



At A Glance:

❖ Company:

- \$1 Billion Equity and Investment Services Provider

❖ Business Challenges:

- Unstable / Unavailable Critical System
- Software Licensing Issues
- Poor Documentation

❖ Results with TACT:

- Functional, Reliable and Scalable System
- Technology Risks Mitigated
- Fully Documented Architecture

“Through TACT’s deliverables, this \$1 billion equity and investment services firm is realizing a system that is not only stable, well-performing and well-documented, but one that mitigates technology risk and presents business value.”

Custom Stock Options System Application Optimization Success Story (2004)

BUSINESS CHALLENGE:

A custom stock options services system was developed for this client by a third party vendor. The system is currently supported by an integrated team of TACT technical specialists and the client’s internal resources. This system is a critical factor in their strategy to increase their client-base and offerings, but presented the client with a number of business challenges:

- The system was very unstable. This lack of stability resulted in unreliable system availability to end-users and to poor performance.
- The system was constrained in terms of scalability by its restricted component design as well as by certain software licenses. These constraints limited the client’s ability to leverage the application beyond the initial user base.
- The system was poorly documented. This lack of documentation posed a risk to the client because of their inherent reliance upon specific resources for system knowledge, operations and support.



TACT SOLUTION:

Having had success with TACT's SMART Approach to Application Optimization in the past, the client contracted with TACT to help stabilize this system and overcome the difficulties they were facing. TACT's solution was based on the System Delivery Framework (SDF), consisting of three main phases:

- The DEFINE Phase is made up of gathering analysis activities.
- The DESIGN Phase is made up of modeling and costing activities.
- The DELIVER Phase is made up of building, installing and running the application.

This particular engagement focused on the first two phases in which TACT performed an extensive code and performance analysis of the system to identify the problem areas effecting system latency and instability. TACT used the information gathered from the Code and Performance Analysis to develop an Optimization and Stabilization Plan for this system.

This comprehensive plan included:

- The Component Remedy Plan - Recommended optimization and/or stabilization approach for each offending component with attendant man-day estimates. The plan addressed the possible optimization and stabilization solutions including component upgrades and code reengineering.
- The Logical / Physical System Models - Graphical documentation of 1) the Logical Model for the Presentation Layer depicting the layer and Custom Business Objects Layer (COBOL) related components and interrelationships and 2) the Physical Model depicting the technologies and deployments of each Presentation Layer and COBOL related component.

SOLUTION OBJECTIVE:

The TACT Solution attended to all three of the client's primary concerns:

- The Optimization and Stabilization Plan developed by TACT addressed the issues of stabilization and performance.
- TACT's Component Remedy Plan tackled all of the issues surrounding scalability and functional deficiency.
- The Systems Models documentation provided by TACT resolved their issues of a limited knowledge-base and third party dependence.

PROJECT SCOPE:

This project focused on two of the three application layers, the Presentation Layer and COBOL. The third application layer, the Data Layer, was addressed by TACT in a separate effort which preceded this project. In terms of the DEFINE Phase analysis, TACT reviewed the code base to identify:

- Inefficient and resource intensive coding practices
- State retention based coding practices
- Function partitioning opportunities
- COBOL invocation impact points

In Addition, the DESIGN Phase included several facilitated sessions where resource planning and development strategy for the DELIVER Phase were addressed. During these sessions:

- Critical touch-points for the client's SME's (Subject Matter Experts) were documented.
- Modules were identified as candidates for outsourced development.
- Unit, Integration and Regression testing needs were agreed upon.

RESULTS ACHIEVED:

As a result of TACT's work, the client is poised to maximize the value of the System to increase their client-base and offerings:

- Through TACT's implementation, the client has a functional, reliable and scalable system that can be leveraged now and into the future.
- As part of the SMART Approach to Application Optimization, TACT helped the client manage and eliminate risk by creating and publishing detailed logical and physical application documentation.
- By applying the TACT System Delivery Framework, DELIVER Phase planning was an integrated part of the DEFINE and DESIGN phases, leading to more accurate estimates, a carefully defined development scope and a focused implementation effort.

About TACT

TACT has built a reputation for cutting-edge IT solutions that is exemplified by its impressive Fortune 1000 customer base. TACT focuses on a business-oriented, value-added approach to its end-to-end IT Services and Business Process Outsourcing solutions. For over 20 years, TACT has enabled significant ROI gains in Business Intelligence, Custom Application Development, Strategic Sourcing, Technology Optimization, System Support and Maintenance, Business Process Outsourcing, and Call Center Services.