IBM Customer Reference

INVARIS Informationssystem GmbH

Synopsis:	*Austrian printing solutions developer shortens project cycles and improves the overall quality of its customized applications by implementing a Unified Change Management process that uses IBM Rational ClearCase LT*
Location:	Eisenstadt
	Austria
Industry:	Professional Services
Focus Area:	Product Lifecycle Management
URL:	http://www.invaris.com

Customer Background:

Founded in 1986 under the name LASERTECH, INVARIS Informationssystem GmbH is one of the leading international developers of electronic forms and output management solutions. Since its founding, INVARIS' primary objective has been to design and develop software that supports its customers' printing needs. The company's products provide a central, vendor-independent printing architecture, which support the major printer manufacturers and reduce compatibility problems. Today over 1,000 organizations use more than 10,000 licences of the company's DESIGNER product suite, with another 50,000 organizations utilizing INVARIS' PFM, DCS and FORMSTATION client-server products.

Business Need:

INVARIS was in need of a change management solution for its application environment. To fully satisfy its customers, INVARIS had been customizing its software solutions to precisely meet client needs. This practice, however, was terribly inefficient, often leading to duplicated efforts by the design teams. When changes were made to the printing solutions, the changes were copied into corresponding directory folders and also into the customer's Microsoft Visual SourceSafe repository. The only means to reuse these customizations was to sort through the information recorded in the directory, comparing the standard code to the previously-customized version. During this process, the team also had to be careful to exclude bugs, which had been identified and resolved, into the new code. Unfortunately, the change management team was not always successful with this endeavor.

INVARIS wanted to replace its current method with a central change management tool that would allow it to leverage its existing code changes while reducing the risk of implementing previous bugs into its software customizations.

Solution:

INVARIS implemented IBM Rational ClearCase LT for its Unified Change Management solution. Integrated with the customer's Microsoft Visual Studio and Borland Jbuilder software, Rational ClearCase LT was installed on an Intel server running Windows 2000 and is connected to several Windows 2000 workstations. Leveraging the Rational software, INVARIS is switching from its previous change management process to a components-based system. Rational ClearCase provides INVARIS with the ability to track and reuse its code changes for more than one project without the need for extensive code comparisons. Rational ClearCase LT

was also used to import and organize the customer's existing Visual SourceSafe data into the new change management processes.

In the near future, INVARIS plans on expanding the Rational software to its Linux and Unix workstations.

Benefits of the Solution:
INVARIS was particularly impressed with the ease-of-use of the Rational software, requiring only a limited training cycle before its employees were able to manage the Unified Change Management environment. Leveraging the management capabilities of the software, application developers have been able to customize code more quickly and efficiently, meeting client requests ahead of schedule and improving customer satisfaction. This solution has also helped INVARIS to improve its overall product quality, reducing the risk of bugs creeping back into customized applications - now, once an application has been fixed, it stays that way.