes

Pay offs

InterraIT won quite a few accolades from Elevon on the successful transitions and taking

up the primary support of Tamaris in record time.

Some of the benefits experienced by Elevon included

- Cycle time reduction by almost 1/5 by the migration tool
- Migration strategy became independent of client business domain
- Significant cost savings in production support
- Increase in application uptime
- Increased turnaround time due to the dual shore delivery model
- Increased business users satisfaction level and application stability

Technologies

- Platform – Mainframe, UNIX, Windows
- Servers – z/OS, Windows XP, UNIX
- Application – Tamaris ERP
- Database – DB2, VSAM
- Tamaris tools – TGS, DOP, SCR etc
- Languages – Cobol, SAS, Easytrieve etc