



*People Making IT Happen*

# Case Study

## CLIENT

The client is the largest source of integrated performance improvement, travel and market research globally. The client provides communications, market and customer research, learning solutions, incentive initiatives, meetings and event management, rewards and recognition, travel management services and customer loyalty programs to companies worldwide.

## BUSINESS NEED

The client realized that the majority of its projects content could be managed by using Web Application Framework (WAF). The client's current WAF had several reusable components to configure and build any type of web application. The Configuration Tool was the core of the WAF. To add functionality to the Configuration Tool, a Java Component Library needed to be developed.

## THE PROJECT

To develop a Java Component Library for the Configuration Tool of the client's existing WAF.

## CHALLENGES

- Client apprehension of offshore services
- Develop software utilizing clients proprietary API's
- Develop software from a remote location on a live project server
- Fixed budget and fixed time project
- Communication and collaboration
- Security of data and information

## ROSE CONTRIBUTION

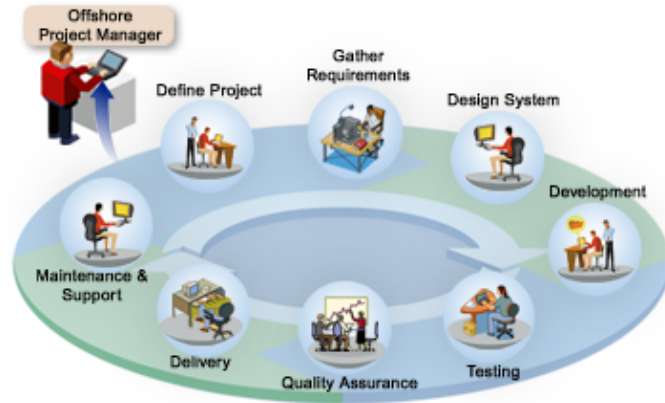
The Rose offshore development team worked jointly on the WAF with the client's software development team from a remote location. The Rose team had knowledge of the client's proprietary API's, thus could start the project quickly, which resulted in time and cost efficiency. The Rose offshore team developed the Java Component Library within the client's specified architectural design.

Cost Savings: 30 percent

## ROSE DELIVERY MODEL

Rose used its **OCT-Offshore** delivery model for this project. As per this model, the project team was based at the company's facilities in New Delhi, India. This model enhances Rose's engagement efficiency and confidence amongst clients, and separates us from the competition. The onshore competency team provided the following functions; client engagement, requirement handling, issue resolution and project transitioning and implementation. The offshore competency team provided project management and software engineering. Software engineering included; design, development, Quality Assurance (QA) and testing. This offshore delivery model is depicted below.

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**"OCT"** is present for project kickoff, knowledge transfer, project transition, issue resolution and QC of offshore projects.

The client provided a guideline for the architectural design and development of the project. Rose's thorough understanding of these allowed accurate time and size estimations of this project through the function point analysis.

A detailed workflow of activities, which followed software engineering processes, was engaged with the client. Deliverables and responsibilities were mutually discussed and agreed upon between the client and Rose. Once the Rose offshore competency team was selected by the client, descriptions of the team's skills and backgrounds were sent to the client.

As a CMM Level 3 certified firm, these components of the project followed the software engineering processes and guidelines for that certification; project management, application methodologies, QA plans, change management and risk management processes.

Rose IT Solutions successfully completed the project on schedule. Although the CMM Level 3 software engineering processes were followed, the diligence and expertise of the development team resulted in a top quality project delivery.

## TECHNOLOGIES

- Platform: J2EE
- IDE- Eclipse 3.0.1
- Remote Access: Citirix Server
- Collaboration: SharePoint
- Database: MSSQL 2000

## FURTHER INFORMATION

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