

Parrus and OnDemand

Organization: OnDemand Inc.

Description:

Based out of Palo Alto, CA, OnDemand Inc. is a leading Partner Relationship Management Company. The company's products and services help companies manage the relationships with their channel partners thus helping drive up the sales through them.

Business Problem:

To help manage their software development environment, OnDemand required to move to a reasonably priced integrated SCM Solution that would help bring the cost of software development down and would provide for efficient development of software. Parrus recommended and implemented a solution that used:

- Perforce
- Bugzilla (customized to OnDemand requirements)
- P4DTI to integrate Perforce with Bugzilla

Key Benefits:

- Concurrent and Parallel Development support.
- Automatic association of software changes with specific change requests.
- Significant performance enhancements over the legacy SCM system.
- Automated SCM process means less possibility of human errors.
- Release notes generated instantly.
- Huge improvement in software build reliability. Ability to control the bug fixes that make it into the software build.
- Improvement in performance for remote users.

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OnDemand: Improving Productivity and Cost of Software Development Through an Integrated SCM Solution

Background

Irrespective of the company size, the questions in Software Development remain the same:

1. How do we improve productivity?
2. How do we reduce the cost of developing software?

OnDemand had a largely manual software configuration management system in place. CVS was used to manage the source code repository and a home grown bug tracking system was put in place using Microsoft FileMaker Pro.

OnDemand has engineering, services and QA teams working out of its headquarters in Palo Alto and remotely from Atlanta and Costa Rica.

Primary Issues

1. Lack of integration between Change Management and Version Control tools.
2. Manual release engineering processes meant extensive man-hours spent on tracking releases.
3. Inadequate and manual release reporting mechanisms. Management reporting was tedious and time consuming.
4. Inadequate reliability and consistency across the software development lifecycle.
5. Long release cycles leading to increased times to market.
6. Slow response times for remote development teams in Atlanta and Costa Rica.

Requirements Analysis

Parrus consultants analyzed and documented the software development processes and procedures with the company. A very detailed interviewing process was used to generate requirements from QA and Development Organizations. Parrus recommended a solution based on Perforce for version control, Bugzilla for change tracking and an integration between the two systems using P4DTI. This solution was cost effective, fast, scalable and met all the present and the future needs of the company.

Use Case Approach to Design

Parrus Technologies uses a Use Case approach to generating an end to end software development process. The various players are identified during this phase and the interactions between them are mapped through use cases. Once the involved organizations (QA and Development) have signed off on the proposed processes and use cases, the actual implementation can flow through very easily.

Bugzilla Customization - Perforce Integration

Based on the need for change in workflow to fit the process mapped out for OnDemand and a need for enhanced management/QA reports, source code level changes were made to the Bugzilla. The P4DTI adapter that integrates Perforce with Bugzilla was worked upon by the Parrus engineers. Extensive QA testing was performed on the integrated SCM solution.

Implementation and Validation

A demo of the integrated solution was performed in which all the use cases were shown to the management team. The management team were very impressed with the completeness of the implementation.

Data Migration

One of the requirements of the project was to migrate all the data from CVS and FileMaker Pro to the new integrated solution. This was scripted by the Parrus engineers. Once the migration was completed, test software builds were run to ensure the validity of the migration. Parrus managed the migration with zero data loss.

Training

Training is a key component of any Parrus implementation. Detailed training material, development guides and developer reference sheets were prepared. Full day training was provided to the end users. At the end of the training, the new SCM system was released through out the company.

Customer Testimony

"The quality of the work that your team produced was outstanding. This coupled with your in-depth training and overall responsiveness to our issues, allowed us to roll out our new process with a minimum of disruption to our development.."

- Camie Hackson,

V.P. Engineering, OnDemand Inc.